REGULAR MEETING
AGENDA
CITY OF CREVE COEUR
CITY COUNCIL
300 NORTH NEW BALLAS RD
SEPTEMBER 8, 2014
7:00 PM

CALL TO ORDER

PLEDGE OF ALLEGIANCE

INVOCATION

ROLL CALL

COMMENTS FROM THE GENERAL PUBLIC

(Citizens are asked to limit comments to three minutes and to complete a speaker card)

PUBLIC HEARING

Public Hearing - 7:00 P.M. - Setting of the 2014 Property Tax Rate

ANNOUNCEMENTS

The City Council meets the 2nd and 4th Monday of each month
6:00 p.m. - 7:00 p.m. - Work Session
7:00 p.m. - Regular Meeting of the City Council

CONSENT AGENDA

a. **Council Minutes Dated August 25, 2014**

b. **AMC Theater In-Kind Donation for Silver Screen Series in the Amount of $2,000.**
Summary: AMC Theatres is donating the use of the building for the Silver Screen Series. The value of the in-kind donation is $2,000. The Art Commission is seeking Council approval of the donation to meet with the requirements of the City's Donation Policy. The Council approved the sponsorship of the 2014 Silver Screen Series on April 28, 2014, which included seeking donations from AMC Theatres.

BILLS PAYABLE REPORT

For Information Only

c. **Bills Payable Listing**

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UNFINISHED BUSINESS

4. **Bill No. 5508 - an Ordinance Approving a Final Subdivision Plat for a Subdivision Known as Creekside at Mason Located at 853 N. Mason Road, City of Creve Coeur, St. Louis County, Missouri. Final Reading and Passage**
   Summary: An application by Chris Matteo, of Pulte Homes of St. Louis, LLC, has been submitted for the final plat and site improvement approval of the 8.49 acres located at 853 N. Mason Road, for 12 single family homes, zoned "B" Single Family Residential with "RDD" Residential Design Development. Ordinance No. 5376 authorized the rezoning and preliminary plat approved by the City Council on June 23, 2014. Approval of a final plat is a ministerial act that should be granted unless a technical failure is found in the drawing or the drawing is not in substantial conformance with the preliminary plat or corrections thereto.

5. **Bill No. 5509 - an Ordinance Accepting Dedication of Conway Aire Drive as a Public Street. Final Reading and Passage**
   Summary: The trustees of Conway Aire have requested that the City accept the dedication of the Conway Aire right of way for public maintenance. The Department of Public Works supports this request, and the Planning and Zoning Commission has voted to recommend acceptance of this dedication as well.

NEW BUSINESS

6. **Bill No. 5510 - an Ordinance Ordering the Levy and Establishment of the Rates of Annual Taxes for Municipal Purposes in the City of Creve Coeur for the Year 2014. First Reading**
   Summary: An ordinance setting the property tax rates for 2014 of $.072 on each one hundred dollars of ($100.00) of assessed valuation for residential property, $.078 on each one hundred dollars ($100.00) of assessed valuation for commercial property.

7. **Bill No. 5511 - an Ordinance Amending Provisions of the Municipal Code in Chapter 125, Boards, Commissions and Committees, and Chapter 130, Personnel Code. First Reading**
   Summary: Previously the Council appointed a Council-led Task Force to review the City's boards, committees and commissions. The Task Force determined that several changes need to be made and the proposed ordinance amends the Municipal Code accordingly.

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8. **Bill No. 5512 - an Ordinance Authorizing the Execution of a Permanent Drainage Easement and a Stormwater Maintenance Agreement with the Metropolitan St. Louis Sewer District Related to Repairs to the Lake and Dam at the Creve Coeur Golf Course. First Reading**
   Summary: City staff recommends the approval of two documents related to the planned rehabilitation of the lake and dam at the golf course. The first is a permanent stormwater easement for an existing storm drain, and the second is a maintenance agreement for the lake and dam. Neither agreement is expected to create a hardship for the City.

APPOINTMENTS

9. **Appointments and Reappointments to Finance, Board of Adjustment, P & Z and Parks**

BUSINESS FROM MAYOR AND CITY COUNCIL

10. **Golf Course Dam and Siltation Project**
    Summary: Council Member Kent has requested discussion of this project.

BUSINESS FROM CITY ADMINISTRATOR

11. **Trash and Recycling Contract**
    Summary: The City's current contract expires on June 30, 2015. Continued discussion from the August 25, 2014 meeting.

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

Posted: _____ posted 09/4/2014
Deborah Ryan, MPCC
City Clerk

Public Hearing - 7:00 P.M. - Setting of the 2014 Property Tax Rate

City Council
300 North New Ballas Rd
Creve-Coeur, MO 63141

Debbie Ryan
City Clerk
(314) 872-2517
www.creve-coeur.org/

Meeting: 09/08/14 07:00 PM

COUNCIL MINUTES (ID # 1067)

DOC ID: 1067

Council Minutes Dated August 25, 2014

MINUTES
CITY OF CREVE COEUR
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300 NORTH NEW BALLAS RD
AUGUST 25, 2014
7:30 P.M.

CALL TO ORDER
A regular meeting of the City Council of the City of Creve Coeur was called to order by Mayor Glantz at the Creve Coeur Government Center, 300 N. New Ballas Road on Monday, August 25, 2014 at 7:30 p.m.

PLEDGE OF ALLEGIANCE
Mayor Glantz led the Pledge of Allegiance.

INVOCATION
Mayor Glantz gave the invocation.

ROLL CALL
Mayor Glantz

Mr. Kreuter	Council Member Ward I
Mr. Wang	Council Member Ward II
Ms. Kramer	Council Member Ward I
Mrs. Lawrence	Council Member Ward II
Mrs. D'Alfonso	Council Member Ward III
Mr. Hoffman	Council Member Ward III
Mr. Saunders	Council Member Ward IV
Mr. Kent	Council Member Ward IV

COMMENTS FROM THE GENERAL PUBLIC
No one requested to speak.

ANNOUNCEMENTS
The City Council meets the 2nd and 4th Monday of each month
6:00 p.m. - 7:00 p.m. - Work Session
7:00 p.m. - Regular Meeting of the City Council

FUTURE PUBLIC HEARING - September 8, 2014 - 7:00 PM - Setting the 2014 Property Tax Rate

ACCEPTANCE OF THE AGENDA
Council Member Saunders moved, seconded by Council Member Hoffman to amend the agenda correcting Bill No. 5506, noting it is for final reading and passage and adding discussion of Operation Food Search under Business from the Mayor and City Council, with the vote upon such motion:

Council Member Kramer - Aye
Council Member Lawrence - Aye
Council Member Hoffman - Aye
Council Member D'Alfonso - Aye
Council Member Saunders - Aye
Council Member Kent - Aye
Council Member Wang - Aye
Council Member Kreuter - Aye

The vote on the motion being 8 ayes and 0 nays, motion carried.

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CONSENT AGENDA

1. Council Minutes Dated August 11, 2014

Council Member Saunders identified the need to correct item 9a in the minutes to reflect the correct title "Resolution No. 1124 – A Resolution of the City Council Of The City Of Creve Coeur, Missouri, Authorizing The Execution Of A Contract Increase With Ford Asphalt Company, Inc., For the 2014 Asphalt Pavement Resurfacing project For $42,652.50."

Council Member Saunders moved, seconded by Council Member Kramer to accept the consent agenda as amended, with the vote upon such motion as follows:

Council Member Saunders - Aye
Council Member Kent - Aye
Council Member Wang - Aye
Council Member Kreuter - Aye
Council Member D'Alfonso - Aye
Council Member Hoffman - Aye
Council Member Lawrence - Aye
Council Member Kramer - Aye

The vote on the motion being 8 ayes and 0 nays, motion carried.

BILLS PAYABLE REPORT

For Information Only

Summary: A report of bills payable dated August 21, 2014 in the amount of $234,799.80 has been provided for Council review. No vote is required.

UNFINISHED BUSINESS

2. Bill No. 5506 - an Ordinance Repealing Ordinance Number 5346 and Approving a New Master Sign Plan Pursuant to Section 405.950.J of the City of Creve Coeur's Code of Ordinances for the CityPlace Campus Located Within the "CB" Core Business District. Final Reading and Passage.

Acting City Clerk Stott read Bill 5506 for the final time.

Council Member Hoffman moved, seconded by Council Member Kramer to approve Bill No. 5506, with the vote upon such motion being as follows:

Council Member Kreuter - Aye
Council Member Wang - Aye
Council Member Kent – Aye
Council Member Saunders - Aye
Council Member D'Alfonso - Aye
Council Member Hoffman - Aye
Council Member Lawrence - Aye
Council Member Kramer - Aye

The vote on the motion being 8 ayes and 0 nays, motion carried. Bill No. 5506 becomes Ordinance No. 5386.

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3. **Bill No. 5507 - an Ordinance Amending Title II, Chapter 205, of the Code of Ordinances of the City of Creve Coeur, Regarding Animal Neglect and Abuse. Final Reading and Passage.**

Acting City Clerk read Bill No. 5507.

Council Member Hoffman moved, seconded by Council Member Kramer to approve Bill No. 5507.

Council Member Lawrence moved, seconded by Council Member Kramer to incorporate the changes made from the first reading into the Bill No. 5507, as shown in the packet materials, with the vote upon such motioned being as follows, to-wit:

Council Member Kramer - Aye
Council Member Lawrence - Aye
Council Member Hoffman - Aye
Council Member D'Alfonso - Aye
Council Member Kreuter - Aye
Council Member Wang - Aye
Council Member Kent – Aye
Council Member Saunders - Aye

Mayor Glantz called the question to approve amended Bill No. 5507, with the vote upon such motion being as follows, to-wit:

Council Member D'Alfonso - Aye
Council Member Hoffman - Aye
Council Member Lawrence - Aye
Council Member Kramer - Aye
Council Member Kreuter - Aye
Council Member Wang - Aye
Council Member Kent – Aye
Council Member Saunders - Aye

The vote on the motion being 8 ayes and 0 nays, motion carried. Amended Bill No. 5507 becomes Ordinance No. 5387.

NEW BUSINESS

4. **Bill No. 5508 - an Ordinance Approving a Final Subdivision Plat for a Subdivision Known as Creekside at Mason Located at 853 N. Mason Road, City of Creve Coeur, St. Louis County, Missouri. First Reading only.**

Acting City Clerk read Bill 5508 for the first time.

Paul Langdon made a brief presentation regarding the application. He stated the Applicant has confirmed the trail will meet public ADA standards. He stated that the Applicant had resolved Mr. Lieber's concerns as neighboring property owner by means of some grading on both sides of the property line. He identified an issue regarding the orientation of the house on Lot 4.

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Council had directed that it be square to the street. Applicant wants to skew it a bit to increase the rear yard area, due to a retaining wall.

Applicant George Stock, on behalf of Pulte Homes, provided a rendering of the house on Lot 4 to the City Council and asked for approval to change the orientation

5. **Bill No. 5509 - an Ordinance Accepting Dedication of Conway Aire Drive as a Public Street. First Reading only.**

Acting City Clerk read Bill No. 5509 for the first time.

Director of Public Works Jim Heines stated City staff is seeking confirmation from the City Council of acceptance of dedication of the streets that have been treated as public streets since the late 1980s.

6. **Resolution No. 1125 - a Resolution of the City Council of the City of Creve Coeur, Missouri Authorizing the Execution of a Contract with Krupp Construction, Inc., for the Graeser Road Resurfacing Project for the Amount of $615,846.35.**

Acting City Clerk read Resolution 1125.

Council Member Kreuter moved, seconded by Council Member Kramer to approve Resolution 1125.

Matt Wohlberg, City Engineer, discussed the STP federal grant project which will pay for 65 to 70 percent of the cost of the project.

Mayor Glantz called the question to approve Resolution 1125, with the vote upon such motion as follows, to-wit;
Council Member D'Alfonso - Aye
Council Member Hoffman - Aye
Council Member Lawrence - Aye
Council Member Kramer - Aye
Council Member Kreuter - Aye
Council Member Wang - Aye
Council Member Kent – Aye
Council Member Saunders - Aye

The vote on the motion being 8 ayes and 0 nays, motion carried.

7. **Resolution No. 1126 - a Resolution of the City Council of the City of Creve Coeur, Missouri Authorizing the Execution of a Contract Increase with Intuition & Logic, for Engineering Services Related to the Dam and Channel Rehabilitation Project for the Amount of $1,500.00**

Acting City Clerk read Resolution No. 1126.

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Council Member moved Saunders, seconded by Council Member Hoffman to approve Resolution No. 1126.

City Administrator Mark Perkins reminded the City Council the contract increase was the change order that was approved at the Work Session earlier in the evening.

Mayor Glantz called the question to approve Resolution No. 1126, with the vote upon such motion as follows, to-wit:

Council Member Saunders - Aye
Council Member Kent – Aye
Council Member Wang - Aye
Council Member Kreuter - Aye
Council Member Kramer - Aye
Council Member Lawrence - Aye
Council Member Hoffman - Aye
Council Member D'Alfonso - Aye

The vote on the motion being 8 ayes and 0 nays, motion carried.

8. **Resolution No. 1127 – A Resolution of the City Council of the City of Creve Coeur, Missouri Authorizing the Execution of a Contract Increase with Intuition & Logic, for Engineering Services Related to the Dam and Channel Rehabilitation project for the Amount of $4,900.00**

Acting City Clerk read Resolution No. 1127.

Council member Saunders moved, seconded by Council Member Kramer to approve Resolution No. 1127.

Mark Perkins reminded City Council the item was discussed in the Work Session and related to the engineering by Intuition & Logic for the new headwall required by MSD.

Council Member Kent discussed comments made by Mr. Meyer during the Work Session that to enclose the east tributary for 300 feet would cost hundreds of thousands of dollars in mitigation costs. Council Member Kent asked if staff would request Mr. Meyer to provide documentation from the Core of Engineers on the calculations to support his cost estimates and rules regarding mitigation.

Mr. Perkins explained it was his understanding that it was a quick calculation and staff can request the information from Intuition & Logic substantiating the cost and the responsibility for the mitigation.

Mayor Glantz called the question to approve Resolution No. 1127, with the vote upon such motion as follows, to-wit:

Council Member Kramer - Aye

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Council Member Lawrence - Aye
Council Member Hoffman - Aye
Council Member D'Alfonso - Aye
Council Member Saunders - Aye
Council Member Kent – Aye
Council Member Wang - Aye
Council Member Kreuter - Aye

The vote on the motion being 8 ayes and 0 nays, motion carried.

BUSINESS FROM MAYOR AND CITY COUNCIL

9. Extension of Helmet Law to Skateboards and Ripsticks

Council Member Hoffman discussed an ordinance passed by City Council 14 years ago, requiring helmets and a twenty-five dollar fine associated with the ordinance for failure to wear helmets with bicycles, skateboards and other wheeled objects. Since then new products are in the marketplace including ripsticks and scooters which are not included in the law. The intent is to bring it to the Police and Safety Committee in September for consideration and then to City Council for consideration. The number of head injuries associated with not wearing a helmet is devastating.

Council Member Lawrence said ripsticks appeared to be defined in the ordinance, but that scooters were not addressed and she agrees they should be included in the ordinance.

10. Committee Liaison Reports

Mr. Kent stated on the Stormwater Committee, Mr. Brody and Mr. Jaffe were voted back in as chair and vice-chair, respectively. DNR has issued a bacteria requirement for Creve Coeur Creek with no process of how to achieve it. The committee presented a draft on the residential storm water which the Council will read and discuss at the next meeting. Mr. Brody indicated that the committee has not really reviewed or approved the dam plan other than by concept. The committee also entertained sampling of the pond for contaminants before it is relocated.

Mr. Kent stated on the Parks and Recreation Committee the Farmer's Market success highlights that program. The combination of the PRC and HPC combined to be the Parks and Historic Preservation Committee that will be PHP. The solar projects are going forward and the renovation project was stopped due to inadequate grant funding and the golf cart paths are on the agenda.

10a. Food Pantry – "Operation Food Search"

Mayor Glantz stated he forwarded to the City Council an email from the Mayor of Clayton regardingtheir outreach efforts with the Clayton School District towards their joint partner Operation Food Search for the City of Ferguson. Wanted to see if Creve Coeur wanted to participate in this program.

Mark Perkins stated staff contacted the Harvey Cornbloom food pantry located here in Creve Coeur and they are part of the Operation Food Search network and to see if they were doing anything to assist Ferguson. That food pantry is taking up donations every week to Ferguson to a food pantry located there. Indicated that if the city or as individuals in the city wanted to earmark donated items for Ferguson and drop off at the pantry they would make sure items

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were delivered to Ferguson. It was also mentioned to have a drive or drop off location at the Farmers Market.

Mayor Glantz stated he has spoken with the Parkway and Ladue School Districts and while they are both doing individual efforts, they are happy to partner with the city as well.

BUSINESS FROM THE CITY ADMINISTRATOR

11. Golf Cart Path Replacement Project – Staff Report

Jim Heines stated at the last Council meeting City Council directed staff to do additional research regarding the slip form process, concrete mix design components, as well as the need for a rock base under a concrete cart path, as related to the replacement of the golf cart paths at the Creve Coeur Golf Course. To obtain information based on actual experiences, staff contacted Mike Adair, owner of Adair Contracting, the company that recently slip formed a portion of the Ruth Park concrete golf cart paths in University City. Mr. Heines reviewed the staff report, which states:

As discussed at the City Council meeting on August 11, slip forming is a technique that involves a machine that forms concrete improvements as it drives along a set path. Slip forming is used to place large amounts of concrete pavement in a continuous and consistent shape, making the process efficient for new, linear concrete improvements, such as streets, vertical concrete barriers and curbs, and pathways, as well as a host of other similar applications. The slip forming process is desirable and efficient when long lengths can be prepared for the new concrete infrastructure at a time. The process is commonly used for the construction of new roads and highways, but would not be appropriate for the repair of concrete streets and sidewalks, similar to the City's annual maintenance programs. Replacement of the golf cart paths using a slip form machine would likely follow the process:

1. The existing asphalt cart path is removed.
2. The subgrade is prepared by compacting the existing soil, and by stabilizing soft soils with rock or other means of remediation.
3. The tracked slip from machine is aligned on top of the pathway to be poured.
4. Concrete trucks will place a windrow of very dry concrete mix on the ground in front of the slip form machine.
5. As the slip form machine drives slowly over the concrete windrow, augers will spread out the concrete the preferred width of the path.
6. Metal guide forms on the machine will slide along the sides and top of the fresh concrete extruding it into the shape of the preferred width and depth of the path.
7. As the concrete exits the back of the machine it will be a perfectly formed slab of concrete ready for the final hand finish by laborers.
8. Joints are cut into the concrete at regular intervals.
9. Disturbed areas are backfilled, graded, and restored.

When utilizing the slip form process, the concrete mix design becomes a very important element that contributes to the success or failure of the project. For example, the concrete mix must be "dry" (less water in it than for typical applications) for the slip form machine to be able to extrude the concrete with vertical sides that maintain their shape and for the concrete to cure properly without causing fractures in the new pavement. Concrete mix design is similar to baking a cake: there are specific ingredients at a set ratio necessary to obtain a successful

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outcome. Mr. Adair strongly recommended using a Class A highway mix, as was used in University City. He said this mix will perform very well and not cause problems with the slip form machine. He also said using fiber reinforcement (i.e. Fibermesh) in the concrete will improve the quality of the concrete and will not interfere with the slip form process. He stressed that manipulation of the mix design by using a rapidly setting mix or other additives to allow for cold weather pouring could cause problems with the slip form machine and shut down the pouring process. A tour of the cart paths and an inventory of the cart path width found that the existing paths are currently laid out with consideration of golf cart traffic patterns. Most of the cart paths are 6 feet wide, which sufficiently accommodates one-way cart traffic (the typical golf cart is 4 feet wide). The cart path expands to 8-12 feet wide in areas where two-way traffic is more common, allowing room for carts to pass each other. In addition, there are a few widened areas around tee-boxes and greens to allow for parking while golfers are teeing off or putting. The existing condition of the cart paths varies, with many of the paths in fair condition and a significant minority in poor or failing condition. Unfortunately, the poor path conditions are located throughout the course and are not isolated to one or two areas, eliminating the possibility of significantly improving the overall condition of the golf course paths with a few localized repairs. Staff discussed the need for base rock under the path with Mr. Adair and he remarked that for clay soils, such as those that are prevalent in the Creve Coeur area, rock is not necessary. He recommended the compaction of the clay subgrade after the removal of the old path, to be followed by the placement of the new concrete path by slip form method directly on the compacted clay. He further recommended the remediation of unsuitable soils where found. Staff had concerns about placing the new concrete cart path directly onto the soil without a compacted rock base. Mr. Adair stated that he has had past success with cart path replacement directly onto compacted soil, as was the done for University City. Staff feels that paving onto compacted soil will be suitable for the typical traffic of pedestrians and lightweight carts, mowers, and utility vehicles. Heavy vehicles, however, should be prohibited from using the paths, as much as possible. In the event that soft soils are found, the unsuitable materials should be removed and replaced with a compacted stone base. Although using a slip form method of placing concrete and eliminating the base rock will help limit the duration of the project, the removal and replacement of the golf cart paths, and the restoration of the site that will follow, will require a significant amount of time to complete. Mr. Adair estimated that it would take his firm a minimum of 15-20 working days to complete the replacement of 11,400 linear feet of golf cart path. He added that this estimate is only if the weather is dry and the construction goes smoothly, and he was quick to qualify this estimate by adding that he has not yet reviewed the Creve Coeur Golf Course in person to verify if this estimate is accurate for the site. When asked whether his firm could replace all of the golf cart paths this fall if the project began in late September, Mr. Adair stated that he could not. He stated that wet weather in the fall would likely cause some delays in the work and that he did not think that the project would be complete before the winter. He also stated that he could not perform this work during the winter, because his equipment and trucks would get stuck in the mud. Mr. Adair reiterated his concern that cold-weather concrete mixes that are necessary or expected for paving in the winter would cause problems for his slip form machine, namely that the concrete would set up in his machine before it could be properly installed. Based upon the discussions with Mr. Adair, staff finds that the City has two options for the project schedule:

1. Complete a portion of the paths this fall, and resume work in the spring to complete the remaining sections of cart path.
2. Seek bids for the project over the winter, and begin construction after the spring rains

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when the weather dries out.

After staff's tour and evaluation of the golf course cart paths, we discussed these possible construction schedules with Kirsten Barnes, Director of Parks and Recreation. After going through both of the construction options above, she voiced her concern that fall construction, beginning in late September, would conflict with the eight golf tournaments scheduled at the course between September 20th and October 10th(five of which are on week days). Such tournaments are the key business target for the golf course, and she would prefer to avoid disruption (or cancellation) of them, as this could jeopardize the chance that these tournaments would return to the Creve Coeur golf course in future years. Jim Heines stated staff's recommendation is as follows:

1. Mimic the existing cart path alignment and size. The existing cart path alignment appears to be intuitive and efficient, and the existing, six-foot-wide cart path seems to be sufficient in most areas. The existing paths are also currently wider around many of the greens and tee boxes and in areas where two-way traffic is more common. Accordingly, no significant changes are recommended for most of the cart paths. Replacing the paths at their current alignment, widths, and elevations will also limit the amount of materials to be removed, limit the amount of area to restore, and limit the effect on current drainage patterns on the course. The attached concept plan illustrates this scope of work.
2. Widen the paths near tee boxes and greens. A wider path at each green and tee box is proposed to provide adequate parking space for carts at these locations, because these are the most common places where players will park. A ten-foot-wide path would allow space for those driving past to stay on the cart path when passing the parked cart(s) of those using the tees or greens. These widened areas are shown on the attached concept plan.
3. Construct the paths on existing soil. The limited use of the paths and the availability of fiber reinforcement suggest that the paths can be successfully constructed on compacted, existing soil. A compacted rock base is recommended for any areas that are found to be unsuitable.
4. Seek bids in late winter or early spring for spring/summer construction. The scope of work and schedule for this project have significantly changed from what was envisioned in the spring, and staff is concerned about pulling together a project of this scope within a matter of weeks. Seeking bids this winter for construction in early 2015 has the following advantages:
    a. Time will be available to prepare a technical and financial plan to complete the project. Technical specifications should be carefully written to achieve the best results, and pavement core samples of the existing paths will be useful in determining the scope of the path removals and what base material, if any, exists on site.
    b. Time will be available to plan the work and eliminate the conflict between the urgency to replace paths before the winter and the need to accommodate multiple golf tournaments. Adequate planning should reduce the overall impact to the golf course, not just the tournaments.
5. Construct concrete paths. If the budget allows, staff recommends that the cart paths are constructed with concrete in significant stages so that the entire course is completed within a maximum of five years. Staff feels that extending the project longer than five years will create a

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burden on the golf course and will reduce the effectiveness of the slip form method. Concrete paths are preferred to asphalt paths, but not if the use of concrete extends the project ten years to 2025. At that point, staff recommends that the City consider the use of asphalt for the paths. In short, the recommendation is to replace all of the golf cart paths with the best material that the budget allows within the next five years, and to construct the new paths to generally match the layout and widths of the existing paths. Staff also recommends that the project begin in spring 2015 to allow time to plan the project and time for the preparation of the project plans and specifications. Jim Heines stated the estimated cost of replacing all of the existing paths with concrete, according to the recommendations above and the estimates provided, results in a total project cost of approximately $500,000. However, it is possible that grant funds could be obtained from the Municipal Parks Grant Commission for some portion of the work over the next few years. Expanding all of the cart paths to a width of 8 feet, but maintaining the widening areas at 10 feet, is expected to cost approximately $650,000. These estimates are in current dollars and would need to be adjusted for inflation, depending upon the timing and length of the program.

Council agreed bids should be issued for 50% and 100% of the project.

12. Employee Dental Insurance Renewal

Assistant to the City Administrator Sharon Stott discussed the upcoming dental insurance bid process with the City's benefit broker, CBIZ. The City has contracted with Delta Dental for more than eighteen years due to the extensive provider network and high levels of employee satisfaction.

CBIZ recommended it be allowed to negotiate a renewal rate on the City's behalf with a goal to maintain receive a minimal rate increase of at or below five percent. If the percentage is higher, the City can then consider requesting employees paying a higher percentage of the premium if necessary.

Direction was sought from City Council as to whether or not to allow CBIZ to negotiate a rate instead of going out for bid again in the fall of 2014.

Mark Perkins added the City has consistently bid dental insurance over the years. In the past, there have been lower bids, but employees preferred to remain with the current provider and absorb a substantial amount of the cost. Mr. Perkins discussed minimizing the frequency of requesting bid proposals as to not discourage companies from submitting bids in the future.

Council Member Hoffman stated employee satisfied with the Delta Dental is an important factor, if not the most important factor in making the decision.

Mayor Glantz agreed with Council Member Hoffman. Council generally agreed.

13. Trash and Recycling Contract

Mark Perkins stated since the last discussions, Council wanted to have the results of the citizen survey before discussing again. At the last work session the consultant presented the findings of the survey and Council has had time to review the information. This is an opportunity to reassess where the city wants to go relative to the trash contract. The city still has the option on

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AUGUST 25, 2014
7:30 P.M.

the table for the optional new contract that the city has the opportunity to excise under its current contract. The hauler would like to know, no later than January 1, 2015 so that they can get equipped for a July 1 start up. The city still has the option for continuing the same contract on a year to year basis and would have two years left on the year to year contract. Bidding it again at this late date and wouldn't know what would be different in that regard and the timeline would be a stretch at this point.

There was extensive discussion regarding opportunities to provide the public with more information on this topic.

Council Members Kramer and Kreuter indicated that more information should be provided, so that the public understands why changes are coming.

Council Member Kent indicated he still supported a tax decrease to offset cost reductions.

Council Member Kreuter stated that people in Ward I still preferred service and would need more information on changes and options.

Lynn Berry encouraged Council to make any educational effort fun for the public.

ADJOURN

Council Member Kreuter moved, seconded by Council Member Wang to adjourn at 9:08 p.m., with the vote upon such motion begin as follows to-wit:

Council Member Kramer - Aye
Council Member Lawrence - Aye
Council Member Hoffman - Aye
Council Member D'Alfonso - Aye
Council Member Saunders - Aye
Council Member Kent – Aye
Council Member Wang - Aye
Council Member Kreuter - Aye

The vote on the motion being 8 ayes and 0 nays, motion carried.

Submitted by:

Sharon Stott	Barry Glantz
Acting City Clerk	Mayor

Attachment: 08 25 2014 minutes (1067 : Council Minutes Dated August 25, 2014)

City Council
300 North New Ballas Rd
Creve-Coeur, MO 63141

SCHEDULED

Meeting: 09/08/14 07:00 PM
Department: Arts Commission
Category: Report
Prepared By: Whitney Kelly
Department Head: Whitney Kelly

STAFF REPORT

AMC Theater In-Kind Donation for Silver Screen Series in the Amount of $2,000.

AMC Theatres is donating the use of the building for the Silver Screen Series. The value of the in-kind donation is $2,000. The Art Commission is seeking Council approval of the donation to meet with the requirements of the City's Donation Policy. The Council approved the sponsorship of the 2014 Silver Screen Series on April 28, 2014, which included seeking donations from AMC Theatres.

MEMO TO MAYOR, CITY COUNCIL AND CITY ADMINISTRATOR

Meeting Date: April 28, 2014

Subject: Creve Coeur Arts Commission request regarding the 2014 Silver Screen Series Film Festival

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The Creve Coeur Arts Commission is interested in continuing its partnership with Maturity and Its Muse for the 2014 Silver Screen Series Film Festival. Like its very successful inaugural year last year, the Film Series will screen four films, one each week, on Mondays in September, at the Creve Coeur AMC Theatre. The films selected will carry the message that aging is positive and fun. Additional ancillary events could be developed to coordinate with these films, i.e., a display of visual arts from age appropriate members of the Creve Coeur community, projects to unite the young and old, and panel discussions about productive aging.

Maturity and Its Muse, a 501(c)(3) not for profit organization, was founded by Lynn Hamilton in 2009. Its mission is to promote positive and productive aging through the arts.

The Creve Coeur Arts Commission is seeking Council's approval for the event. Below is our initial budget for the film series. This includes $4000 in financial assistance from the City (any additional funds raised would be used to lessen the City's contribution, as was achieved last year). We seek permission also to solicit for donations in compliance with the City's Donation Policy. A list of potential donors is attached.

It should be noted that last year the City provided $2750 for the 2013 Silver Screen Series, and very little of that amount needed to be utilized. This year, the AMC is planning to charge us for the films, which they did not do last year.

The 2013 film series generated tremendous good will for the City and its residents. We look forward to building on our success and creating another compelling event that celebrates seniors in our community and beyond.

EXPENSES	
Film rental ($500 per film x 4 films)	$2,000
Printing (posters & flyers)	1,800
Refreshments ($250 x 4)	1,000
Contingency	1,200
Total Expenses	$6,000
REVENUES	
Underwriters	$2,000
Financial assistance from City	4,000
Total Revenues	$ 6,000

Attachment: 2014 Silver Screen Series (1071 : AMC Donation for Silver Screen Series)

THE 2014 SILVER SCREEN SERIES

COMPLIANCE WITH CREVE COEUR'S DONATION POLICY

In accordance with the City's Donation Policy, we are asking permission to contact the following entities for underwriting support and/or in-kind contributions. Money raised will reduce the amount of financial assistance from the City.

AMC Theatres
The Hallmark
The Gatesworth Senior Living/Parc Provence
Washington University
Danforth Plant Science Center
First Watch
Monsanto or Monsanto Fund (Deborah Patterson)
Pasta House
Mercy Hospital
Barnes Jewish Hospital
St. Lukes Hospital
Dr. Phil and Sima Needleman
Plaza Motors

Kelly, Whitney

From: Judy Pass <judyhpass@gmail.com>
Sent: Wednesday, September 03, 2014 3:23 PM
To: Kelly, Whitney
Subject: auditorium charge

Heard back from Brian. The in kind value of the auditorium is $2000.
Ready to place on agenda.

Judy
judyhpass@gmail.com

THE CREVE COEUR ARTS COMMISSION AND MATURITY AND ITS MUSE
PRESENT

THE SILVER SCREEN SERIES

FILMS CELEBRATING CREATIVE AGING THROUGH THE ARTS

Enjoy fascinating, fun and thought-provoking films that explore positive aging themes. Then, following each film (at your option), participate in discussions led by filmmakers, academics, and artists.

MONDAYS IN SEPTEMBER, 1:00 - 4:00 P.M.
AT
AMC CREVE COEUR 12
10465 OLIVE BOULEVARD (OLIVE AT OLD OLIVE)

9.8.14: "ON GOLDEN POND"
9.15.14: "GRAN TORINO"
9.22.14: "LAST VEGAS"
9.29.14: "THE BUCKET LIST"

Thanks to the generosity of AMC Creve Coeur 12 and the City of Creve Coeur, we are pleased to offer the Silver Screen Series FREE of charge.
Open to the public; reservations recommended (tbradshaw@ci.creve-coeur.mo.us or 314-442-2081).
Contact Lynn Hamilton (lynn@maturityanditsmuse.org or 314-420-1444) for more information.

SPECIAL THANKS TO OUR COMMUNITY PARTNERS
Cinema St. Louis
The Harvey A. Friedman Center for Aging at Washington University
OASIS
VOYCE: We Empower and Educate

City Council
300 North New Ballas Rd
Creve-Coeur, MO 63141

SCHEDULED

Meeting: 09/08/14 07:00 PM
Department: Finance Department
Category: Report
Prepared By: Sherry Hall
Initiator: Dan Smith
Sponsors:
DOC ID: 1072

BILLS LISTING (ID # 1072)

Bills Payable Listing

A report of bills payable dated September 3, 2014 in the amount of $230,076.1 has been provided for Council review. No vote is required.

For Information Only

City of Creve Coeur
300 N. New Ballas Road
Creve Coeur, Missouri 63141
(314) 432-6000
www.creve-coeur.org

DATE: September 3, 2014

TO: Mark Perkins, City Administrator

FROM: Daniel Smith, Director of Finance

SUBJECT: Bills Payable

For your information and transmittal to the City Council, is a list of bills payable dated September 3, 2014 in the amount of $230,076.11.

CITY OF CREVE COEUR
ACCOUNTS PAYABLE LISTING

9/3/2014

NO DEPT - NO DIV

Vendor Number	Purchase Order	Invoice Number	Invoice Date	Vendor Name	Description	GL Account	Invoice Amount
02282		061014	10-Aug-14	CARCAMO, JULIA	SEWER LATERAL REPAIR REIMB	02-00-00-1901	2,304.00
02280		012214	19-Aug-14	GOLDMAN, DONALD	SEWER LATERAL REPAIR REIMB	02-00-00-1901	7,320.00
02283		071814	21-Aug-14	GOLDMEIER, DAVID	SEWER LATERAL REPAIR REIMB	02-00-00-1901	2,024.00
02281		081414	19-Aug-14	GOYCO, JOSE	SEWER LATERAL REPAIR REIMB	02-00-00-1901	1,960.00
02279		062014	28-Aug-14	MCFARLAND, VIRGINIA	SEWER LATERAL REPAIR REIMB	02-00-00-1901	1,951.20
02284		061914	28-Aug-14	NEWMAN, HELEN	SEWER LATERAL REPAIR REIMB	02-00-00-1901	1,687.20
						Sum of Invoices	*17,246.40*

CITY OF CREVE COEUR
ACCOUNTS PAYABLE LISTING

9/3/2014

LEGISLATIVE

Vendor Number	Purchase Order	Invoice Number	Invoice Date	Vendor Name	Description	GL Account	Invoice Amount
00303		10596428	21-Aug-14	MISSOURI LAWYERS MEDIA	PUB HRG NOTICE	01-11-13-6260	187.92
00648		80310	22-Aug-14	ST LOUIS DEPT OF HEALTH-PRINTSHOP	5000 EA SPEAKER CARDS	01-11-13-7304	307.00
01048		9730352595	13-Aug-14	VERIZON WIRELESS	AIR CARD 7/14-8/13/14	01-11-13-9504	80.02
						Sum of Invoices	*574.94*

CITY OF CREVE COEUR
ACCOUNTS PAYABLE LISTING

9/3/2014

Administration

Vendor Number	Purchase Order	Invoice Number	Invoice Date	Vendor Name	Description	GL Account	Invoice Amount
00136		E1708	18-Aug-14	CHAMBER OF COMMERCE CREVE COEUR/OLIVETTE	AUG 2014 LUNCH-PERKINS	01-12-11-6264	22.00
02172	P001902	16302	11-Jul-14	ETC INSTITUTE	INV #4, COMMUNITY SURVEY	01-12-11-6203	2,250.00
						Sum of Invoices	*2,272.00*

CITY OF CREVE COEUR
ACCOUNTS PAYABLE LISTING

9/3/2014

IT

Vendor Number	Purchase Order	Invoice Number	Invoice Date	Vendor Name	Description	GL Account	Invoice Amount
00073	P002009	NV00912	18-Aug-14	CDW-G	WG017688 WATCHGUARD XTM 510	01-12-51-6213	1,331.27
00139	P002003	XJJ7C3CK8	20-Aug-14	DELL	2 DELL PRECISION M4800 LAPTOPS	01-12-51-7331	3,588.10
02147	P001927	MN00078554	18-Jul-14	HARRIS	EOM MAINT./EOM SUBSCRIPTION	01-12-51-7332	1,536.66
02147	P001927	MN00078493	18-Jul-14	HARRIS	EOM MAINT./EOM SUBSCRIPTION FOR FY15	01-12-51-6213	1,765.34
02147	P001928	CT018489-A	29-Aug-14	HARRIS	AB SUITE MIGRATION	01-12-51-6213	4,800.00
02147	P001928	CT018489-A	29-Aug-14	HARRIS	AB SUITE MIGRATION	01-12-51-7332	3,450.00
						Sum of Invoices	*16,471.37*

CITY OF CREVE COEUR
ACCOUNTS PAYABLE LISTING

9/3/2014

FINANCE

Vendor Number	Purchase Order	Invoice Number	Invoice Date	Vendor Name	Description	GL Account	Invoice Amount
00136		E1717	18-Aug-14	CHAMBER OF COMMERCE CREVE COEUR/OLIVETTE	AUG 2014 LUNCH-SMITH	01-13-11-6264	22.00
00016		081814	18-Aug-14	COLLECTOR OF REVENUE	SALES TAX REPORT-AUG 2014	01-13-11-6202	20.00
01629		3000000170	19-Aug-14	GFOA OF MISSOURI	ANNUAL DUES-SMITH	01-13-11-6262	50.00
2147		MN00078493	18-Jul-14	HARRIS	ANNUAL FEES-FINANCE SOFTWARE	01-13-11-6213	28,490.62
						Sum of Invoices	*28,582.62*

CITY OF CREVE COEUR
ACCOUNTS PAYABLE LISTING

9/3/2014

MUNICIPAL COURT

Vendor Number	Purchase Order	Invoice Number	Invoice Date	Vendor Name	Description	GL Account	Invoice Amount
00045		725134895001	19-Aug-14	OFFICE DEPOT	CARPET SWEEPER FOR COURT OFFIC	01-13-14-7304	50.89
00050		INV0037108	15-Aug-14	REJIS	SUBSCRIPTION FEES-AUG 2014	01-13-14-6202	1,698.56
01169		3239862009	16-Aug-14	STAPLES ADVANTAGE	CASE FILE CARDSTOCK	01-13-14-7304	93.10
						Sum of Invoices	*1,842.55*

CITY OF CREVE COEUR
ACCOUNTS PAYABLE LISTING

9/3/2014

INTERDEPARTMENTAL

Vendor Number	Purchase Order	Invoice Number	Invoice Date	Vendor Name	Description	GL Account	Invoice Amount
00045		706012900001	18-Aug-14	OFFICE DEPOT	USB DRIVES-PUB WKKS	01-13-15-7312	36.24
00045		710131864001	12-Aug-14	OFFICE DEPOT	INKJET CARTRIDGES-SHOP	01-13-15-7312	108.86
00046		CIV0029574	18-Aug-14	OFFICE ESSENTIALS	16 CASES COPY PAPER	01-13-15-7312	534.88
00166		268030	31-Jul-14	OFFICEMAX	TONER-FINANCE	01-13-15-7312	234.20
00166		428542	07-Aug-14	OFFICEMAX	TONER-COURT	01-13-15-7312	292.00
01169		3239862008	16-Aug-14	STAPLES ADVANTAGE	FILE JACKETS-PUB WKS	01-13-15-7312	52.92
01169		3239280805	09-Aug-14	STAPLES ADVANTAGE	VARIOUS OFFICE SUPPLIES	01-13-15-7312	289.54
01169		3239280807	09-Aug-14	STAPLES ADVANTAGE	POST-IT EASEL PADS-PD	01-13-15-7312	36.55
01169		3239280806	09-Aug-14	STAPLES ADVANTAGE	POST-IT NOTES	01-13-15-7312	7.25
						Sum of Invoices	*1,592.44*

CITY OF CREVE COEUR
ACCOUNTS PAYABLE LISTING

9/3/2014

COMMUNITY SERVICES

Vendor Number	Purchase Order	Invoice Number	Invoice Date	Vendor Name	Description	GL Account	Invoice Amount
00080		4352-147-5	15-Aug-14	DIERBERGS	ITEMS FOR FARMERS MARKET EVENT	01-14-11-7304	12.56
						Sum of Invoices	*12.56*

CITY OF CREVE COEUR
ACCOUNTS PAYABLE LISTING

9/3/2014

ICE ARENA

Vendor Number	Purchase Order	Invoice Number	Invoice Date	Vendor Name	Description	GL Account	Invoice Amount
00195		P2793	13-Aug-14	ALARM 24	ALARM SYSTEM MAINTENANCE	06-14-31-6202	51.99
01550		452-7804488	26-Aug-14	ARAMARK	MOP RENTAL (8/26/14)	06-14-31-7301	1.37
01550		452-7804488	26-Aug-14	ARAMARK	UNIFORM RENTAL (8/26/14)	06-14-31-7308	4.16
01550		452-7778639	19-Aug-14	ARAMARK	MOP RENTAL (8/19/14)	06-14-31-7301	0.93
01550		452-7804488	26-Aug-14	ARAMARK	UNIFORM RENTAL (8/19/14)	06-14-31-7308	13.62
00081		9522252627	20-Aug-14	GRAINGER	BALLASTS FOR RINK LIGHTS	06-14-31-6212	183.16
00081		9523309228	21-Aug-14	GRAINGER	BALLASTS FOR LOBBY LIGHTS	06-14-31-6212	627.00
00082		0893322	22-Aug-14	METROLIFT PROPANE	PROPANE FOR OLYMPIA	06-14-31-7307	107.74
00164		042456	09-Jun-14	NEW SYSTEM	TRASH CAN LINERS	06-14-31-7301	40.52
00970		1388-111765	19-Aug-14	O'REILLY AUTO PARTS	GREASE, OIL, FILTERS, ETC.	06-14-31-6211	96.18
00116		5218	22-Aug-14	SAM'S CLUB	CLEANING SUPPLIES	06-14-31-7301	17.36
						Sum of Invoices	*1,144.03*

CITY OF CREVE COEUR
ACCOUNTS PAYABLE LISTING

9/3/2014

GOLF MAINTENANCE

Vendor Number	Purchase Order	Invoice Number	Invoice Date	Vendor Name	Description	GL Account	Invoice Amount
02085		2282	29-Jul-14	BLUEWING SUPPLY LLC	FOLIAR FERTILIZER FOR GREENS	06-14-32-7303	437.50
02101		INV14-18878	13-Aug-14	EAGLE ONE PRODUCTS	IRRIGATION PARTS	06-14-32-6212	174.40
01415		INV0012259	13-Aug-14	GREENSPRO	GRASS SEED	06-14-32-6212	140.00
01415		INV0012259	13-Aug-14	GREENSPRO	INSECTICIDE	06-14-32-7303	46.00
02084		203565528	31-Jul-14	HELENA CHEMICAL CO.	WETTING AGENT FOR GREENS	06-14-32-7303	175.00
00116		7600	23-Aug-14	SAM'S CLUB	OIL ABSORBANT	06-14-32-7301	17.36
00173		IN121364	12-Aug-14	SUPREME TURF PRODUCTS	WETTING AGENT FOR GREENS	06-14-32-7303	350.00
						Sum of Invoices	*1,340.26*

CITY OF CREVE COEUR
ACCOUNTS PAYABLE LISTING

9/3/2014

PRO SHOP

Vendor Number	Purchase Order	Invoice Number	Invoice Date	Vendor Name	Description	GL Account	Invoice Amount
00195		P2793	13-Aug-14	ALARM 24	ALARM SYSTEM MAINTENANCE	06-14-33-6202	51.99
01140		55718	21-Aug-14	ARCHWAY BOWLING & TROPHY	PLAQUES/TROPHIES	06-14-33-7304	177.00
01159		652534	06-Aug-14	1STAYD	PAPER TOWELS FOR RESTROOMS	06-14-33-7301	155.38
						Sum of Invoices	*384.37*

CITY OF CREVE COEUR
ACCOUNTS PAYABLE LISTING

9/3/2014

SNACK BAR

Vendor Number	Purchase Order	Invoice Number	Invoice Date	Vendor Name	Description	GL Account	Invoice Amount
01550		452-7804488	26-Aug-14	ARAMARK	WIPING TOWELS (8/26/14)	06-14-34-7301	3.44
01550		452-7804488	26-Aug-14	ARAMARK	WIPING TOWELS (8/19/14)	06-14-34-7301	3.88
00084	P001947	3898357106	25-Nov-22	COCA-COLA	SODA PRODUCTS FOR RESALE	06-14-34-8317	1,156.23
00080		3183-112-5	25-Aug-14	DIERBERG'S	BBQ SAUCE	06-14-34-8315	13.98
00116		5218	22-Aug-14	SAM'S CLUB	PAPER PRODUCTS	06-14-34-8321	16.98
00116		5218	22-Aug-14	SAM'S CLUB	FOOD FOR RESALE	06-14-34-8315	13.22
00116		5218	22-Aug-14	SAM'S CLUB	COFFEE FOR RESALE	06-14-34-8317	29.56
116		5218	22-Aug-14	SAM'S CLUB	SNACKS FOR RESALE	06-14-34-8319	214.24
01121		71215	13-Aug-14	TJ'S PIZZA	PIZZA FOR RESALE	06-14-34-8315	109.00
						Sum of Invoices	*1,560.53*

CITY OF CREVE COEUR
ACCOUNTS PAYABLE LISTING

9/3/2014

BUILDING MAINTENANCE

Vendor Number	Purchase Order	Invoice Number	Invoice Date	Vendor Name	Description	GL Account	Invoice Amount
01550		452-7804487	26-Aug-14	ARAMARK	UNIFORM RENTAL (8/26/14)	01-16-11-7308	4.16
01550		452-7778638	19-Aug-14	ARAMARK	UNIFORM RENTAL (8/19/14)	01-16-11-7308	4.16
00010		952015	14-Aug-14	BRANNEKY HARDWARE	TIMER, BATTERY, LIGHT BULBS	01-16-11-6212	48.77
00081		9515283282	12-Aug-14	GRAINGER	PAINT FOR P.D.	01-16-11-6212	156.70
00117		7495077	21-Jul-14	HOME DEPOT	FLOORING FOR P.D.	01-16-11-6212	347.68
00117		2230206	16-Jun-14	HOME DEPOT	FLOORING FOR P.D.	01-16-11-6212	695.36
00117		8537407	10-Jul-14	HOME DEPOT	FLOORING FOR P.D.	01-16-11-6212	260.76
00117		2285657	26-Jul-14	HOME DEPOT	FLOORING FOR P.D.	01-16-11-6212	99.97
00164		043907	18-Aug-14	NEW SYSTEM	MATS TO PROTECT NEW FLOOR IN P.D.	01-16-11-6212	168.35
00116		6423	21-Aug-14	SAM'S CLUB	KITCHEN SUPPLIES	01-16-11-7304	315.36
00087		51383	31-Jul-14	SYSTEMAIRE, INC.	HEAT PUMPS/COOLING TOWER REPAIRS	01-16-11-6212	920.85
						Sum of Invoices	*3,022.12*

CITY OF CREVE COEUR
ACCOUNTS PAYABLE LISTING

9/3/2014

POLICE-ADMIN

Vendor Number	Purchase Order	Invoice Number	Invoice Date	Vendor Name	Description	GL Account	Invoice Amount
00148		C32379A	25-Aug-14	I/O SOLUTIONS	SCORING NAT BASIC ABIL TEST	01-21-11-6203	165.00
02068		S161294800102	17-Dec-13	MISSOURI BAPTIST MEDICAL CENTER	WELLNESS EXAM-STRESS TEST-SGT	01-21-11-6271	1,295.00
00050		INV0037109	15-Aug-14	REJIS	LIVESCAN CONNECTION	01-21-11-6202	50.00
00050		INV0037109	15-Aug-14	REJIS	IMDS ORACLE DB MAINT	01-21-11-6202	21.00
00050		INV0037109	15-Aug-14	REJIS	CISCO ASA 5505 MAINTENANCE	01-21-11-6202	20.77
00050		INV0037109	15-Aug-14	REJIS	GLOBAL MREACH-CAD MOBILE ACCES	01-21-11-6213	52.50
00050	P001945	INV0037109	15-Aug-14	REJIS	SUBSCRIPTION FEE-AUGUST 2014	01-21-11-6202	4,030.39
00050	P001945	INV0037109	15-Aug-14	REJIS	GLOBAL SOFTWARE SVCS-AUG 2014	01-21-11-6213	1,102.50
00050	P002007	INV0037109	15-Aug-14	REJIS	FIBER CONN/ROUTER MAINT-AUG 2014	01-21-11-6202	855.00
00116		6244	21-Aug-14	SAM'S CLUB	PRISONER MEALS	01-21-11-7309	33.72
01726		80309	21-Aug-14	ST LOUIS COUNTY DOH	(50) BOW HUNTING SIGNS	01-21-11-7304	15.00
01113		202114	27-Aug-14	TAB ST. LOUIS	SERVICE/REPAIR RECORDS FILING SYSTEM	01-21-11-6213	190.00
01048		9730515492	18-Aug-14	VERIZON WIRELESS	MONTHLY AIR CARD CHARGES	01-21-11-6253	40.03
01048		9729837018	04-Aug-14	VERIZON WIRELESS	MOBILE BROADBAND FOR IPAD	01-21-11-6253	40.01
						Sum of Invoices	*7,910.92*

CITY OF CREVE COEUR
ACCOUNTS PAYABLE LISTING

9/3/2014

POLICE-INVESTIGATIONS

Vendor Number	Purchase Order	Invoice Number	Invoice Date	Vendor Name	Description	GL Account	Invoice Amount
00095		251184	21-Aug-14	DOBBS TIRE & AUTO	(1) TIRE FOR CAR 2423	01-21-21-6210	90.72
00050		INV0037109	15-Aug-14	REJIS	IMDS ORACLE DB MAINT	01-21-21-6202	10.50
						Sum of Invoices	*101.22*

CITY OF CREVE COEUR
ACCOUNTS PAYABLE LISTING

9/3/2014

POLICE-PATROL

Vendor Number	Purchase Order	Invoice Number	Invoice Date	Vendor Name	Description	GL Account	Invoice Amount
00007		379-636933	15-Aug-14	BATTERIES PLUS - 270	(6) CR123 BATTERIES	01-21-22-7302	10.50
02119		214137	25-Aug-14	DAVE SINCLAIR LINCOLN-MERCURY, INC.	ALIGNMENT FOR CAR 2409	01-21-22-6210	69.95
02119		213901	19-Aug-14	DAVE SINCLAIR LINCOLN-MERCURY, INC.	CAR 2406 30000 MILE SERVICE	01-21-22-6210	287.80
02119		214044	21-Aug-14	DAVE SINCLAIR LINCOLN-MERCURY, INC.	CAR 2409 3000 MILE SVS MNT TIR	01-21-22-6210	55.45
02119		213942	20-Aug-14	DAVE SINCLAIR LINCOLN-MERCURY, INC.	CAR 2405 INSTALL NEW STARTER	01-21-22-6210	302.50
00234		414693	27-Aug-14	ED. ROEHR SAFETY PRODUCTS	RUMBLER SIREN/INSTALL ON 2414	01-21-22-9503	670.00
00299	P001989	1130392	21-Aug-14	REIS ENVIRONMENTAL	NTC1 ENFORCEMENT CANISTERS	01-21-22-9503	270.70
00050		INV0037109	15-Aug-14	REJIS	14 VERIZON DATA LINES	01-21-22-6253	686.00
01584		I208570	06-Aug-14	RESPONDER PUBLIC SAFETY EQUIPMENT	REMOVAL/INSTALL OF LPR	01-21-22-6210	125.50
						Sum of Invoices	*2,478.40*

CITY OF CREVE COEUR
ACCOUNTS PAYABLE LISTING

9/3/2014

STREETS

Vendor Number	Purchase Order	Invoice Number	Invoice Date	Vendor Name	Description	GL Account	Invoice Amount
01550		452-7804484	26-Aug-14	ARAMARK	MOP RENTAL (8/26/14)	01-31-41-6212	8.43
01550		452-7804484	26-Aug-14	ARAMARK	UNIFORM RENTAL (8/26/14)	01-31-41-7308	44.46
01550		452-7778635	19-Aug-14	ARAMARK	MOP RENTAL (8/19/14)	01-31-41-6212	8.43
01550		452-7804484	26-Aug-14	ARAMARK	UNIFORM RENTAL (8/19/14)	01-31-41-7308	66.52
01980		693051	06-Aug-14	BLUECHIP EXTERMINATING	PEST CONTROL AT SHOP	01-31-41-7301	26.00
00010		952244	21-Aug-14	BRANNEKY HARDWARE	TACK BROOMS FOR ASPHALT WORK	01-31-41-7305	47.96
00010		951846	14-Aug-14	BRANNEKY HARDWARE	PARTS FOR ARROW BOARD	01-31-41-6211	22.80
00013		1763.-230883	26-Aug-14	CARQUEST AUTO PARTS	STARTER SWITCH FOR ARROW BOARD	01-31-41-6211	9.59
00013		1763-230468	18-Aug-14	CARQUEST AUTO PARTS	BELT DRESSING	01-31-41-6210	3.93
00099		1344414	30-Jun-14	CEEKAY SUPPLY	WELDING GAS/TANKS	01-31-41-7307	70.95
00049		37101	27-Aug-14	EMPLOYEE STAFFING GROUP	TEMP PERSONNEL W/E 8/24/14	01-31-41-6207	1,141.96
00049		37077	19-Aug-14	EMPLOYEE STAFFING GROUP	TEMP PERSONNEL W/E 8/19/14	01-31-41-6207	1,830.24
00023		415691	25-Aug-14	FRED WEBER, INC.	ROCK FOR STREET REPAIRS	01-31-41-7305	680.90
00023		414626	20-Aug-14	FRED WEBER, INC.	ASPHALT-PATCH MOSELY ROAD	01-31-41-7305	300.00
00023		414966	21-Aug-14	FRED WEBER, INC.	ASPHALT-PATCH MOSELY ROAD	01-31-41-7305	300.00
00023		413191	14-Aug-14	FRED WEBER, INC.	ASPHALT-PATCH MOSELY ROAD	01-31-41-7305	420.00
00023		413555	15-Aug-14	FRED WEBER, INC.	ASPHALT-PATCH MOSELY ROAD	01-31-41-7305	240.00
00023		414278	19-Aug-14	FRED WEBER, INC.	ASPHALT-PATCH MOSELY ROAD	01-31-41-7305	480.00
00023		416087	26-Aug-14	FRED WEBER, INC.	ASPHALT-PATCH MOSELY ROAD	01-31-41-7305	300.00
00128		S3413868.001	22-Aug-14	FROST SUPPLY	MISTING FAN	01-31-41-7304	26.93
01136		69256696	11-Aug-14	JOHN DEERE LANDSCAPES	IRRIGATION PARTS FOR MILL. PARK	01-31-41-6211	136.44
00789		466928	15-Aug-14	K&K SUPPLY	STROBE LIGHT FOR LIMB CHIPPER	01-31-41-6211	95.86
01134		3732710	15-Aug-14	KIMBALL MIDWEST	SMALL TOOLS FOR SHOP	01-31-41-7302	252.83
00156		61664	11-Aug-14	L & C TRUCK REPAIR	SCAN ENGINE FOR CODES AND CLEAR-TRK 314	01-31-41-6210	41.40
00156		61663	11-Aug-14	L & C TRUCK REPAIR	SCAN ENGINE FOR CODES AND CLEAR-TRK 313	01-31-41-6210	41.40
00764		57424	14-Aug-14	MCCONNELL & ASSOCIATES	2 SQUEEGEES FOR COATING ASPHALT PATHS	01-31-41-7305	118.40
00100		32651	27-Aug-14	MISSOURI PETROLEUM	ASPHALT REPAIRS	01-31-41-7305	300.00
00042		I28407	18-Aug-14	MPR SUPPLY	IRRIGATION PARTS FOR BALLAS ISLANDS	01-31-41-6211	81.40
00796		SVC/427274	18-Aug-14	OVERHEAD DOOR CO.	LUBE CHAIN AND CABLE-WASHBAY DOOR	01-31-41-6212	346.35
00110		319020	14-Aug-14	RICMAR INDUSTRIES	INSECT REPELLANT	01-31-41-7301	193.66
00437		081814	18-Aug-14	SHELLY'S SAFETY FIRST AID	FIRST AID KIT SUPPLIES	01-31-41-6271	54.35
01489		15014093	06-Aug-14	SUPERCO SPECIALTY PRODUCTS	HIGH TEMP SUPER LUBE	01-31-41-6210	262.45
00593		20084	20-Aug-14	THE GREENWOOD GROUP	IRRIGATION REPAIRS	01-31-41-6212	1,710.20
						Sum of Invoices	*9,663.84*

CITY OF CREVE COEUR
ACCOUNTS PAYABLE LISTING

9/3/2014

HEALTH & WELFARE

Vendor Number	Purchase Order	Invoice Number	Invoice Date	Vendor Name	Description	GL Account	Invoice Amount
00105	P001995	0346-016501245	15-Aug-14	REPUBLIC SERVICES	RESIDENTAL SERVICE-AUG 2014	01-31-42-6214	85,691.40
00105	P001995	0346-016501245	15-Aug-14	REPUBLIC SERVICES	CURBSIDE SERVICE-AUG 2014	01-31-42-6217	24,849.00
01836		95760	26-Aug-14	CRITTER CONTROL	DEAD ANIMAL REMOVAL	01-31-42-6214	209.00
						Sum of Invoices	*110,749.40*

CITY OF CREVE COEUR
ACCOUNTS PAYABLE LISTING

9/3/2014

PARKS

Vendor Number	Purchase Order	Invoice Number	Invoice Date	Vendor Name	Description	GL Account	Invoice Amount
01550		452-7804484	26-Aug-14	ARAMARK	UNIFORM RENTAL (8/26/14)	01-31-43-7308	44.45
01550		452-7804484	26-Aug-14	ARAMARK	UNIFORM RENTAL (8/19/14)	01-31-43-7308	66.51
00102		778944	14-Aug-14	BEYERS LUMBER	LUMBER, HARDWARE FOR REPAIRS	01-31-43-6212	315.78
01980		693051	06-Aug-14	BLUECHIP EXTERMINATING	PEST CONTROL AT SHOP	01-31-43-7301	26.00
00010		952039	18-Aug-14	BRANNEKY HARDWARE	MISC. SUPPLIES	01-31-43-6212	79.23
00010		952467	26-Aug-14	BRANNEKY HARDWARE	LOCK SET FOR BEIRNE PK RESTROOM	01-31-43-6212	64.99
00010		952015	14-Aug-14	BRANNEKY HARDWARE	SPRINKLER	01-31-43-6212	19.99
00013		1763-230468	18-Aug-14	CARQUEST AUTO PARTS	BELT DRESSING	01-31-43-6210	1.31
00049		37101	27-Aug-14	EMPLOYEE STAFFING GROUP	TEMP PERSONNEL W/E 8/24/14	01-31-43-6207	1,141.96
00049		37077	19-Aug-14	EMPLOYEE STAFFING GROUP	TEMP PERSONNEL W/E 8/19/14	01-31-43-6207	610.08
00128		S3412675.001	20-Aug-14	FROST SUPPLY	BALLASTS FOR PARK RESTROOMS	01-31-43-6212	167.30
00081		9516530764	13-Aug-14	GRAINGER	EXHAUST FAN MOTOR-MILL. PARK	01-31-43-6212	73.99
00156		61664	11-Aug-14	L & C TRUCK REPAIR	SCAN ENGINE FOR CODES AND CLEAR-TRK 314	01-31-43-6210	13.80
00156		61663	11-Aug-14	L & C TRUCK REPAIR	SCAN ENGINE FOR CODES AND CLEAR-TRK 313	01-31-43-6210	13.80
00040		839910	14-Aug-14	MILBRADT LAWN EQUIPT	PUSH MOWER REPAIRS	01-31-43-6211	104.67
00042		I129030	27-Aug-14	MPR SUPPLY	NOZZLE	01-31-43-7302	35.50
00110		319020	14-Aug-14	RICMAR INDUSTRIES	INSECT REPELLANT	01-31-43-7301	193.65
01489		15014093	06-Aug-14	SUPERCO SPECIALTY PRODUCTS	HIGH TEMP SUPER LUBE	01-31-43-6210	87.48
00173		IN121455	15-Aug-14	SUPREME TURF PRODEUCTS, INC.	CHEMICALS FOR CONWAY LAKE	01-31-43-7303	357.50
00492	P001937	159918	21-Aug-14	TOMASOVIC GREENHOUSES & NUSERY, INC	REPLACEMENT PLANTS	01-31-43-6212	380.00
00492	P001997	159918	21-Aug-14	TOMASOVIC GREENHOUSES & NUSERY, INC	BALLAS MEDIAN PLANTS	01-31-43-7303	1,306.00
00492	P001997	159718	01-Aug-14	TOMASOVIC GREENHOUSES & NUSERY, INC	BALLAS MEDIAN PLANTS	01-31-43-7303	70.00
00492	P001997	159718	22-Aug-14	TOMASOVIC GREENHOUSES & NUSERY, INC	BALLAS MEDIAN PLANTS	01-31-43-7303	6,012.00
01394		6973	14-Aug-14	WATER WORKS INTERNATIONAL	REPLACEMENT PUMP FOR SPLASH PAD	01-31-43-6211	380.98

Sum of Invoices *11,566.97*

CITY OF CREVE COEUR
ACCOUNTS PAYABLE LISTING

9/3/2014

COMMUNITY DEVELOPMENT - BUILDING

Vendor Number	Purchase Order	Invoice Number	Invoice Date	Vendor Name	Description	GL Account	Invoice Amount
01048		9729837018	04-Aug-14	VERIZON WIRELESS	AIR CARD 7/5-8/4/14	01-32-616253	50.00
						Sum of Invoices	*50.00*

CITY OF CREVE COEUR
ACCOUNTS PAYABLE LISTING

9/3/2014

CAPITAL IMPROVEMENTS

Vendor Number	Purchase Order	Invoice Number	Invoice Date	Vendor Name	Description	GL Account	Invoice Amount
00010		952166	20-Aug-14	BRANNEKY HARDWARE	ITEMS FOR SALT PAD/RETAINING WALL	02-61-71-9501-15101	87.69
00011		29057100	20-Aug-14	CARTER WATERS	FOUNDATION SEALER	02-61-71-9501-15101	169.00
00011		29056657	14-Aug-14	CARTER WATERS	ITEMS FOR SALT PAD	02-61-71-9501-15105	114.92
00011		29056444	12-Aug-14	CARTER WATERS	SEALER FOR SALT PAD	02-61-71-9501-15101	660.00
00011		29056445	12-Aug-14	CARTER WATERS	SEALERS/SPRAYERS FOR SALT PAD	02-61-71-6501-15101	513.42
00023		411846	08-Aug-14	FRED WEBER, INC.	ASPHALT FOR SALT PAD	02-61-71-9501-15101	240.00
00117		5973822	22-Aug-14	HOME DEPOT	REBAR FOR SALT PAD/RETAINING WALL	02-61-71-9501-15101	400.00
00117		6020999	21-Aug-14	HOME DEPOT	SUPPLIES FOR SALT PAD	02-61-71-9501-15101	178.89
00117		8020477	19-Aug-14	HOME DEPOT	SUPPLIES FOR SALT PAD	02-61-71-9501-15101	191.04
02009		131951	09-Aug-14	LANDVATTER READY MIX	CONCRETE FOR SALT PAD	02-61-71-9501-15101	7,088.58
02263	P002012	1079044	14-Aug-14	SCHREITER READY MIX	CONCRETE BLOCKS FOR SALT PAD	02-61-71-9501-15101	2,250.00
						Sum of Invoices	*11,893.54*

Total of All Invoices *230,076.11*

City Council
300 North New Ballas Rd
Creve-Coeur, MO 63141

SCHEDULED

Meeting: 09/08/14 07:00 PM
Department: City Council
Category: Report
Prepared By: Whitney Kelly
Department Head: Debbie Ryan

ORDINANCE (ID # 1053)

Bill No. 5508 - an Ordinance Approving a Final Subdivision Plat for a Subdivision Known as Creekside at Mason Located at 853 N. Mason Road, City of Creve Coeur, St. Louis County, Missouri. Final Reading and Passage

An application by Chris Matteo, of Pulte Homes of St. Louis, LLC, has been submitted for the final plat and site improvement approval of the 8.49 acres located at 853 N. Mason Road, for 12 single family homes, zoned “B” Single Family Residential with “RDD” Residential Design Development. Ordinance No. 5376 authorized the rezoning and preliminary plat approved by the City Council on June 23, 2014. Approval of a final plat is a ministerial act that should be granted unless a technical failure is found in the drawing or the drawing is not in substantial conformance with the preliminary plat or corrections thereto.

BILL No. __5508____ **ORDINANCE No. _____**

AN ORDINANCE APPROVING A FINAL SUBDIVISION PLAT FOR A SUBDIVISION KNOWN AS CREEKSIDE AT MASON LOCATED AT 853 N. MASON ROAD, CITY OF CREVE COEUR, ST. LOUIS COUNTY, MISSOURI

WHEREAS, An application by Chris Matteo, of Pulte Homes of St. Louis, LLC, has been submitted for the final plat and site improvement approval of the 8.49 acres located at 853 N. Mason Road, for 12 single family homes, zoned "B" Single Family Residential with "RDD" Residential Design Development; and

WHEREAS, Ordinance No. 5376 authorized the rezoning for Creekside at Mason with the Residential Designed Development designation and preliminary plat approved by the City Council on June 23, 2014; and,

WHEREAS, the final plat of the Creekside at Mason subdivision substantially conforms to the preliminary plat reviewed by the Planning and Zoning Commission on June 16, 2014; and,

WHEREAS, public notice of said final plat application was provided in accordance with Section 410.140.C.2 of the Creve Coeur Municipal Code; and

WHEREAS, the Planning and Zoning Commission recommended, by a vote of 5-0 approval of the Creekside at Mason final plat on August 18, 2014; and

WHEREAS, a copy of the proposed ordinance has been made available for public inspection prior to its adoption by the City Council and this bill having been read by title in open meeting two times before final passage by the City Council,

NOW, THEREFORE, be it ordained by the City Council of the City of Creve Coeur, Missouri as follows:

SECTION 1: The final plat of the subdivision known as Creekside at Mason, described as a tract of land in U.S. Survey 1923 Township 45 North Range 5 East of the 5th Principal Meridian, City of Creve Coeur, St. Louis County, Missouri, as heretofore submitted on August 15, 2014 is hereby approved subject to the following conditions:

1. The Applicant shall provide two (2) disks containing digitized versions of the plat along with two (2) printed copies of the recorded plat. Acceptable data formats include AutoCAD (.dwg or.dxf), MicroStation Design File (.dgn), ArcInfo Coverage, ArcView Shape File (.shp), or MapInfo.
2. The sub-divider shall complete the offsite grading to the property addressed as 805 N. Mason Road as shown in the Subdivision Improvement Plans, provided that the adjacent property owner consents..
3. The subdivision indentures and easements shall be reviewed and approved by the City Attorney prior to the signing of the Mylar and proof of recording shall be provided prior to the issuance of a building permit.

Attachment: Bill No. 5508 Final Plat for Creekside at Mason [Revision 1] (1053 : Bill No.5508 - Final Plat Creekside at Mason)

BILL No. 5508 **ORDINANCE No. _____**

SECTION 2: Such approval of the plats for the subdivision of the property shall be endorsed on said Plat as indicated in Section 1 hereof under the hand of the City Clerk, and the seal of the City of Creve Coeur, Missouri shall be affixed thereto.

SECTION 3: This ordinance shall become effective in accordance with Section 3.11 (g) of the City Charter.

ADOPTED THIS ____ DAY OF _____, 2014.

_____
CHARLOTTE D'ALFONSO
PRESIDENT OF CITY COUNCIL

APPROVED THIS ____ DAY OF _____, 2014.

_____
BARRY GLANTZ
MAYOR

ATTEST:

_____
DEBORAH RYAN, MPCC
CITY CLERK

Attachment: Bill No. 5508 Final Plat for Creekside at Mason [Revision 1] (1053 : Bill No.5508 - Final Plat Creekside at Mason)

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.creve-coeur.org

APPLICATION TO PLANNING AND ZONING COMMISSION #14-026 FOR FINAL PLAT APPROVAL FOR CREEKSIDE AT MASON SUBDIVISION

FOR THE MEETING OF: August 18, 2014

LOCATION: 853 N. Mason Road

REQUEST: An application by Chris Matteo, of Pulte Homes of St. Louis, LLC, has been submitted for the final plat and subdivision improvement approval of the 8.49 acres located at 853 N. Mason Road, for 12 single family homes, zoned "B" Single Family Residential with "RDD" Residential Design Development.

Key Issues:
- Do the lots substantially conform with the previously approved preliminary plat?
- Do the final plat drawings meet the technical requirements for such drawings?

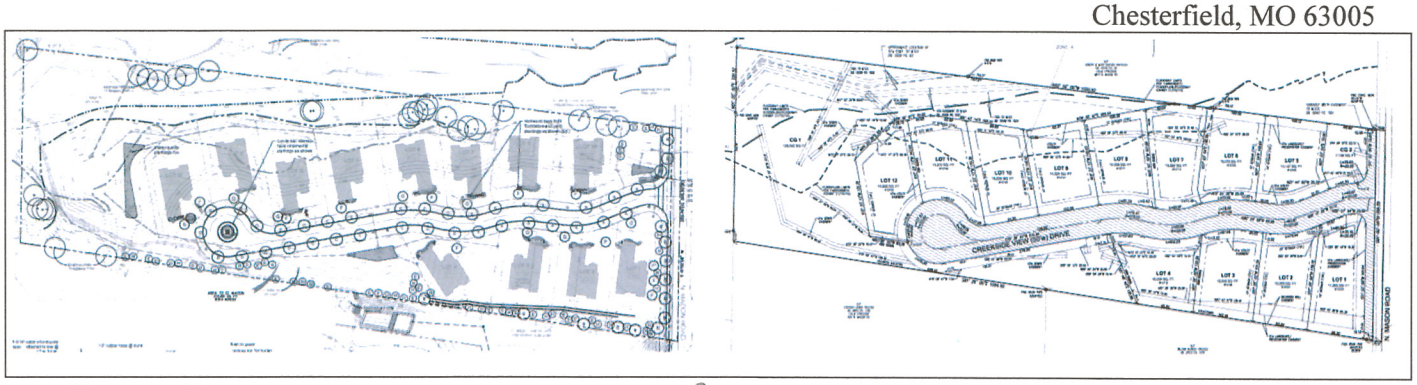
Subdivision Code References
- Chapter 410: Subdivision and Development of Land

Zoning Code References
- Section 405.260: "B" Single Family Residential
- Section 405.450.*C:* Residential Designed Development Procedure

ADDITIONAL INFORMATION: Ordinance No. 5376, approved by the City Council on June 23, 2014, authorized the rezoning, RDD and preliminary plat of the Creekside at Mason subdivision. Approval of a final plat is a ministerial act that should be granted unless a technical failure is found in the drawing or the drawing is not in substantial conformance with the preliminary plat or corrections thereto.

APPLICANT/ PROPERTY OWNER (UNDER CONTRACT):
Chris Matteo
Pulte Homes of St. Louis LLC
17107 Chesterfield Airport Road, Suite 120
Chesterfield, MO 63005

APPLICANT'S REPRESENTATIVE:
George M. Stock, P.E.,
Stock & Associates Consulting Engineers, Inc.
257 Chesterfield Business Parkway
Chesterfield, MO 63005



REPORT PREPARED BY:

Whitney Kelly, AICP, City Planner — 8/15/2014 Date

ATTACHMENTS: Applicant's Final Plat and Subdivision Improvement Plans submitted on August 15, 2014
Draft Ordinance
Ordinance No. 5376

Attachment: 14-026.Creekside@Mason.FinalPlat.Staff Report.08-18-2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

LAND USE AND ZONING OF SURROUNDING PROPERTIES

The adjacent zoning and land uses are as follows:

DIRECTION	USE	ZONED	SEPARATED BY
North	Nursery/Single-family detached residence	D Single-Family Residential	N/A
South	Single-family detached residences	A Single-Family Residential	N/A
East	Hope Montessori School	C Single-Family Residential	Mason Road
West	Single-family detached residences	D Single-Family Residential	NA

DISCUSSION

Final Plat

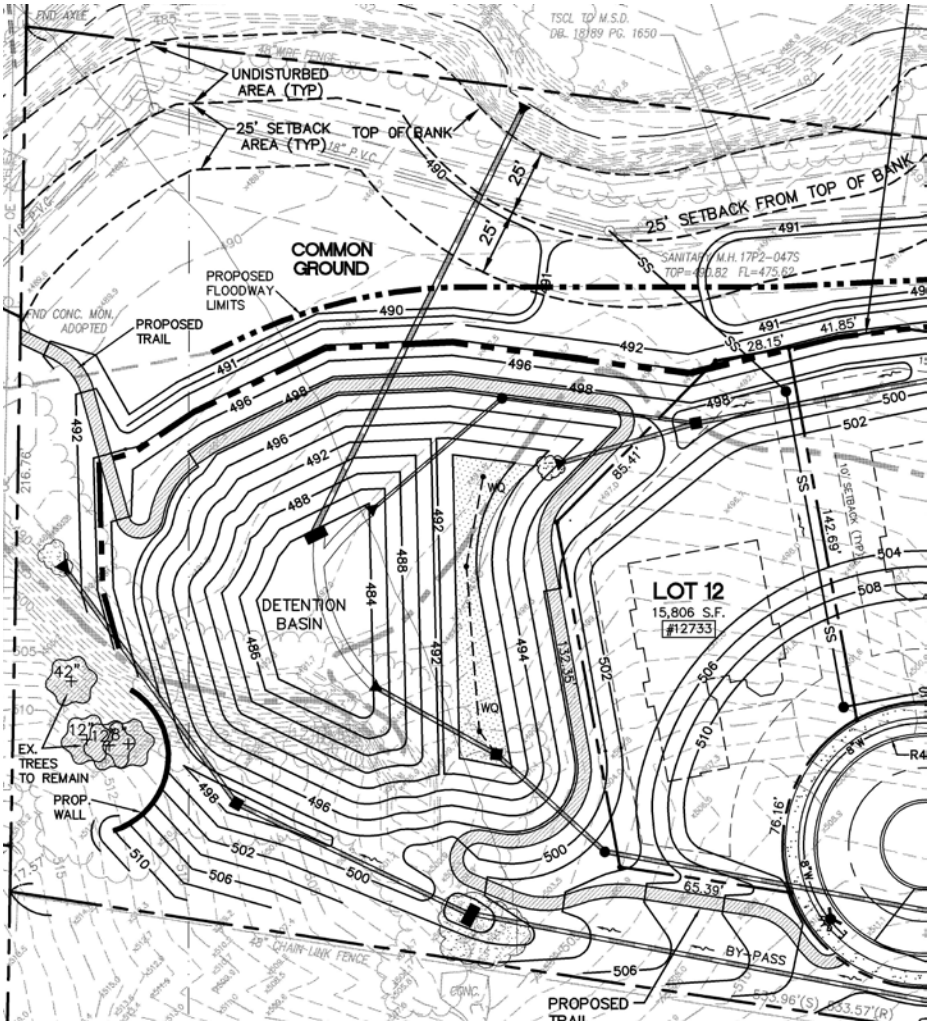
On June 16, 2014, by a 2-4 vote, the Planning and Zoning Commission recommended denial of the rezoning and residential designed development request but, by a 6-0 vote, recommended approval of the accompanying site development plan on the condition that the property be developed in accordance with the Subdivision Improvement Plan and Preliminary Plat for "Creekside at Mason," last revised June 9, 2014, or as further revised as required by the City of Creve Coeur and on other conditions. The City Council subsequently approved the rezoning and preliminary plat for the 12 lot development with the RDD designation on June 23rd, 2014.

The preliminary plat approved by Council indicated that the minimum lot size was 15,006 square feet, with an average lot size will be 15,240 for all 12 lots. However, with the dedication of land along Mason Road to meet with the standard right-of-way requirements of St. Louis County, and with the reconfiguration of the trail location, the minimum lot size has decreased for Lots 2-4 to 15,000, however the overall average of all 12 lots has increased to 15,317 square feet. The common ground was reduced from 3.16 acres to 3.14 acres. Staff find that the lots are substantially the same as the preliminary plat.

Trail

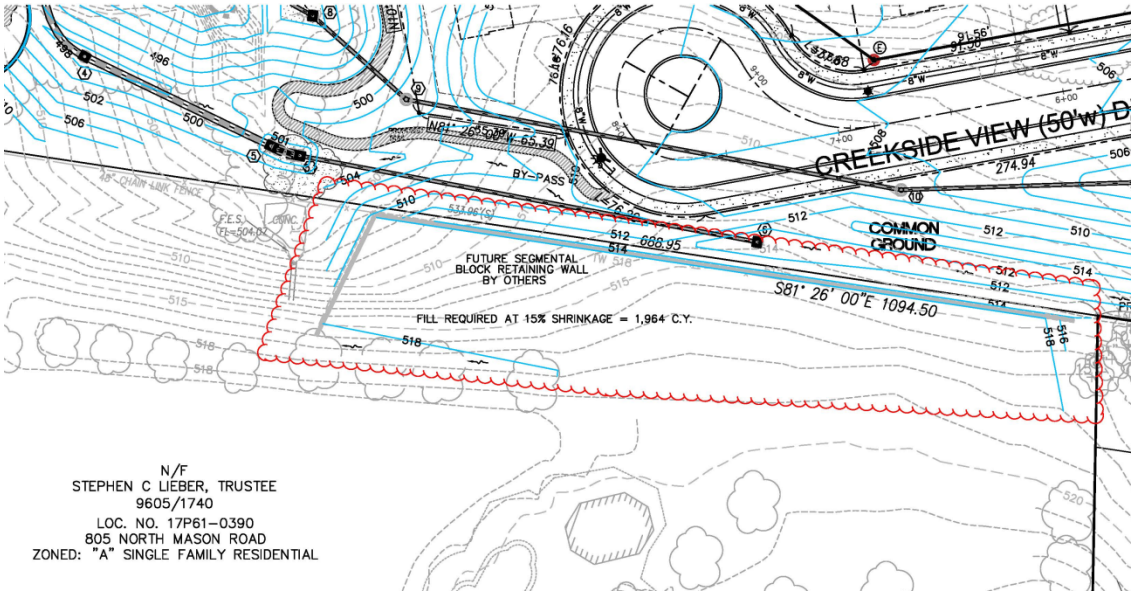
A condition of approval for the rezoning and RDD designation included: "the development of the trail shall be built to the recommended guidelines of the Americans with Disabilities Act and remain open to the public. A public access easement over the entire west portion of the common ground shall be provided. The type of construction and design of the trail shall be completed prior to the final plat approval." The location of the trail was adjusted to move it away from the neighbor to the south, per a close-up of the drawing below, and will consist of a six inch thick crushed limestone chat trail. There are no ADA Guidelines for trails on non-public lands.

Attachment: 14-026.Creekside@Mason.FinalPlat.Staff Report.08-18-2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)



Off-Site Grading Improvements

The Applicant has agreed to provide off-site grading to the property owner to the south to address his concerns regarding the development, per the drawing below. Therefore, a condition of approval includes that the sub-divider will complete these improvements as part of the project.



Attachment: 14-026.Creekside@Mason.FinalPlat.Staff Report.08-18-2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

CONDITIONS OF APPROVAL FOR THE FINAL PLAT
Should the Planning and Zoning Commission recommend approval of the proposed final plat, staff recommend the following conditions be added:

- The Applicant shall provide two (2) disks containing digitized versions of the plat along with two (2) printed copies of the recorded plat. Acceptable data formats include AutoCAD (.dwg or.dxf), MicroStation Design File (.dgn), ArcInfo Coverage, ArcView Shape File (.shp), or MapInfo.
- The sub-divider shall complete the offsite grading to the property addressed as 805 N. Mason Road as shown in the Subdivision Improvement Plans.
- The subdivision indentures shall be reviewed and approved by the City Attorney prior to the signing of the Mylar

ACTION
Action on this item will be in the form of a motion to recommend approval as presented, or approval with additional conditions to meet all technical requirements. The following is an example motion for this application:

1) "I move to recommend approval of the final subdivision plat for the Creekside at Mason Subdivision with the conditions listed in the staff memo for the meeting of August 18, 2014." (Other conditions may be added, eliminated, altered, and modified by prior motion).

APPENDIX 1: COMPREHENSIVE PLAN, INCLUDING DESIGN GUIDELINES
Included and attached by reference. See body of report for specific excerpts.

APPENDIX 2: ZONING CODE (CHAPTER 405 OF THE CREVE COEUR MUNICIPAL CODE)
Included and attached by reference. See body of report for specific excerpts.

APPENDIX 3: CREVE COEUR SUBDIVISION AND LAND DEVELOPMENT REGULATIONS (CHAPTER 410 OF THE CREVE COEUR MUNICIPAL CODE)
Included and attached by reference. See body of report for specific excerpts.

Attachment: 14-026.Creekside@Mason.FinalPlat.Staff Report.08-18-2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

APPENDIX 4: Aerial Photo

Property lines

853 N. Mason Road

N
W
E
S

Attachment: 14-026.Creekside@Mason.FinalPlat.Staff Report.08-18-2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

CREEKSIDE AT MASON

PART OF US SURVEY 1923
TOWNSHIP 45 NORTH, RANGE 5 EAST OF THE 5TH PRINCIPAL MERIDIAN
CITY OFCREVE COEUR, ST. LOUIS COUNTY, MISSOURI

LEGEND

- BENCH MARK
- FOUND IRON ROD
- FOUND IRON PIPE
- RIGHT OF WAY MARKER
- UTILITY POLE
- SUPPORT POLE
- UTILITY POLE WITH LIGHT
- LIGHT STANDARD
- ELECTRIC METER
- ELECTRIC MANHOLE
- ELECTRIC PEDESTAL
- ELECTRIC SPLICE BOX
- GAS DRIP
- GAS METER
- GAS VALVE
- TELEPHONE MANHOLE
- TELEPHONE PEDESTAL
- TELEPHONE SPLICE BOX
- CABLE TV PEDESTAL
- FIRE HYDRANT
- FIRE DEPARTMENT CONNECTION
- WATER MANHOLE
- WATER METER
- WATER VALVE
- POST INDICATOR VALVE
- CLEAN OUT
- STORM MANHOLE
- GRATED MANHOLE
- STORMWATER INLET
- GRATED STORMWATER INLET
- SANITARY MANHOLE
- TREE
- BUSH
- TRAFFIC SIGNAL
- PARKING METER
- STREET SIGN
- SPRINKLER
- MAIL BOX

ABBREVIATIONS

C.O. – CLEANOUT
DB. – DEED BOOK
E – ELECTRIC
FL – FLOWLINE
FT – FEET
FND. – FOUND
G – GAS
M.H. – MANHOLE
N/F – NOW OR FORMERLY
PB. – PLAT BOOK
PG. – PAGE
P.O.B. – POINT OF BEGINNING
P.O.C. – POINT OF COMMENCEMENT
P.V.C. – POLYVINYL CHLORIDE PIPE
R.C.P. – REINFORCED CONCRETE PIPE
SQ. – SQUARE
T – TELEPHONE CABLE
V.C.P. – VETRIFIED CLAY PIPE
W – WATER
(66'W) – RIGHT-OF-WAY WIDTH
M.B. – MAIL BOX

GRAPHIC SCALE

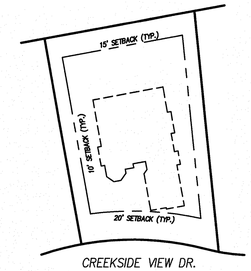
40 0 20 40 80 160

(IN FEET)
1 inch = 40 ft.

ST. LOUIS COUNTY BENCHMARK

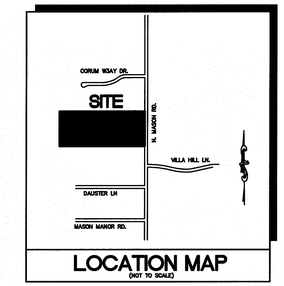
BENCHMARK # 13-144 ELEV.=552.25

"L" on southwest corner of noerthern footing for pillar in (masonry) [23'x23' stone and granite] wall on northwest corner of Hiram Cemetery along Mason Rd, 0.8 mile south of Olive Street Rd; (31') [45°] east of centerline of Mason Road and (285') [243°] south of Mason Manor Drive [rood produced].

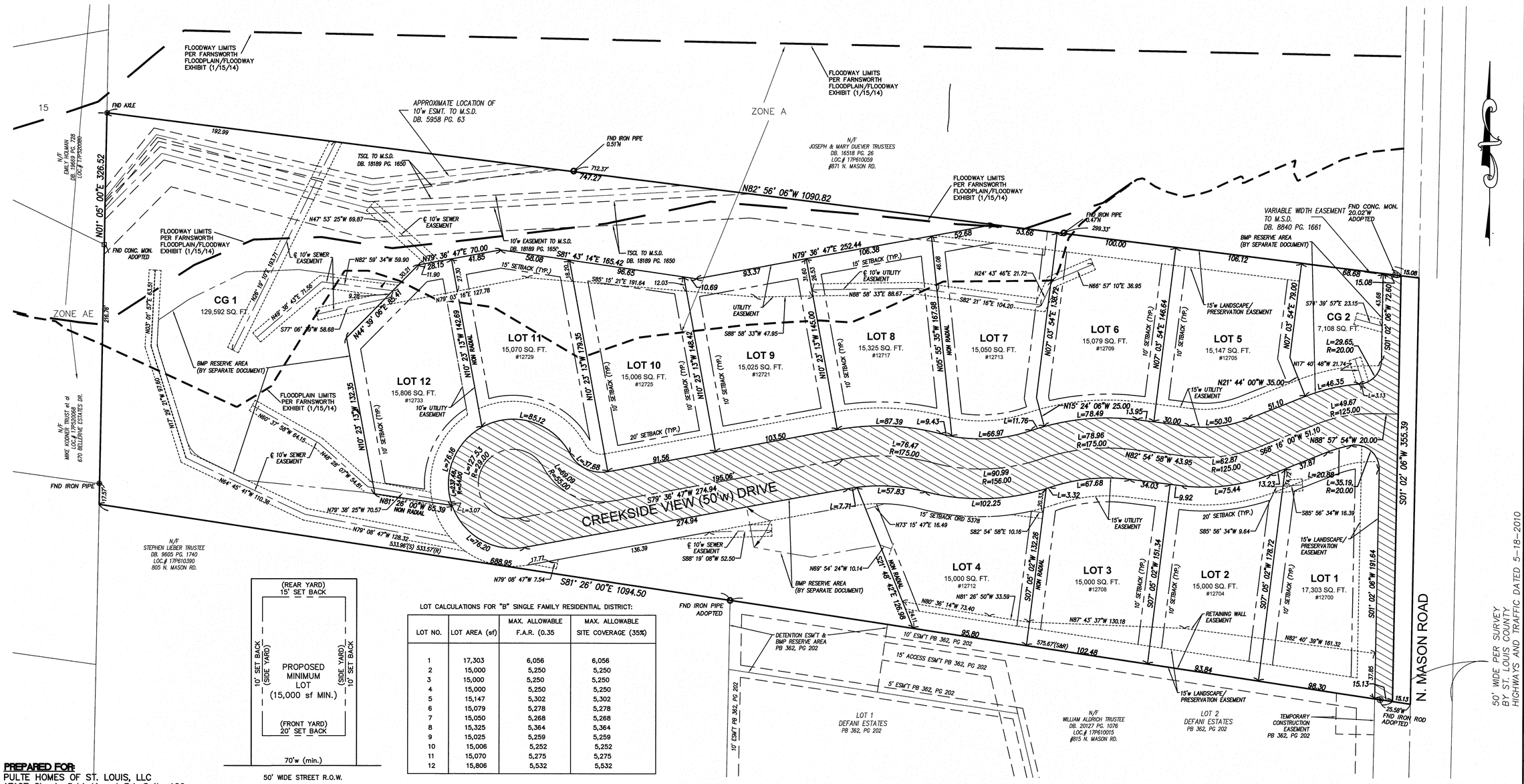


CREEKSIDE VIEW DR.

TYPICAL LOT LAYOUT
NOT TO SCALE
MAX. ALLOWABLE
SITE COVERAGE (35%)



LOCATION MAP
(NOT TO SCALE)



TYPICAL LOT DETAIL

LOT CALCULATIONS FOR "B" SINGLE FAMILY RESIDENTIAL DISTRICT:

LOT NO.	LOT AREA (sf)	MAX. ALLOWABLE F.A.R. (0.35	MAX. ALLOWABLE SITE COVERAGE (35%)
1	17,303	6,056	6,056
2	15,000	5,250	5,250
3	15,000	5,250	5,250
4	15,000	5,250	5,250
5	15,147	5,302	5,302
6	15,079	5,278	5,278
7	15,050	5,268	5,268
8	15,325	5,364	5,364
9	15,025	5,259	5,259
10	15,006	5,252	5,252
11	15,070	5,275	5,275
12	15,806	5,532	5,532

PREPARED FOR:
PULTE HOMES OF ST. LOUIS, LLC
17107 Chesterfield Airport Rd, Suite 120
Chesterfield, MO 63005
Phone: (636) 537-7128
Fax: (636) 537-9952

PREPARED BY:
STOCK & ASSOCIATES Consulting Engineers, Inc.
257 Chesterfield Business Parkway
St. Louis, MO 63005 PH. (636) 530-9100 FAX (636) 530-9130
e-mail: general@stockassoc.com
Web: www.stockassoc.com

RECORD PLAT
CREEKSIDE AT MASON
CITY OF CREVE COEUR, MISSOURI

STATE OF MISSOURI
DANIEL EHLMANN
NUMBER PLS-2215
PROFESSIONAL LAND SURVEYOR
9/15/14

DANIEL EHLMANN P.L.S.
MO. P.L.S. # 2215
CERTIFICATE OF AUTHORITY
LC-222-D

REVISIONS:

DRAWN BY: J.K.	CHECKED BY: D.M.E.
DATE: 7/10/14	JOB NO: 213-5220
M.S.D. P #: P-XXXXX-XX	BASE MAP #: XXX
S.L.C. H&T #: XXXX	H&T S.U.P. #: XX-XXX-XX
M.D.N.R. #: MO-XXXXXXX	

SHEET TITLE: RECORD PLAT

SHEET NO.: SHEET 1

Attachment: Creekside at Mason Final Plat (1053 : Bill No.5508 - Final Plat Creekside at Mason)

CREEKSIDE AT MASON

PART OF US SURVEY 1923
TOWNSHIP 45 NORTH, RANGE 5 EAST OF THE 5TH PRINCIPAL MERIDIAN
CITY OFCREVE COEUR, ST. LOUIS COUNTY, MISSOURI

OWNER CERTIFICATE

We, the undersigned, owners of the tract of land herein platted and further described in the foregoing surveyors' certificate have caused the same to be surveyed and sub-divided in the manner shown on this plat, which subdivision shall hereafter be known as:

CREEKSIDE AT MASON

Creekside View Lane (50' wide) and the Widening strip along North Mason Road as shown hatched hereon

All easements shown on this plat along with Creekside at Mason, unless designated for other specific purposes, are hereby dedicated to City of Creve Coeur, Missouri, Missouri-American Water Company, Laclede Gas Company, Ameren Missouri, AT&T Missouri, Metropolitan St. Louis Sewer District, Charter Communications, their successors and assigns as their interests may appear for the purpose of improving, constructing, maintaining and repairing public utilities and sewer and drainage facilities, with the right of temporary use of adjacent ground not occupied by improvements for the excavation and storage of materials during installation, repair or replacement of said utilities, sewers and drainage facilities.

The Retaining Wall Easement, as shown on this plat, is hereby given, granted, extended and conveyed to the Homeowners Association of the aforementioned subdivision for the purpose of construction, maintenance, repair and replacement of retaining walls.

The area shown as Common Ground on this plat, has been conveyed to the Homeowners Association of this Subdivision by General Warranty deed recorded in Book _______, Page ______of the St. Louis County Recorder's Office.

Building lines as shown on this plat are hereby established.

It is hereby certified that all existing easements are shown on this plat as of the time and date of recording of this plat.

Permanent and/or semi-permanent monuments will be set, as required to aid in later recovery, within twelve months of the recording of this subdivision plat, in accordance with 10 CSR 30-2.090 of the Missouri Department of Natural Resources, and 4 CSR 30-16.090 of the Missouri Department of Economic Development. In addition, other survey monuments indicated on this subdivision plat, required by the subdivision ordinance of the City of Ladue, Missouri will be set.

IN WITNESS THEREOF, I have hereunto set my hand this _______ day of ________________, 20__.

Pulte Homes of St Louis, L.L.C.
a Nevada limited liability company

By:______________________________________

____
PRINT NAME

____
PRINT TITLE

STATE OF MISSOURI)
) SS.
COUNTY OF ST. LOUIS)

On this ____ day of _________________, 20__, before me appeared ____________________ ________________ to me personally known, who, being by me duly sworn, did say that he/she is the _______________________ of Pulte Homes of St. Louis, LLC, a Nevada limited liability company, and that said instrument was signed and sealed in behalf of said limited liability company, and said ________________________ acknowledged said instrument to be the free act and deed of said limited liability company.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed my official seal in the County and State aforesaid, the day and year first above written.

____
Notary Public

My commission expires:______________________

LENDER'S CERTIFICATION

The undersigned Owner and Holder of Note, as secured by Deeds of Trust recorded in Book _______, Page ________, of the St. Louis County Records, does hereby join in and approve the foregoing Subdivision Plat as shown hereon.

IN WITNESS WHEREOF, we have hereunto set out hand and affixed our corporate seal this ____ day of _____________________, 20__.

____

By:___________________________

Print Name:_____________________

Print Title:_____________________

STATE OF)
) SS.
COUNTY OF)

On this _____ day of ____________________, 20__, before me appeared ________________ ____________, me personally known, who, being by me duly sworn, did say that he/she is the ______________________ of _________________________, known to me to be the person who executed the within instrument in behalf of said ____________________and acknowledged to me that he/she executed same for the purposes therein stated.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed my official seal in the County and State aforesaid, the day and year first above written.

____
Notary Public

My commission expires:________________________

PREPARED FOR:
PULTE HOMES OF ST. LOUIS, LLC
17107 Chesterfield Airport Rd, Suite 120
Chesterfield, MO 63005
Phone: (636) 537-7128
Fax: (636) 537-9952

PROPERTY DESCRIPTION

A tract of land in U.S. Survey 1923 Township 45 North Range 5 east and being a part of Lot 2 of the JOHN HEZEL ESTATE and described as follows: Beginning at a point in the center line of Mason Road being the northeast corner of property conveyed by Elizabeth Hezel to Otto R. Dauster and Lydia M. Dauster by deed recorded in Book 988 Page 462 of the St.Louis County Recorder's Office, thence north along the center line of Mason Road 355.35 feet to a point in the center line of Mason Road, thence west and parallel to the northern line of property conveyed by Elizabeth Hezel to Otto R. Dauster and Lydia M.Dauster by deed recorded in Book 988 Page 462 of the St. Louis County Recorder's Office to a point in the west line of said Lot 2 of the JOHN HEZEL ESTATE, thence south along the western line of said Lot 2 of the JOHN HEZEL ESTATE 326.61 feet to the northwest corner of said property conveyed to Dauster in Book 988 Page 462 of the St. Louis County Records, thence east along the north line of said property so conveyed to Dauster in Book 988 Page 462 to the point of beginning containing 8.56 acres more or less.

AND BEING FURTHER DESCRIBED AS:

BEGINNING at the intersection of the Western line of Mason Road (30' wide) with the Northern line of a tract of land described in a deed to William Aldrich Trustee in Deed book 20127, Page 1076 of the St. Louis County, Missouri Records; thence along the Northern line of said Aldrich tract and the Northern line of a tract of land described in a deed to Stephen Lieber Trustee as recorded in Deed Book 9605, Page 1740 of said records North 81 degrees 26 minutes 00 seconds West, a distance of 1094.50 feet to the Western line of Lot 2 of the John Hezel Estate; thence along said Western line North 01 degree 05 minutes 00 seconds East, a distance of 326.52 feet to an found Iron Axle marking the Southwest corner of a tract of land described in a deed to John and Mary Duever Trustees as recorded in Deed book 16518, Page 26 of the aforesaid records; thence along the Southern line of said Duever tract South 82 degrees 56 minutes 06 seconds East, a distance of 1090.82 feet to the aforesaid Western line of Mason Road; thence along said Western line South 01 degree 02 minutes 06 seconds West, a distance of 355.39 feet to the Point of Beginning and containing 369,927 square feet or 8.492 acres more less as per a survey by Stock & Associates Consulting Engineers, Inc. during the month of December, 2013.

CITY OF CREVE COEUR

I, Deborah Ryan, MRCC, City Clerk for and within the City of Creve Coeur, Missouri, do hereby certify that this Final Subdivision Plat of "Creekside at Mason" is in complete compliance with Ordinance No. 1045 approved on the 25th day of July, 1983, and was approved by the City Council of the City of Creve Coeur on the_____ day of __________, 20___, pursuant to Ordinance No. ____________.

CITY OF CREVE COEUR, MISSOURI

By:________________________________
Deborah Ryan, MRCC, City Clerk

It is hereby certified that this Final Subdivision Plat was recommended for approval by the City of Creve Coeur, Planning and Zoning Commission on the ___ day of __________, 2010, pursuant to the Subdivsion and Land Development Regulations of the City of Creve Coeur, Missouri.

CITY OF CREVE COEUR, MISSOURI
Planning and Zoning Commission

By:________________________________, Chairman

Notes:

(1) Stock and Associates Consulting Engineers, Inc. used exclusively First American Title Insurance Company, Commitment No. MO-048936, with an effective date of September 11, 2013 at 12:00 a.m. for research of easements and encumbrances. No further research was performed by Stock and Associates Consulting Engineers, Inc.

(2) Title to the estate or interest in the land described or referred to in the above commitment and covered therein is fee simple, and title thereto is a the effective date thereof vested in:

Alvin L. Hardt and Catherine E. Hardt, Co-Trustees of an Indenture of Trust dated the 29th day of March, 1991, as to an undivided one-half interest; and Alvin L. Hardt, Virginia Dittmar and Richard A. Hardt, Co-Trustees of the Residual Trust pursuant to the Indenture of Trust of Alvin L. Hardt and Catherine E. Hardt dated March 29, 1991, as to an undivided one-half interest.

(3) Title Commitment No. MO-048936 with Schedule B-Section 2 exceptions:

(a) Item No. 8. Easement to Fee Fee Truck Sewer, Inc., as set forth in instrument recorded in Book 5958, Page 63. Approximate Location "SHOWN"

(b) Item No. 9. Sanitary Sewer Maintenance Agreement as set forth in instrument recorded in Book 6491, Page 580. "NOT SHOWN" Not survey related.

(c) Item No. 10. Easement granted to The Metropolitan St. Louis Sewer District by instrument recorded in Book 8840, Page 1661. "SHOWN"

(d) Item No. 11. Easement granted to Metropolitan St. Louis District by instrument recorded in Book 18189, Page 1650. "SHOWN"

GENERAL NOTES:
1) Subject property lies within Shaded Zone A (areas inundated by 100-year flood) no base flood elevations determined and Flood Zone X (areas determined to be outside the 500-year flood) according to the National Flood Insurance Rate Map Number 29189C0161 H with an effective date of August 2, 1995.

Note: the Floodplain and Floodway limits shown on this survey are as per a flood study performed by Farnsworth Group dated January 15, 2014.

2.) Subject property is Zoned "B Single-Family Residential District with an"RDD" Residential Design Development per Ordinance 5376.

3.) Basis of Bearings adopted from Deed Book 9605, Page 1740.

SURVEYOR'S CERTIFICATION

This is to certify that Stock and Associates Consulting Engineers, Inc. have, during July, 2014, by order of and for the use of Pulte Homes of St. Louis, L.L.C., executed a Property Boundary Survey and Record Plat of a tract of land being U.S. Survey 1923 Township 45 North, Range 5 East of the Fifth Principal Meridian, City of Creve Coeur, St. Louis County, Missouri and that the results of said survey and Record Plat are shown hereon. We further certify that the above plat was prepared from an actual survey, according to the records available and recorded, and said survey meets or exceeds the current minimum standards for Property Boundary Surveys for "Class Urban Property" as defined in Chapter 16, Division 2030 Missouri Minimum Standards for Property Boundary Surveys as adopted by the Missouri Board for Architects, Professional Engineers, Professional Land Surveyors, and Landscape Architects.

STOCK AND ASSOCIATES CONSULTING ENGINEERS, INC.
LC NO. 222-D

By: 8/15/14
Daniel Ehlmann, Missouri P.L.S. No. 2215

PREPARED BY:
STOCK & ASSOCIATES Consulting Engineers, Inc.
257 Chesterfield Business Parkway
St. Louis, MO 63005 PH. (636)
530-9100 FAX (636) 530-9130
e-mail: general@stockassoc.com
Web: www.stockassoc.com

RECORD PLAT
CREEKSIDE AT MASON
CITY OF CREVE COEUR, MISSOURI

STATE OF MISSOURI
DANIEL EHLMANN
NUMBER PLS-2215
PROFESSIONAL LAND SURVEYOR

8/15/14
DANIEL EHLMANN P.L.S.
MO. P.L.S. # 2215
CERTIFICATE OF AUTHORITY
LC-222-D

REVISIONS:

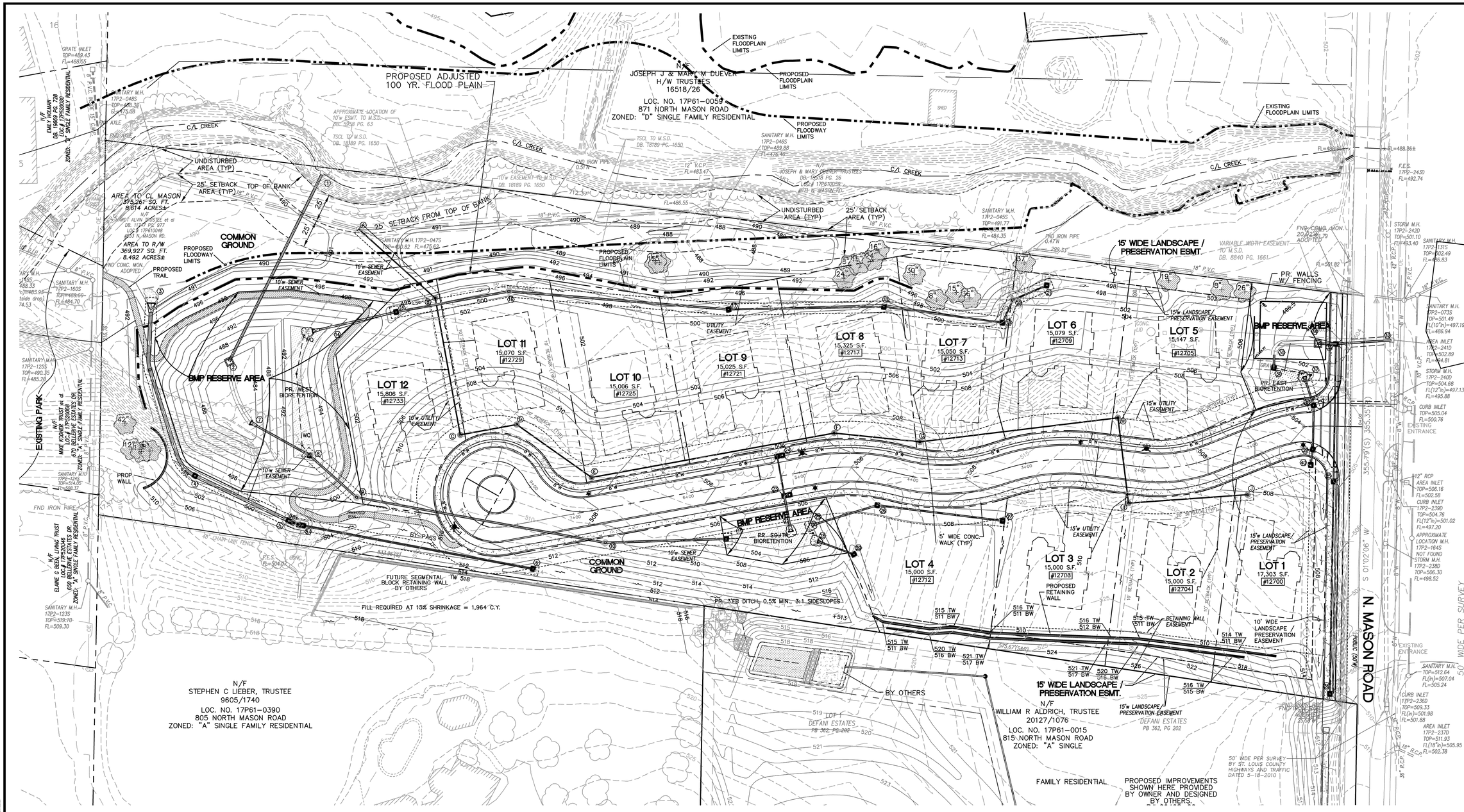
DRAWN BY: J.K.	CHECKED BY: D.M.E..
DATE: 7/10/14	JOB NO: 213-5220
M.S.D. P #: P-30152-00	BASE MAP #: XXX
S.L.C. H&T #: XXXX	H&T S.U.P. #: XX-XXX-XX
M.D.N.R. #: MO-XXXXXXX	

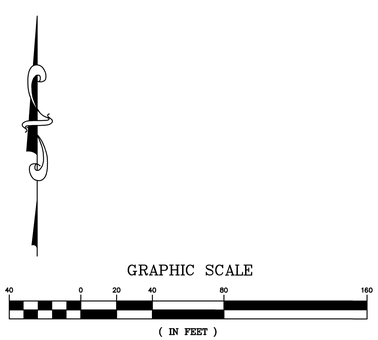
SHEET TITLE: RECORD PLAT

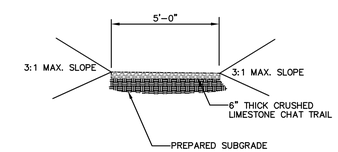
SHEET NO.: SHEET 2

DRAWING FILE: O:\DRAW5200\2135220\survey\5220-RP-rev.dwg LAYOUT: Layout1 (2) PLOTTED: Aug 15, 2014 - 10:59am PLOTTED BY: daniel.ehlmann

Attachment: Creekside at Mason Final Plat (1053 : Bill No.5508 - Final Plat Creekside at Mason)







TRAIL DETAIL
(N.T.S.)

PREPARED BY:
STOCK & ASSOCIATES Consulting Engineers, Inc.
257 Chesterfield Business Parkway
St. Louis, MO. 63005 PH. (636) 530-9100 FAX (636) 530-9130
e-mail: general@stockassoc.com
Web: www.stockassoc.com

IMPROVEMENT PLANS FOR:

CREEKSIDE AT MASON SUBDIVISION

853 MASON ROAD
CREVE COEUR, MISSOURI

STATE OF MISSOURI GEORGE MICHAEL STOCK NUMBER PE-25116 PROFESSIONAL ENGINEER

8-15-2014

GEORGE M. STOCK E-25116
CIVIL ENGINEER
CERTIFICATE OF AUTHORITY NUMBER: 000996

REVISIONS:

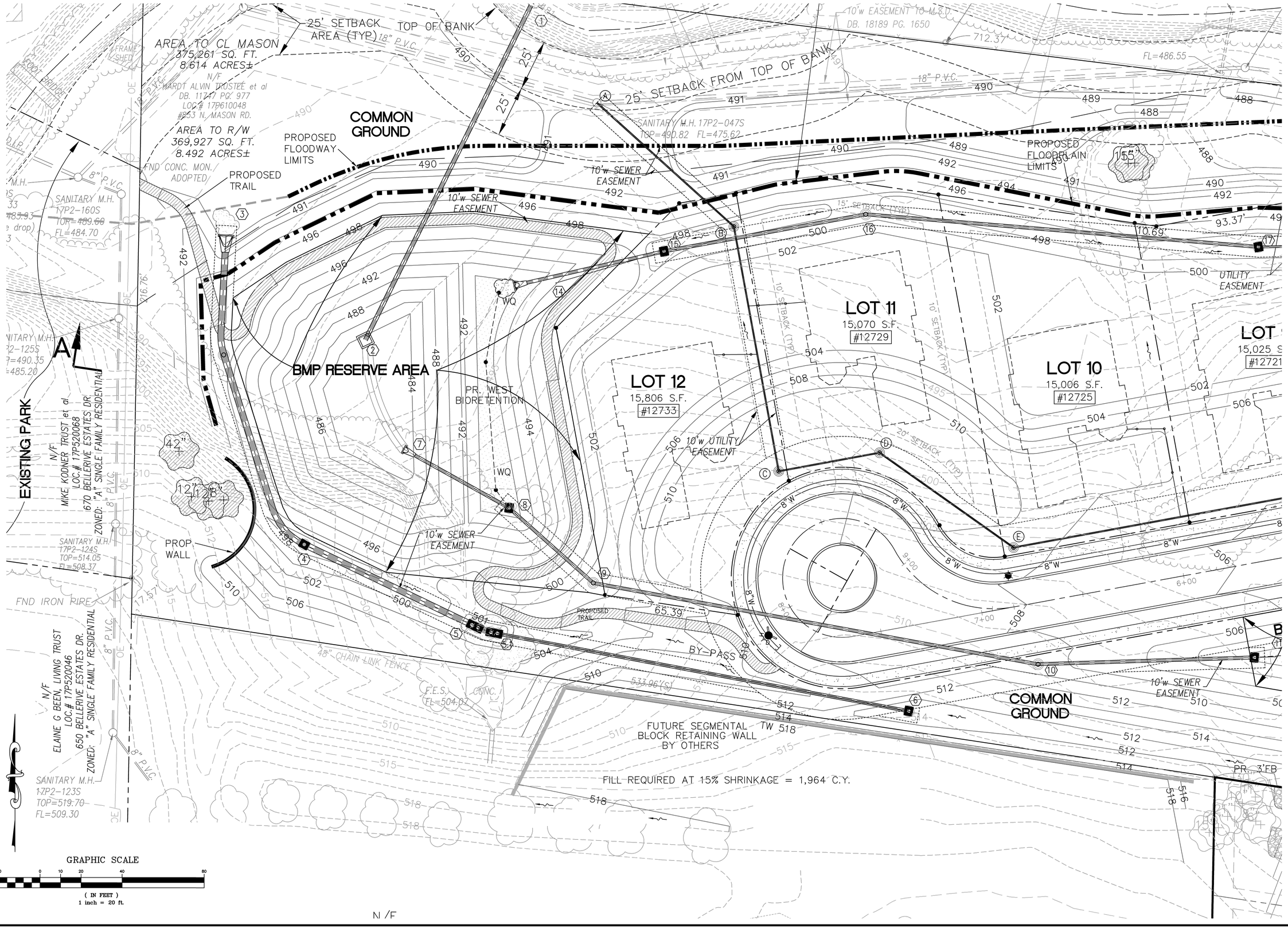
1 8-15-2014 CITY

DRAWN BY: K.M.S.	CHECKED BY: G.M.S.
DATE: 07/18/2014	JOB NO: 213-5220
MSD P#: P-30152-00	BASE MAP #: 17-P2
S.L.C. H&T #: --	H&T S.U.P. #: --
M.D.N.R. #: MO-XXXXXXX	

SHEET TITLE:
OVERALL SITE

SHEET NO.: C10

Attachment: Subdivision Improvement Plans received 8-15-2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)



257 Chesterfield Business Parkway
St. Louis, MO 63005 PH. (636) 530-9100 FAX (636) 530-9130
e-mail: generalill@stockassoc.com
Web: www.stockassoc.com

PREPARED BY:

STOCK & ASSOCIATES Consulting Engineers, Inc.

IMPROVEMENT PLANS FOR:

CREEKSIDE AT MASON SUBDIVISION

853 MASON ROAD
CREVE COEUR, MISSOURI

STATE OF MISSOURI
GEORGE MICHAEL STOCK
NUMBER PE-25116
PROFESSIONAL ENGINEER

8-15-2014

GEORGE M. STOCK E-25116
CIVIL ENGINEER
CERTIFICATE OF AUTHORITY NUMBER: 000996

REVISIONS:

1 8-15-2014 CITY

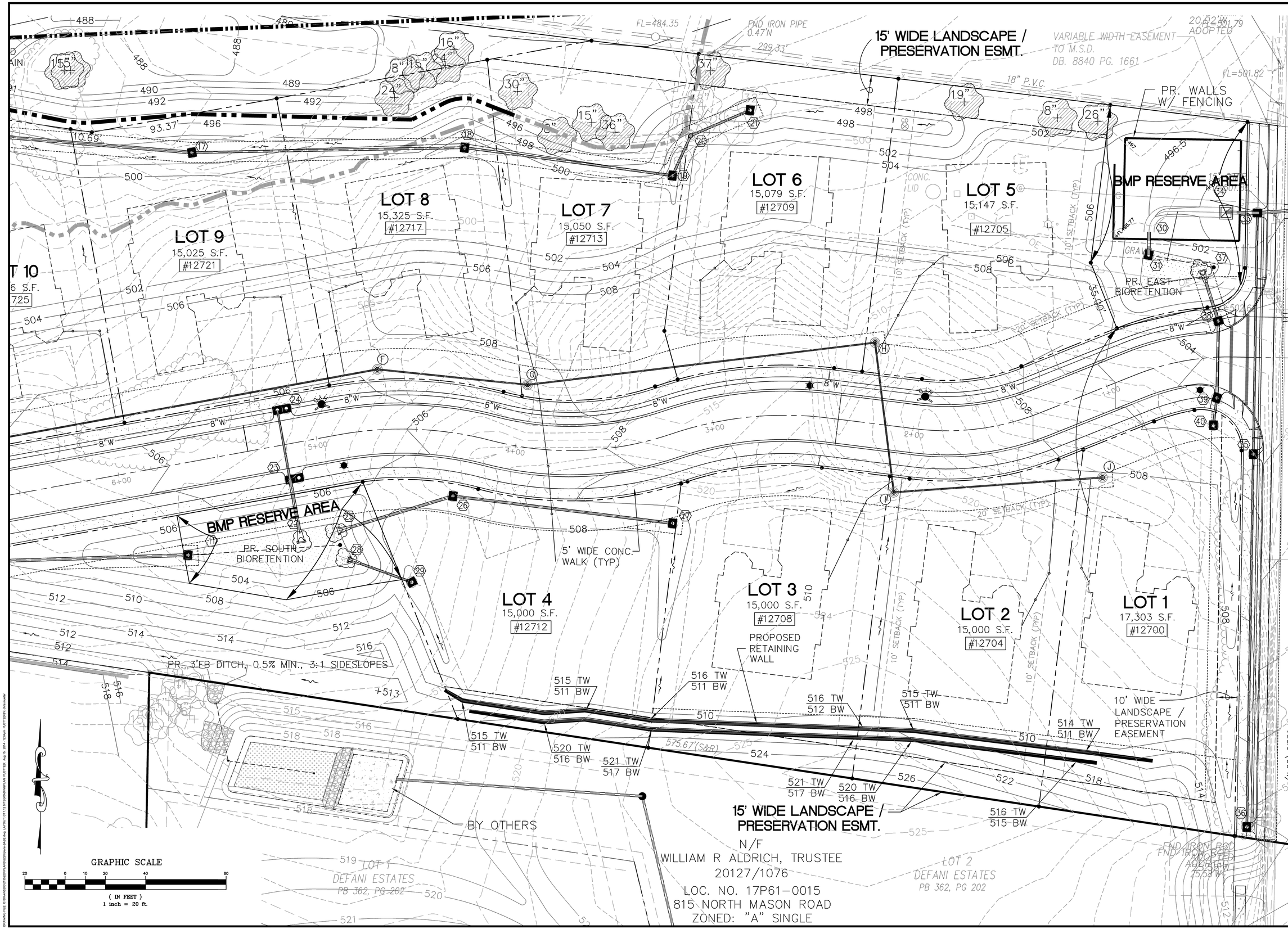
DRAWN BY: K.M.S.	CHECKED BY: G.M.S.
DATE: 07/18/2014	JOB NO.: 213-5220
MSD P#: P-30152-00	BASE MAP #: 17-P2
S.L.C. H&T #: --	H&T S.U.P. #: --
M.D.N.R. #: MO-XXXXXXX	

SHEET TITLE:

SITE & GRADING PLAN

SHEET NO.: C11

Attachment: Subdivision Improvement Plans received 8-15-2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)



PREPARED BY:

STOCK & ASSOCIATES Consulting Engineers, Inc.
257 Chesterfield Business Parkway
St. Louis, MO 63005 PH. (636) 530-9100 FAX (636) 530-9130
e-mail: general@stockassoc.com
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IMPROVEMENT PLANS FOR:

CREEKSIDE AT MASON SUBDIVISION

853 MASON ROAD
CREVE COEUR, MISSOURI

STATE OF MISSOURI
GEORGE MICHAEL STOCK
NUMBER PE-25116
PROFESSIONAL ENGINEER

8-15-2014

GEORGE M. STOCK E-25116
CIVIL ENGINEER
CERTIFICATE OF AUTHORITY NUMBER: 000996

REVISIONS:

1	8-15-2014 CITY

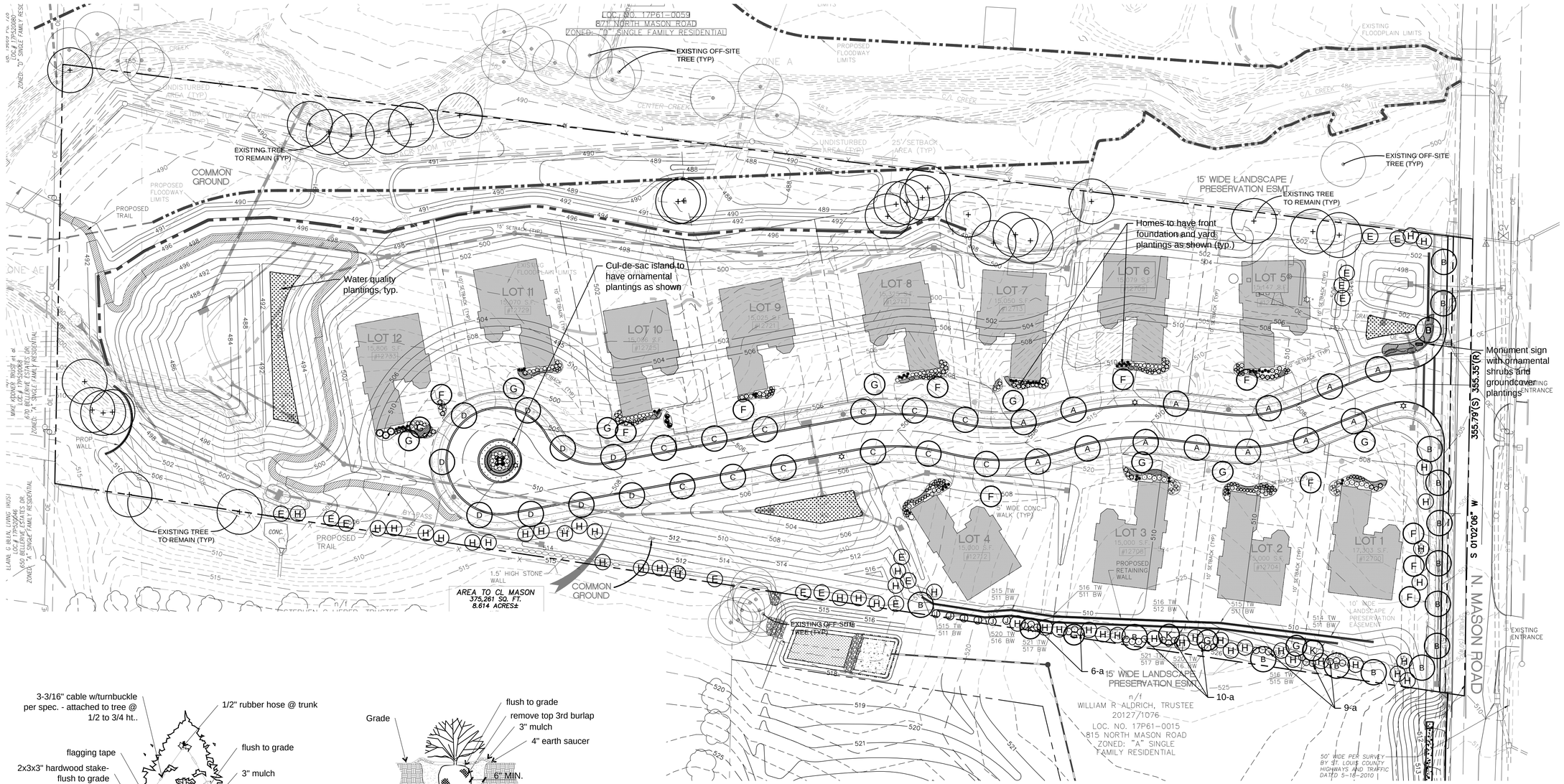
DRAWN BY: K.M.S.	CHECKED BY: G.M.S.
DATE: 07/18/2014	JOB NO: 213-5220
MSD P#: P-30152-00	BASE MAP #: 17-P2
S.L.C. H&T #: --	H&T S.U.P. #: --
M.D.N.R. #: MO-XXXXXXX	

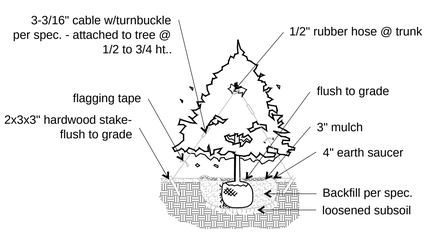
SHEET TITLE:

SITE & GRADING PLAN

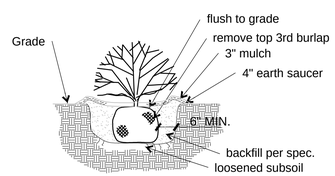
SHEET NO.: C12

Attachment: Subdivision Improvement Plans received 8-15-2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)



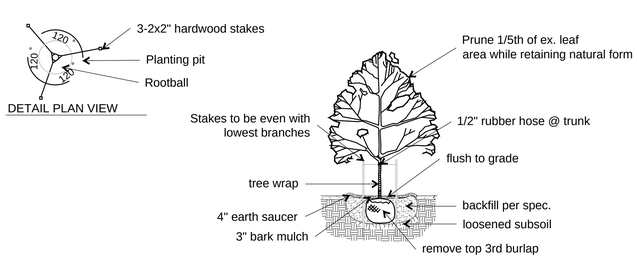


TYPICAL EVERGREEN PLANTING

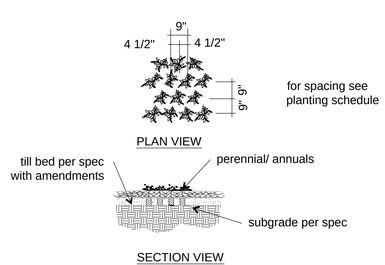


SCARIFY ROOT BALL OF ALL CONTAINER STOCK

TYPICAL SHRUB PLANTING



CANOPY TREE PLANTING



TYPICAL PERENNIAL PLANTING

LANDSCAPE PLAN

SCALE 1"=40'

PLANTING SCHEDULE					
SYMBOL	QUANTITY	BOTANICAL NAME	COMMON NAME	SIZE	TYPE
TREES					
A	13	Zelkova serrata 'Green Vase'	Green Vase Zelkova	3" cal.	Deciduous
B	16	Quercus rubra	Red Oak	3" cal.	Deciduous
C	12	Tilia cordata	Littleleaf Linden	3" cal.	Deciduous
D	9	Acer x freemanii 'Jeffersred'	Autumn Blaze Maple	3" cal.	Deciduous
E	15	Pinus strobus	Eastern White Pine	8' ht.	Evergreen
F	11	Cornus florida 'Cherokee Princess'	Cherokee Princess Dogwood	2" cal.	Deciduous
G	9	Cercis canadensis	Eastern Redbud	2" cal.	Deciduous
H	47	Picea abies	Norway Spruce	8' ht.	Evergreen
J	6	Juniperus virginiana 'Canaertii'	Canaertii Juniper	8' ht.	Evergreen
K	3	Prunus 'Kwanzan'	Kwanzan Cherry	2" cal.	Deciduous
SHRUBS					
a	25	Viburnum rhytidophyllum	Leatherleaf Viburnum	24-36"	Semi-evergreen

STATE OF MISSOURI
JERALD A. SAUNDERS
NUMBER LA-7
LANDSCAPE ARCHITECT
4/14/14

Jerald Saunders - Landscape Architect
MO License # LA-007

Consultants:

Creekside at Mason

Creve Coeur, Missouri

Revisions:

Date	Description	No.
2/5/14	Base Revision	1
4/14/14	Base Revision	2
6/5/14	Base Revision	3
6/9/14	Base Revision	4

Drawn: LH
Checked: RS

loomisAssociates
landscapeArchitects/planners
707 Spirit 40 Park Drive, Suite 135
Chesterfield, Missouri 63005-1194
636/519-8668 fax: 636/519-0937
e-mail: lamp@loomis-associates.com
Loomis Associates Inc.
Missouri State Certificate of Authority #: LAC #000019

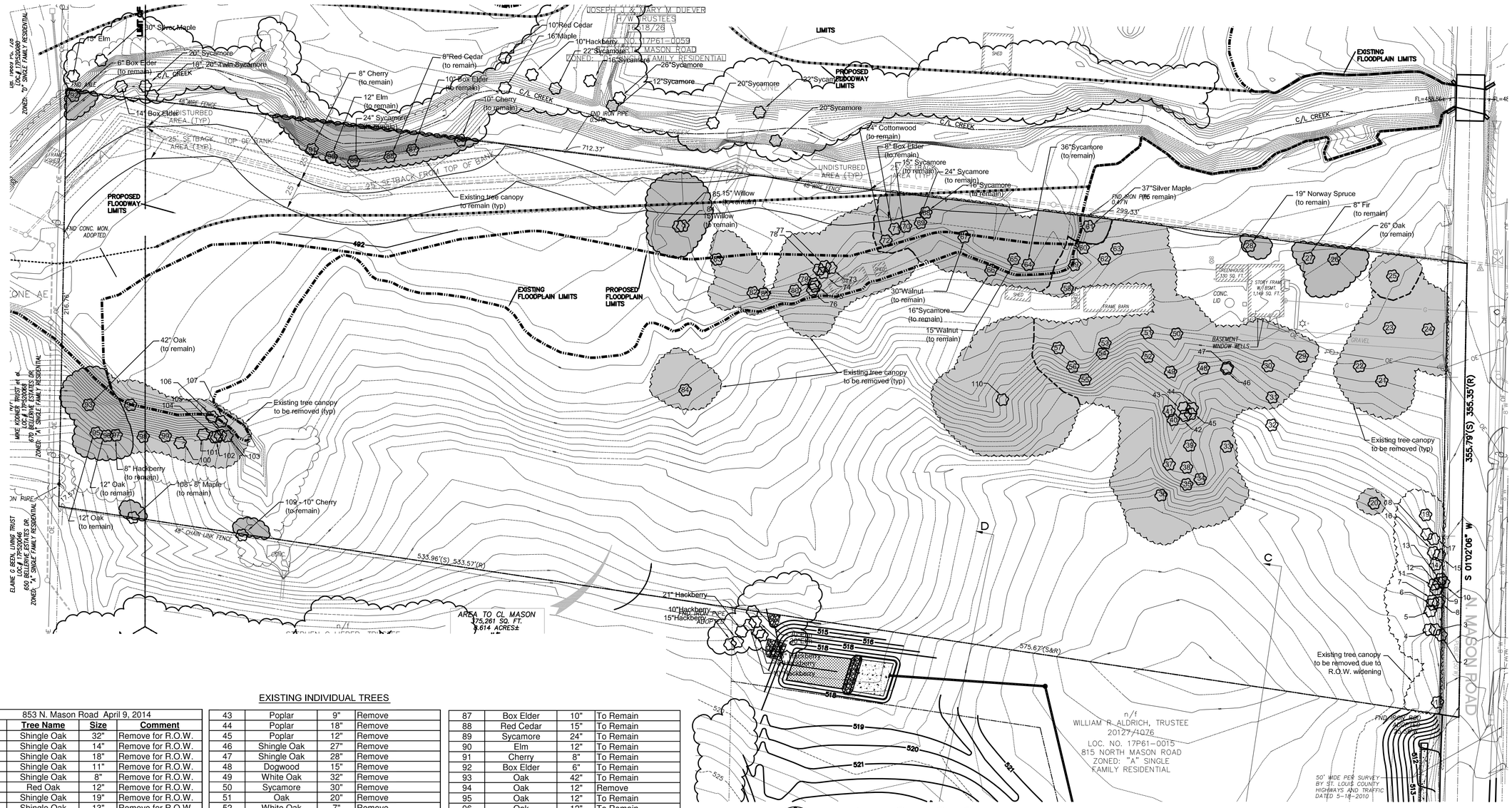
Sheet Title: Landscape Plan

Sheet No: L-1

Date: 01/17/2014
Job #: 935.005

Attachment: Subdivision Improvement Plans received 8-15-2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

Attachment: Subdivision Improvement Plans received 8-15-2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)



TREE CENSUS

SCALE 1"=40'

EXISTING INDIVIDUAL TREES

853 N. Mason Road April 9, 2014

No.	Tree Name	Size	Comment
1	Shingle Oak	32"	Remove for R.O.W.
2	Shingle Oak	14"	Remove for R.O.W.
3	Shingle Oak	18"	Remove for R.O.W.
4	Shingle Oak	11"	Remove for R.O.W.
5	Shingle Oak	8"	Remove for R.O.W.
6	Red Oak	12"	Remove for R.O.W.
7	Shingle Oak	19"	Remove for R.O.W.
8	Shingle Oak	13"	Remove for R.O.W.
9	Shingle Oak	13"	Remove for R.O.W.
10	Shingle Oak	12"	Remove for R.O.W.
11	Shingle Oak	10"	Remove for R.O.W.
12	Shingle Oak	6"	Remove for R.O.W.
13	Elm	24"	Remove for R.O.W.
14	Box Elder	6"	Remove for R.O.W.
15	Shingle Oak	7"	Remove for R.O.W.
16	Shingle Oak	7"	Remove for R.O.W.
17	Red Oak	24"	Remove for R.O.W.
18	Red Oak	8"	Remove for R.O.W.
19	Red Oak	13"	Remove for R.O.W.
20	Box Elder	28"	Dying/Remove
21	Elm	18"	Remove
22	Sycamore	18"	Remove
23	Maple	30"	Remove
24	Sycamore	24"	Remove for R.O.W.
25	Maple	15"	Remove
26	Oak	26"	To Remain
27	Fir	8"	To Remain
28	Norway Spruce	19"	To Remain
29	Holly	14"	Remove
30	Holly	11"	Remove
31	Holly	15"	Remove
32	Redbud	12"	Remove
33	Poplar	8"	Remove
34	Sycamore	36"	Remove
35	Hackberry	15"	Remove
36	Black Walnut	27"	Remove
37	Black Walnut	20"	Remove
38	Poplar	18"	Remove
39	Ash	18"	Remove
40	Hackberry	13"	Remove
41	Hackberry	20"	Remove
42	Poplar	8"	Remove
43	Poplar	9"	Remove
44	Poplar	18"	Remove
45	Poplar	12"	Remove
46	Shingle Oak	27"	Remove
47	Shingle Oak	28"	Remove
48	Dogwood	15"	Remove
49	White Oak	32"	Remove
50	Sycamore	30"	Remove
51	Oak	20"	Remove
52	White Oak	7"	Remove
53	Sycamore	30"	Remove
54	Hackberry	24"	Remove
55	Poplar	24"	Remove
56	Poplar	20"	Remove
57	Dogwood	8"	Remove
58	Poplar	16"	Remove
59	Poplar	11"	Remove
60	Silver Maple	38"	Remove
61	Silver Maple	37"	To Remain
62	Poplar	17"	Remove
63	Sycamore	32"	Remove
64	Sycamore	36"	To Remain
65	Black Walnut	15"	To Remain
66	Red Cedar	8"	To Remain
67	Black Walnut	30"	To Remain
68	Sycamore	16"	To Remain
69	Sycamore	24"	To Remain
70	Sycamore	15"	To Remain
71	Box Elder	8"	To Remain
72	Cottonwood	24"	To Remain
73	Sycamore	21"	Remove
74	Sycamore	21"	Remove
75	Sycamore	24"	Remove
76	Sycamore	8"	Remove
77	Sycamore	13"	Remove
78	Sycamore	12"	Remove
79	Willow	8"	Remove
80	Willow	15"	Remove
81	Willow	12"	Remove
82	Willow	9"	Remove
83	Cottonwood	8"	To Remain
84	Willow	15"	To Remain
85	Willow	15"	To Remain
86	Cherry	10"	To Remain
87	Box Elder	10"	To Remain
88	Red Cedar	15"	To Remain
89	Sycamore	24"	To Remain
90	Elm	12"	To Remain
91	Cherry	8"	To Remain
92	Box Elder	6"	To Remain
93	Oak	42"	To Remain
94	Oak	12"	Remove
95	Oak	12"	To Remain
96	Oak	12"	To Remain
97	Hackberry	8"	To Remain
98	Elm	12"	Remove
99	Willow	12"	Remove
100	Willow	12"	Remove
101	Willow	12"	Remove
102	Willow	10"	Remove
103	Willow	12"	Remove
104	Willow	12"	Remove
105	Willow	15"	Remove
106	Willow	12"	Remove
107	Willow	13"	Remove
108	Maple	8"	To Remain
109	Cherry	10"	To Remain
110	Elm	42"	Remove

TREE CENSUS DATA

Total Canopy Area On Site: 81,389 sf, or 1.87 acres

Total Canopy Area to be removed: 59,772 sf, or 1.37 acres
Total Canopy Area to remain: 21,617 sf, or 0.50 acres

Percentage of tree canopy to be removed: 73.44%

STATE OF MISSOURI
JERALD SAUNDERS
NUMBER LA-7
LANDSCAPE ARCHITECT
4/14/14

Jerald Saunders - Landscape Architect
MO License # LA-007

Consultants:

Creekside at Mason

Creve Coeur, Missouri

Revisions:

Date	Description	No.
2/5/14	Base Revision	1
4/14/14	Base Revision	2

Drawn: LH
Checked: RS

loomisAssociates
landscapeArchitects/planners
707 Saint 40 Park Drive, Suite 135
Chesterfield, Missouri 63005-1194
636/519-8668 fax: 636/519-0797
e-mail: lainfo@loomis-associates.com
Loomis Associates Inc.
Missouri State Certificate of Authority #: LAC #000019

Sheet Title: Tree Census

Sheet No: TC-1

Date: 01/17/2014
Job #: 935.005

BILL NO. 5482 ORDINANCE NO. 5376

AN ORDINANCE AMENDING THE OFFICIAL ZONING MAP OF THE CITY OF CREVE COEUR TO REZONE 8.49 ACRES OF LAND FROM "A" SINGLE-FAMILY RESIDENTIAL DISTRICT TO "B" SINGLE-FAMILY RESIDENTIAL DISTRICT AND AUTHORIZING A RESIDENTIAL DESIGNED DEVELOPMENT (RDD) WITH ACCOMPANYING PRELIMINARY SUBDIVISION PLAT AND SITE DEVELOPMENT PLAN FOR THE PROPOSED CREEKSIDE AT MASON SUBDIVISION, FOR THE PROPERTY CURRENTLY ADDRESSED AS 853 NORTH MASON ROAD.

WHEREAS, Chris Matteo, of Pulte Homes of St. Louis, LLC, has submitted an application for the rezoning of the 8.49 acres located at 853 N. Mason Road, from "A" Single Family Residential to "D" Single Family Residential with "RDD" Residential Design Development designation and the applicant revised the request to "B" Single Family Residential with RDD at the Planning and Zoning Commission meeting on April 21, 2014; and

WHEREAS, in accordance with Sections 405.280, 405.450(C), and 405.1080 of the Zoning Ordinance, the applicant has submitted a Site Development Plan (hereafter referred to as the "subdivision improvement plan") and Preliminary Plat to the Department of Planning for the Creekside at Mason subdivision, including 16 lots on the 8.49 acres, with residential designed development (RDD); and

WHEREAS, On February 18, 2014, the Planning and Zoning Commission conducted a public hearing on the rezoning and RDD request and accompanying Preliminary Plat; and

WHEREAS, notice of said public hearing had been previously published at least 15 days prior to the hearing, in the St. Louis Countian, a newspaper of general circulation in the City of Creve Coeur and otherwise posted and published in accordance with the Zoning Ordinance; and

WHEREAS, the Planning and Zoning Commission reviewed and, by a 1-4 vote, did not recommend approval of the rezoning and RDD request but, by a 5-0 vote, recommended approval of the accompanying site development plan at its meeting on April 21, 2014; and,

WHEREAS, the applicant subsequently revised their proposal to reduce the number of lots in the subdivision from 16 lots to 12 lots and increase the minimum lot size to 15,006 square feet with an average lot size of 15, 240 square feet; and

WHEREAS, in its consideration of the Bill by the City Council, the City Council voted 7-0 (1 absence), prior to the conclusion of the first reading, to request further review of the revised proposal by the Planning and Zoning Commission; and

WHEREAS, the Planning and Zoning Commission reviewed the revised proposal and, by a 2-4 vote, recommended denial of the rezoning and RDD request but, by a 6-0 vote, recommended approval of the accompanying site development plan at its meeting on June 16, 2014 on the condition that the property be developed in accordance with the Subdivision Improvement Plan and Preliminary Plat for "Creekside at Mason," last revised June 9, 2014, or as further revised as required by the City of Creve Coeur and on other conditions, at its meeting on June 16, 2014; and,

WHEREAS, all persons who presented themselves and desiring to be heard were given an opportunity to be heard and a copy of the proposed ordinance was made available for public

Attachment: RDD Ordinance 5376 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

inspection prior to its further consideration by the City Council; and this Bill having been read by title in open meeting one time by the City Council; and

WHEREAS, the City Council being fully informed finds that rezoning the property would be in harmony with and bear a substantial relation to the public welfare, health, safety, comfort and convenience of the citizens of the City of Creve Coeur and in the public interest and in good zoning practice; and

WHEREAS, the City Council finds that the Residential Designed Development proposal, as submitted on June 9, 2014 and when subject to certain conditions set forth herein, is consistent with good planning practice, consistent with good site landscape planning, is not detrimental to the existing and permitted uses in the surrounding area, is deemed desirable to provide the purpose of Section 405.450 of the Zoning Code and is in accordance with the criteria of Section 405.450(C)(1-3) of the Zoning Code regarding minimum project area, gross acreage, yards, and site and building coverage;

NOW, THEREFORE, be it ordained by the City Council of the City of Creve Coeur, St. Louis County, Missouri, as follows:

SECTION 1: The Official Zoning Map of the City of Creve Coeur shall be amended to rezone the property addressed as 853 North Mason Road from A Single-family Residential to D Single-family Residential zoning district, subject to the conditions stated herein, which property is more specifically described as follows:

> A tract of land in U.S. Survey 1923 Township 45 North Range 5 east and being a part of Lot 2 of the JOHN HEZEL ESTATE and described as follows: Beginning at a point in the center line of Mason Road being the northeast corner of property conveyed by Elizabeth Hezel to Otto R. Dauster and Lydia M. Dauster by deed recorded in Book 988 Page 462 of the St.Louis County Recorder's Office, thence north along the center line of Mason Road 355.35 feet to a point in the center line of Mason Road, thence west and parallel to the northern line of property conveyed by Elizabeth Hezel to Otto R. Dauster and Lydia M.Dauster by deed recorded in Book 988 Page 462 of the St. Louis County Recorder's Office to a point in the west line of said Lot 2 of the JOHN HEZEL ESTATE, thence south along the western line of said Lot 2 of the JOHN HEZEL ESTATE 326.61 feet to the northwest corner of said property conveyed to Dauster in Book 988 Page 462 of the St. Louis County Records, thence east along the north line of said property so conveyed to Dauster in Book 988 Page 462 to the point of beginning containing 8.56 acres more or less.
>
> AND BEING FURTHER DESCRIBED AS:
>
> BEGINNING at the intersection of the Western line of Mason Road (30' wide) with the Northern line of a tract of land described in a deed to William Aldrich Trustee in Deed book 20127, Page 1076 of the St. Louis County, Missouri Records; thence along the Northern line of said Aldrich tract and the Northern line of a tract of land described in a deed to Stephen Lieber Trustee as recorded in Deed Book 9605, Page 1740 of said records North 81 degrees 26 minutes 00 seconds West, a distance of 1094.50 feet to the Western line of Lot 2 of the John Hezel Estate; thence along said Western line North 01 degree 05 minutes 00 seconds East, a distance of 326.52 feet to an found Iron Axle marking the Southwest corner of a tract of land described in a deed to John and Mary Duever Trustees as recorded in Deed book 16518, Page 26 of the aforesaid records;

Attachment: RDD Ordinance 5376 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

thence along the Southern line of said Duever tract South 82 degrees 56 minutes 06 seconds East, a distance of 1090.82 feet to the aforesaid Western line of Mason Road; thence along said Western line South 01 degree 02 minutes 06 seconds West, a distance of 355.39 feet to the Point of Beginning and containing 369,927 square feet or 8.492 acres more less as per a survey by Stock & Associates Consulting Engineers, Inc. during the month of December, 2013.

SECTION 2: A residential designed development (RDD) permit is hereby granted for the Creekside at Mason Subdivision, to be located on the land described in Section 1 of this ordinance, subject to the conditions contained herein.

SECTION 3: The Creekside at Mason RDD shall conform to the Site Improvement Plan, the Preliminary Plat and the Landscape Plan, last revised June 9, 2014, or as further revised as required and approved by the City of Creve Coeur, and are further subject to the following conditions:

1. House exterior shall be of brick and/or stone along with high quality forms of siding, such as fiber-cement ("Hardi-board"), or natural wood siding from a renewable source. The Zoning Administrator shall verify conformance of all exterior materials with this condition prior to the issuance a building permit for any residence.
2. Any house side walls abutting a street shall be finished entirely with the same materials, and with the same design and aesthetic continuity, as the front façade, subject to Zoning Administrator approval.
3. The front yard setback on lot 4 is reduced 15 feet and the structure shall be parallel to the street.
4. The subdivision improvement plan shall include a minimum five-foot detached sidewalk along both sides of the proposed street.
5. All street lighting shall meet with 405.680; Lighting, of the Zoning Ordinance.
6. The Landscape Plan shall be in substantial conformance with the Landscape plan revised June 9, 2014 subject to the requirements of Sections 410.300 and 410.320 of the Subdivision and Land Development Standards.
7. The development of the trail shall be built to the recommended guidelines of the Americans with Disabilities Act and remain open to the public. A public access easement over the entire west portion of the common ground shall be provided. The type of construction and design of the trail shall be completed prior to the final plat approval.
8. Prior to issuance of any building permits, the applicant shall prepare and record the final subdivision plat as approved by the City Council and the indentures requiring public access for the trail and related maintenance, insurance, funding, maintenance of the stormwater basin, and common ground area and landscaped easement areas, as approved by the City Attorney.

SECTION 4: As set forth in Section 405.1080 of the Zoning Ordinance of the City of Creve Coeur, Site Development Plans approved by the City of Creve Coeur shall be valid for a period of up to one (1) year from the date it is approved. After one year, a Site Development Plan will no longer be valid unless an extension is granted. The City of Creve Coeur may grant one, one (1) year extension prior to the expiration of the Site Development Plan upon written request of the applicant submitted to the City at least 180 days prior to the expiration date and granted prior to the expiration date.

Attachment: RDD Ordinance 5376 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

BILL NO. 5482 **ORDINANCE NO. 5376**

SECTION 5: This ordinance shall become effective in accordance with Section 3.11 (g) of the City Charter.

ADOPTED THIS 23rd DAY OF June, 2014

PRESIDENT OF CITY COUNCIL

APPROVED THIS 23rd DAY OF June, 2014

BARRY GLANTZ
MAYOR

ATTEST:

DEBORAH RYAN, MPCC
CITY CLERK

Attachment: RDD Ordinance 5376 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

From: Kelly, Whitney
To: Kelly, Whitney
Subject: FW: RECONSIDERATION of 853 N Mason
Date: Friday, August 15, 2014 5:47:14 PM
Attachments: Council member Kent.pdf
853 N. Mason TIMELINE.pdf

From: Jeanne Rhoades [mailto:rhoades.jeanne@yahoo.com]
Sent: Monday, July 21, 2014 6:23 AM
To: planningandzonning
Subject: Fw: RECONSIDERATION of 853 N Mason

Dear P&Z Commissioners,

On behalf of the concerned citizens who all reside closest to the parcel at 853 N. Mason, I would like to thank the Commission for its very careful deliberations and decision to uphold the intent and recommendations of our City's Comprehensive Land Use Plan during the review of the applicant's request to rezone the property.

After the Council overruled your twice-made recommendation, I came upon additional recommendations in the Land Plan discouraging widening Mason Road, as mentioned below -- and given that oversight of infrastructure matters is a primary P&Z function, I am forwarding this information for your review.

It is not clear whether there still exists any opportunity to review this requirement with St. Louis County, however I hope every effort is made communicate our City's concerns and priorities for maintaining the 2-lane residential character of Mason Road.

Sincerely,

Jeanne Rhoades
12778 Mason Manor

----- Forwarded Message -----
From: Jeanne Rhoades <rhoades.jeanne@yahoo.com>
To: Mayor- Council <mayor-council@ci.creve-coeur.mo.us>; "mawhiggins@yahoo.com" <mawhiggins@yahoo.com>; "dkreuter@kgatty.com" <dkreuter@kgatty.com>; ellen lawrence <ellenblawrence@yahoo.com>; "ajwang@hotmail.com" <ajwang@hotmail.com>; Robert Hoffman <hoddman@aol.com>; Charlotte Dalfonso Ladue Pines <charlottedalfonso@gmail.com>; Scott Saunders <scott.saunders4@yahoo.com>; "kentivcouncil@charter.net" <kentivcouncil@charter.net>; BARRY GLANTZ <bglantz@ci.creve-coeur.mo.us>
Cc: Mark C. Perkins <mperkins@ci.creve-coeur.mo.us>; Carl Lumley <clumley@lawfirmemail.com>; Deborah Ryan <dryan@ci.creve-coeur.mo.us>; "plangdon@ci.creve-coeur.mo.us" <plangdon@ci.creve-coeur.mo.us>
Sent: Monday, July 14, 2014 3:53 PM
Subject: Fw: RECONSIDERATION of 853 N Mason

Mayor and Council,

I am forwarding my original inquiry in prior email below regarding the proposed expansion of Mason

Road near 853 N. Mason. The fact that this was overlooked in turn has raised more questions about whether ensuring fair and due process was ever a priority over review of this proposal.

Regarding the addition of a turn lane on Mason Road to service the proposed new "Creekside" development being sold as an alleged "public benefit" by the developer (and likewise echoed on pg 9 of Council member Kent's 22-page presentation supporting his vote for rezoning): As per my recent July 2nd email below, I first raised concerns about this apparent inconsistency to City Administrator Mark Perkins because I had a hunch that something did not ring true, and that this supposed "improvement" was not in line with our community's values of preserving the existing 2-lane character of all residential arterial roads. **However, I have only since then had this hunch confirmed when I discovered that support for this "residential character" vision of Mason Road realized support for my concerns are also very well-documented in our City's Comprehensive Land Use Plan – specifically identified three separate times** (see "Residential Neighborhoods" section "Transportation and Movement" on pg 46):

> *1. ...Mason Road should be maintained as two lanes, with sidewalks and bike lanes, street tree plantings, and the addition of turn lanes at intersections. Landscape medians should be included, but only if Mason Road remains two lanes."*
>
> *2. Explore the acquisition of Ladue Road (west of I-270) from MODOT, Mason Road from St. Louis County, and other jurisdictional roadways in order for the City to obtain greater control over the planning for and improvements of its roadway network.*
>
> *5. Preserve existing predominantly residential road (including Spoede, Mosley, Graeser, Mason, Conway, Warson, Emerson, Coeur de Ville, Ladue, and others) as two-lane roads, which have through passage at intersections, along with the addition of bike lanes and pedestrian walkways.*

Despite the direct and critical relationship of zoning decisions and density limits on determining infrastructure needs – *which is undoubtedly one of the most fundamental purposes of any long term Comprehensive Land Use Plan overall* – it appears these particular recommendations were never referenced nor discussed at any time during review of the 853 N. Mason rezoning request.

This relationship also underscores precisely why zoning and density recommendations typically carry far more weight in a land use plan compared to others – especially those comprised of illogical or unrealistic "wishful thinking" criteria that also inherently conflict with the most fundamental tenets of property rights, This is precisely the case for the recommendations found under Neighborhood 1 – *such as #3 suggesting that independently and privately owned parcels "be developed together or in a coordinated manner;" and #7 involving over-zealous road-access restrictions seemingly contingent on item #3* – which explains why they are so confusing.

Although the importance of this relationship would seem self-evident, it appears completely contrary to Mr. Kent's rationale at the last Council meeting. Please recall Mr. Kent verbally prefaced his presentation by stating he took responsibility for its content, though also consulted with the City Planner and City Attorney in advance. Then, after first suggesting that the entire 2002 Land Plan was suspect and out of date, he next concluded that it is merely "subjective judgment" whether any one recommendation is more important than another. No one from the City disputed this premise or any other points he raised, and no one else on the Council offered any other rationale of their own. (See Kent's presentation attached.)

Regardless, the known fact that St. Louis County has always been less than enthusiastic about supporting any formal pedestrian crossing in this area is one of the many reasons we requested early on and many times thereafter that City officials exercise more due diligence on the details required to successfully create a public pedestrian path using this parcel. I am not aware of any public discussion or staff report indicating that ever occurred.

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

Now that the current Creve Coeur City Council has overruled the authority its own Planning and Zoning Commission's twice-made recommendations against the proposed zoning change on this parcel, it would certainly be a shame if any proposed Mason Road "improvements" associated with the development further interfere with opportunities for any pedestrian crossing in the vicinity -- especially since some public trail incorporation was seemingly a significant part of the Council's justification to permanently rezone the property and award significant density bonus in the first place.

This begs the question of to what degree the Council was properly informed on this matter – as well as major concerns regarding other "public benefits" offered by the developer to justify their request for rezoning.

For example, residents were more than a little surprised to learn at the meeting that what started in the developer's proposal as inclusion of an actual developer-funded-and-constructed pedestrian path was reduced to merely the vaguest provision for some easement and merely on the western border of their parcel. This major game-changer in the City's strategy raises all sorts of questions that residents never had any opportunity to fully vet or address. (BTW, why didn't the Council also request some easement along the northern border of the parcel, rather than just the west, since this significantly limit options where the trail can go.)

The Council's vote to approve the zoning change expressly enables higher density small lots to be placed adjacent to larger existing properties, rather than intuitively let the creek function as a natural buffer as was originally intended – a point that was raised numerous times. Yet the Council made little or no effort to ensure buffers were sufficient before they cast their vote. Buffers are a huge issue for this development, not only due to basic concerns about privacy for all residents existing or proposed, but also due to the two major "attractive nuisance" features existing on adjacent ground flanking both sides of the parcel – Mr. Lieber's large pond to the north, and Ms. Holman's private property and bridge across the creek to the south. The applicant even acknowledged at P&Z the week prior that landscaping was probably not satisfactory to adjacent neighbors, but unfortunately, not one single Council member asked any residents at the meeting if their concerns had been adequately met.

Sadly this lack of concern was not too surprising since many residents were never granted an opportunity to meet collectively with the developer or with their elected representatives outside of a formal meeting (excludes the one time in February that I personally arranged while on Council, when the original application was first introduced). Not to mention that resident comments at City meetings are restricted to 3-minute allowance, while developers and their entire entourage of professional support groups are granted unlimited speaking time.

Based on conversations I've had with various City officials both before and after the vote, there seems to be significant confusion on whether City officials made sufficient efforts to ensure all residents most impacted by this development had fair opportunity to thoroughly air concerns – particularly those in Bellerive Estates. However I believe the attached timeline of correspondence and events easily verifies this was not the case. (See attached, with pertinent comments highlighted in yellow, and blue used for additional emphasis)

In particular, please note over the course of review the developesr clearly and repeatedly indicated to City officials they would meet with residents – even specifically naming Bellerive Estates – but when Mr. Stock finally contacted me to discuss a potential meeting (as suggested by Council member Saunders), he distinctly stated they were NOT willing to meet with any other residents as a group. This alarming refusal was promptly reported back to Council member Saunders, but apparently to no avail.

Meanwhile residents continued to hear promises for such a meeting to occur – *and repeatedly requested for one to be arranged* – but ultimately we were left with no leverage or support to bring the developer (or even our own representatives) to the table to discuss or clarify any outstanding concerns.

Over my 10+ years on Council, I cannot recall any time when this sort of practice was ever

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

considered as acceptable "due process" – *plus it would seem to represent a completely counter-intuitive strategy when major issues involving cross-access easements are highly pertinent to the proposal*. The Comprehensive Plan on Neighborhood 1 item #5 recommends to "*incorporated trails where feasible.*" Wouldn't basic due diligence require some obligation to first meet with the Bellerive Estates Plats 1-3 trustees and/or residents as a group to determine if, how or where some public path could "*feasibly*" cross their subdivision common ground in the first place?

Is it correct to assume that the Council was fully aware of the fact that the developer REFUSED to meet with subdivision trustees and residents as they had originally promised; AND that residents' pleas to have some meeting with the developer, or even just their City officials, were all effectively ignored? I cannot speak on behalf of Bellerive Estates, but it is hard to imagine this will further their enthusiasm to relinquish their peaceful green space anytime soon.

(Mr. Kent deserves credit for at least emailing those trustees asking for some specific info – but despite his good intentions, it is not clear whether the rather demanding tone of his inquiry yielded any meaningful response, and he has since declined to share details of any feedback received.)

This raises major concerns about whether the Council may have confused the term "feasible" for "desirable" even though these terms actually have little in common. Regardless of how attractive or noble any goal or intention seem, <u>merely desiring some outcome without taking steps to first ensure realistic feasibility is commonly referred to as "wishful" or magical thinking. The prior Minners Nursery Debacle serves as a perfect example of why this type of logic should have no place in making permanent rezoning decisions</u> (which is arguably the root cause of all this controversy in the first place).

As it stands, it now appears unclear whether ANY land plan recommendations will be met, (beside the most basic call for single family residential detached houses lined up to face a street):

- The most fundamental stipulations of density and minimum lot size were ignored from the start -- but largely justified on absurd arguments that since nonsensical recommendations regarding "coordination" and "access limits" were not met then all else was subject to whim (*Note the only change to Neighborhood 1 since the Plan was adopted was the City's own rezoning of the Minners parcel back to A-1 acre. This would seem to clearly reinforce the recommendations regarding density and lot size limits rather than negate them*);

- Higher density inherently exacerbates "storm water concerns" and also reduces ability to "preserve natural site features" -- which both oppose the intent of the Plan (*as also supported by the City Planner's 2010 memo to that effect*);

- The density increase and resulting requirements from St. Louis County inherently conflict with distinct separate Land Plan recommendations against the widening of Mason Road;

- Even the City's alleged effort "to achieve higher architectural standards" was decidedly weak. (*Note that while the developer frequently compared this project to their similar one in Ladue in order to "sell" its high quality and appeal, the architectural standards for that other project far exceed the level stipulated by the City of Creve Coeur*.)

The only Land Plan recommendation left standing is to "incorporate trails were feasible" – *yet despite the fact that the City has never before attempted to insert a public trail into an established residential neighborhood, no one bothered to first determine if it is indeed feasible at all.* Certainly snubbing the residents in this manner even further reduces the odds that it will ever realistically be built -- regardless of how many others in the community think the idea is really cool (of course as long as it doesn't run

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

through their own back yard).

As a result, this predicted "Path to Nowhere" outcome now seems almost certain: the residents most affected stated they don't really want a public trail; the City Planner noted to P&Z that the developer and the future residents most likely don't want a public trail (which also certainly explains their reluctance to meet with Bellerive trustees) – and based on prior experience, it seems highly probable that City staff really does not want one either – *especially if it entails significant costs for land acquisition or installation up front, as well as long term maintenance commitments going forward*. (Witness the City's less-than-enthusiastic efforts to fund and construct the promised Ambois Extension, which left Ward 4 with an easement for a very similar "Road to Nowhere")

Residents here have heard too many broken promises from City Hall (including no down-zoning when we were annexed) -- and it is also hard to imagine anyone on the Council would gamble so much for so little in their own neighborhood. (*Thank you Council member Lawrence for providing the only dissenting vote*.) Plus this neighborhood has ALREADY experienced the trauma inflicted by prior City officials recklessly rezoning properties based on "wishful thinking" for some alleged gain. And even though the "creative concept" they promoted was not actually desired by anyone else in the community, it nonetheless obfuscated our Land Plan's otherwise clearly stated intentions to support Residential Preservation citywide (as seen on pg 44, which precedes the murky language found later under Neighborhood 1).

Given slim possibility that any "best case" outcome will ever be achieved, it sadly appears the end result will most likely be as follows:

> A rezoning and excessive density bonus given away largely to obtain an easement for some undefined path that will likely never be built – yet meanwhile resulting in unwanted road widening, meager buffers, and significantly diminished property values that particularly impacts existing adjacent large-lot homes – *relative to the highest and best use of the still perfectly functional existing A-zoning, which was a point conceded even by Mr. Kent* (and underscored by the fact that the nearly $900,000 new spec home on the corner of Mason and Mason Manor just sold in only 30 days.)

I recently sent Council member Kent an inquiry to clarify several points in his presentation since citizens had no realistic opportunity to vet or refute any of the questionable claims or assertions he made (see attached July 10, 2014 email to Kent). We now ask the Council to please carefully review all of this combined information – *including the attached time line clearly revealing the developer's insincere concern for neighbors and/or apparent disinterest in seeking cross access in order to incorporate a trail (identified by P&Z as the only potentially significant "public benefit" offered by the applicant overall)* -- and reconsider:

- **whether the proposal truly received both the due diligence and due process it deserves;**
- **whether ANY meaningful land plan recommendations can now realistically be met;**
- **whether the Council was truly fully informed of all concerns and probable ramifications;**
- **and thus ultimately whether this proposal and request for a permanent residential zoning change is truly warranted**.

Thank you,

Jeanne Rhoades
12778 Mason Manor

----- Forwarded Message -----
From: Jeanne Rhoades <rhoades.jeanne@yahoo.com>
To: Mark C. Perkins <mperkins@ci.creve-coeur.mo.us>
Sent: Wednesday, July 2, 2014 2:27 PM

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

Subject: Widen Mason?

Mark,

During review of 853 N. Mason, one of the many things rather glossed over in discussion was widening Mason Rd. Is this a requirement from the County? It seems the County always has a passion for wide pavement, but did they clarify what purpose they want to achieve in this location? The existing turn lanes near Mason Manor and Ridgemore Forest help prevent back up from left turns off Mason into these larger subdivisions, but curious what purpose is served by adding more pavement near Creekside. Is it due to proximity to the bridge?

I'm primarily asking because I recall discussion during the Comp Plan days about actually wanting to discourage too much pavement expansion in an effort to better maintain residential character, traffic calming, etc. Plus, there is still a question about getting some pedestrian crossing in this area -- particularly if a new pedestrian path is being planned through Creekside, along with extension of sidewalks on the west side of Mason.

As it stands, pedestrians will need to cross Mason somewhere to continue walking north, since pedestrian bridge is on the east side. Or is the County planning to construct a bridge on the west side as well? Or perhaps they intend to widen the primary bridge instead? Does the County plan to widen Mason all the way south to Ladue Rd, and/ or up to their future new bridge near the golf course?

As you likely know, the section of Mason that suffers most from congestion is due to parents turning left into Andrews Academy during drop off and pick up times. Ironically the County has a huge shoulder of pavement right there but unfortunately with a sign warning that it is not to be used as driving lane (though drivers often use to circumvent the Andrews Academy parent que regardless) -- all of which rather seems like a waste.

In short, just hoping this requirement for Pulte to widen Mason in this location has been carefully thought through by the City of Creve Coeur, and that everyone agrees some expansion in this area is truly needed and/or desired?

Otherwise if someone does call the County to discuss, I hope inquiry is made about how to better meet pedestrian needs in this area -- (especially since widening pavement often tends to accelerate traffic speed).

Thanks,

Jeanne Rhoades
12778 Mason Manor

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

Council member Kent,

I took your prior advice and had the City provide me with a copy of your 22 overheads presented at the Council meeting outlining your rationale for your vote supporting the permanent rezoning of 853 N. Mason (see attached).

Regarding the recent question below raised by a trustee of Mason Meadows about your comments on the Duevers parcel becoming landlocked, your presentation on Page 5 states:
"*7. Only one access should be allowed onto Mason Road and Mason Manor. Presumably this refers to streets and not individual driveways such as Dauster Lane [Lieber's driveway] or the driveway to the new Ellington Home on Mason Manor. The Difani development will use up the access on the Mason Road and Creekside at Mason will add one acess to Mason Road with a dedicated turn lane, thus the Duever tract land-locked [sic].*"

With all due respect, I still don't follow your logic how any parcel would become land-locked – particularly one across the other side of the creek, so please feel free to explain further if you wish.

But aside from that issue, the fact that the Council promptly voted on the rezoning immediately after your presentation without any further discussion unfortunately left negligible opportunity for the public to vet or clarify several other new discussion points you raised. As a result – and in keeping with your own long-standing and widely-published motto of "*Positive Policies - Total Transparency - Absolute Accountability*" – please provide your constituents with some clarification on a few other particular items in your presentation:

1. COMPARING CHARACTER WITH MASON FOREST: You twice compared the proposed Creekside development to the established Mason Forest subdivision which is just a short distance south of Neighborhood 1:

pg 15 (labeled pg 9) - "*...Some of these benefits may seem as intangible but they contribute to quality neighborhoods and long term viability of a quality residential area. Mason Forest is an excellent example of the class of development that has matured to a quality neighborhood subdivision...*"

pg 19 (labeled pg 11)- "...Are there examples of B-RDD nearby? Yes, Mason Forest just to the South of Bellerive Cemetery is zoned B-RDD. Mason Forest is a close example nearby of what the proposed development can be....

However, a quick internet search on Mason Forest properties indicates several or most of those lots are larger than 1/2 acre (some are even a full acre) – which all appear to well exceed the 15,000 sq. ft. lots for Creekside (approx 1/3 acre). I don't recall Mason Forest being provided in any recent staff report comparison, but upon quick look it also appears to have very generous side yards and other setbacks, while Creekside setbacks are approx the same or even less stringent than even straight "C" zoning. Can you please identify what other "character" traits these two developments would have in common, other than a label of B-RDD?

This is highly pertinent to us residents closest to the Creekside proposal (copied here), since we repeatedly voiced concerns about "residential character" being defined significantly by lot size, spacing and set backs, and that the small Creekside lots represent a completely unnecessarily excessive degree of change. This concern was seemingly also supported by the Creve Coeur Planning and Zoning Commission's two separate negative recommendations against the proposed rezoning.

(BTW, we also repeatedly expressed our recognition of the topography challenges on the parcel AND our willingness to be flexible from the existing straight-A zoning, and then also repeatedly implored you and other City officials to at least inquire whether other realistic lay out options for this parcel might represent a more reasonable compromise closer in compliance with the Land Use Plan's stipulation that lot sizes should be one-half acre or greater -- regardless of what zoning designation it took to achieve that. The developer's A-RDD "alternate rendition" of 8 straight shot-gun lots was clearly a misleading and lame effort to make their existing proposal look better, since it completely failed to realistically address

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

significant storm water, flood plain and topography limitations. Unfortunately no City officials bothered to formally question the validity of that bogus rendition – *or to ever require the developer to reveal with certainty what the max lot yield would be for the original A-zone conditions in order to at least help assess how any increase in density impacts total site coverage and exacerbates storm water needs*. That information would seem particularly useful on a property containing such a large percentage of floodplain and sitting directly upstream from homes with a significant history of flooding – especially considering the City Planner's prior 2010 memo expressing concerns about inappropriately including floodplain in density calculations for RDD proposals.)

2. <u>COMPARATIVE PROPERTY VALUES</u>: Pg 18 (labeled pg 12) included a one-line statement as follows:
"*Will it lower the nearby property values? $750,000 versus $400,000? No*"

You did not provide any supporting documentation on this most salient point, but presumably $750,000 refers to the developer's projected price point for Creekside homes. Can you please explain how you came up with $400,000 as a relevant point of comparison?

The property south of the creek with the most contiguous border to Creekside is 801 N. Mason (Mr. Liebers approx. 5,0000 sq ft home on 5 acres) -- which is most certainly valued well over $1 million. The Difanis are in the process of constructing 2 new homes each on separate 2-acre lots bordering this same parcel, which will each likely exceed $1 million value as well.

Yesterday the contractor for the newly constructed "Ellington" home on the 1-acre lot (at the corner of Mason and Mason Manor) informed me that that house sold last week for "close to asking price, just under $900,000" after being on the market only about 30 days -- despite the fact that it sits very exposed on a very busy corner.

<u>This quick sale not only verifies the strong demand for homes on 1-acre lots within Neighborhood 1 – *in fact on the same Minners Nursery parcel that the City had itself rezoned back to "A" after the 2002 Land Plan was adopted* – but also confirms that this approx $900K price point for a new home on one acre here is significantly higher than Creekside (which the developer also stated would start in the $600Ks)</u>.

It is of course easy to cherry pick some other older and/or smaller homes around the area of lesser value in order to suggest Creekside compares favorably**. But doesn't a major test of how the rezoning impacts nearby property values INSTEAD require one to discern how homes built under the proposed B-RDD zoning would most likely compare to the POTENTIAL value of homes being built on this same parcel under the original A-zoning – and then compare to surrounding properties?**

One stated rationale for the rezoning was to "help ensure high quality construction." However, common sense dictates it would be extremely unlikely that any developer would invest funds to purchase and develop this land under conditions of A-zoning only to construct low-quality and/or low-cost homes, since that would greatly reduce their return on investment.

On the contrary, it is easy to project that because homes constructed here under 1-acre zoning would be at least partially insulated east and west from Mason Road and smaller Bellerive Estates homes respectively due to inherent storm water and topography constraints, and then also nestled between super-large-lot estates immediately to the south and the pre-existing generous creek-and-flood-plain buffer to the north, these conditions could easily support homes with a price point well over $1 million. And this, in turn, would be far more favorable to the value of the most nearby homes.

<u>I don't claim to be an appraiser, but it thus seems pretty obvious that the Creekside proposal actually fails this most pertinent "acid test" about its impact on nearby home values</u>. Perhaps you can offer some explanation if you believe this analysis is false?

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

3. <u>CLARIFYING OTHER "BENEFITS"</u>: A few other points of clarification would be appreciated regarding some other alleged benefits and amenities you listed. (There are additional questions surrounding the public pedestrian path and other topics, which for brevity's sake I will not address here.)

The developer stated their preferred marketing strategy was for residents seeking small lots with more shared common ground, and likewise "marketed" the sales pitch to City officials that the HOA would take superior care of the grounds. However at the last P&Z meeting (which we both attended) our City planner opined that owners of million dollar homes (as potentially under the original A-zoning) also tend to place a very high value on yard and landscape maintenance to enhance and protect their investment.

<u>This would suggest the entire parcel will be reasonably well maintained regardless of whether more home owners have small lots but more common ground (B-RDD), or fewer home owners have large lots and less common ground (original A-zoning</u>). Because either way, all subdivisions of any size are required to provide storm water mitigation appropriate for the total site (varies depending on terrain, site coverage, etc), plus maintain that, along with any other common ground and/or green space (in whatever manner is required by conditions made at time of approval), all in compliance with existing City codes. **Are you suggesting those are special benefits that are only achievable by rezoning?**

Your presentation (pg 14 -labeled pg 8) also states that, "*This property is marked by a creek and flood plain which severely limits the development possibilities. If the zoning is kept "A" then Five (5) houses are probably the maximum possible. This will result in separate responsibilities for the maintenance and the control of the floodplain and creek, requiring the City to deal with five homeowners for enforcement. How effectively will this be accomplished with the requirements spread over so few homes.*"

Thinking this through to a logical conclusion -- if a property code violation type of problem occurs (storm water failure, noxious weeds, etc) neighbors will simply contact the City and request them to enforce City code. Your statement above suggests the alleged "benefit" of dealing with the HOA instead of individual property owners is actually MOST advantageous to the CITY just to simplify potential enforcement of existing standards and codes. That is a rather astute observation – **but is "*making circumstances easier for City staff to handle code enforcement*" considered a valid rationale for rezoning?**

Also, you mentioned multiple times that the HOA will be responsible for creek control and/or maintenance, but can you please explain what that means? It requires circular logic upfront to award more than double allowable density on an undeveloped parcel of land consisting of almost half flood plain, and then frame the resulting mitigation of flood plain to enable the extra density as some special benefit returned (as seems to be repeatedly implied). Nonetheless, everyone is willing to accept the premise that whether 5 homes or 12 homes, it is possible to engineer an adequate storm water plan, and that future homeowners will be obligated to properly maintain it.

But isn't the creek itself a somewhat separate issue that no single development controls? Not only is a good portion of the creek bordered by other private property owners – but as recollected from my prior experience on Council, the lion's share of control of all creeks in our City actually falls under the jurisdiction of MSD and the Department of Natural Resources. We learned the hard way in Ward 4 that typically MSD and the DNR strenuously prohibit property owners from interfering with nearly anything related to the natural state of the creek (including controlling most bank erosion), so can you please explain what "creek control" and/or "creek maintenance" actually entails for the HOA?

Likewise, you also stated (pg 15) that the HOA will provide for "snow removal services" – is this indeed correct? Does this mean this development is going to be on a private street that will not be utilizing taxpayer-funded snow plowing or any other public street maintenance going forward?

If so, since the conditions for rezoning only required easement on the western side of the parcel for a pedestrian path, does this mean the path cannot extend onto the Creekside street or sidewalks? (I tend to agree that while it may be the cheapest option, that strategy makes for a very poor public path route, and the Comp plan also recommends using natural stream channels.)

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

If not, besides routine maintenance of any common ground in compliance with City codes – as required for every other HOA, whether common grounds take the form of landscape buffers, flood plain, detention basins, or just any plain old green space – can you please clarify what other special tasks this future HOA will face that would be too onerous for fewer home owners to proportionately handle?

It is not surprising that the developer offered this same vague self-serving suggestion that the HOA burden would be excessive for fewer homes, and/or "would not fit their marketing model" – but it is surprising no one followed up with any challenging questions. With all due respect, it is hard to buy into that argument – especially since, by definition, those "fewer" home owners (whether 2, 5, 8 or whatever) will also be those with greater means to purchase larger homes at a higher million-dollar-plus price point from the start, and thus presumably could handle a larger assessment and/or pay for upkeep on their own larger lots. Numerous small subdivisions exist throughout Creve Coeur that easily prove that point.

In sum, developers (and sellers) are in this business for maximum profit in the short run, and their careers hang on their ability to persuade City officials everywhere to approve their proposals using every self-serving argument they can muster. However, residents must rely on City officials to "test" and validate all developer claims and ensure the "highest and best use" for property in the long run – which precisely defines the Residential Preservation all citizens desire. Accepting all developer claims, statements (and alternate renditions) at face value, and/or even inadvertently helping augment developers' sales pitches by inaccurately diminishing the negatives of their proposal and/or exaggerating the positives are typically not conducive to achieving a "highest and best use" outcome.

Most importantly, rezoning decisions are actually supposed to stand on their own and/or be made independent of any particular site plan and separate from whatever "sexy" promises are made in that context. Residents in this neighborhood already found out the hard way that site plans can expire and leave zoning changes standing – typically then allowing even higher density than first envisioned, conveniently without being encumbered by any profit-robbing hassles (i.e. - perks promised and/or pesky conditions formerly required).

Particularly because of our prior experience on Minners, residents here are still trying to make sense of the Council's seemingly hasty decision to approve this rezoning, and also to understand how it may impact our neighborhood if developed as approved or in some other context – plus the impact of precedent on future development for other parcels in Neighborhood 1. Our homes are our greatest investment – and neighborhood character and quality matter beyond dollars and cents. It is also hard to have any confidence to invest when the rules seem to change on the whim of elected officials.

Mr. Kent, it may be too late for any of your own constituents to effectively respond and/or offer rebuttal to your presentation in a *meaningful* way, such as that might influence any outcome (especially since it was sprung at the last minute just before the Council vote) -- but it appears to be the only rationale offered by the Council overall.

As a result – and again, in keeping with your own long-standing and widely-published motto – your clarification for your statements and opinions would nonetheless be very greatly appreciated.

Sincerely,

Jeanne Rhoades
12778 Mason Manor

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

TIMELINE for 853 N. Mason Road Rezoning Proposal (as of July14, 2014)

March 3, 2014 -- P&Z Minutes (Regarding Pulte's 16-unit D-RDD Plan)

Mr. Rovak asked about incorporating the trail. Mr. Stock said there is a trail system that shows going from west to east through the property on Mason Road. Mr. Rovak also asked about the open space on the private lots and if they would be indentured as so. Mr. Stock said it would be platted as landscape easement and covered within the indenture. Lastly, Mr. Rovak asked about the common ground being part of the plat. Mr. Stock said they will work with Bellerive Estates as to where to put the trail.

From: George Stock
To: Langdon. Paul
Cc: Chris.Matteo@PulteGroup.com; George Stock
Subject: Creekside at Mason - Pulte (5220)
Date: Thursday, March 27, 2014 8:34:18 AM

Dear paul, Pursuant to our telephone conversation yesterday, I offer the following. We continue to work on the Preliminary Plan to address Tree preservation, Landscaping and study sight lines. We believe it would be beneficial to request a continuation of our matter from the scheduled 4/7/14 Planning Commission meeting to the 4/21/14 Planning Commission meeting. This will allow us to continue to develop the plan and discuss with our neighbors (in particular the Difani's and Lieber who shared their plan with us) prior to appearing before the Planning Commission. Thank you, George

George M. Stock P.E.- President
STOCK AND ASSOCIATES CONSULTING ENGINEERS,INC.
257 Chesterfield Business Parkway
St. Louis, MO 63005
Ph: 636.530.9100
Fax: 636.530.9130
Email: george.stock@stockassoc.com
Web: www.stockassoc.com

April 21, 2014 P&Z Meeting

Applicant's request for rezoning rejected 1-4
Site Plan approved 5-0

April 25, 2014 – Council member Rhoades Text exchange with Council member Saunders

11:36 AM – Rhoades to Saunders: *Fyi I had a short conversation with Mark weds in part about 853 n mason….I noted may be interesting to what A-RDD would offer. What do you think about asking for a meeting with george stock and interested parties outside of formal city meeting?*

12:59 PM – Saunders to Rhoades: *George stock has asked to meet with Bob and I together with staff. Not sure when that will happen as they have asked for continuance until May 12*

2:04 PM – Rhoades to Saunders: *Yeah mark had said weds they wanted continuance. I would like to attend and others might also especially the most proximal residents.*

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

From: Jeanne Rhoades <rhoades.jeanne@yahoo.com>
To: "george.stock@stockassoc.com" <george.stock@stockassoc.com>
Cc: "kentivcouncil@charter.net" <kentivcouncil@charter.net>; Scott Saunders <scott.saunders4@yahoo.com>; Mark C. Perkins <mperkins@ci.creve-coeur.mo.us>; "plangdon@ci.creve-coeur.mo.us" <plangdon@ci.creve-coeur.mo.us>; Deborah Ryan <dryan@ci.creve-coeur.mo.us>; "peyton.b@sbcglobal.net" <peyton.b@sbcglobal.net>; "rbotz@sbcglobal.net" <rbotz@sbcglobal.net>; Dorothea Botz <dbotz1@hotmail.com>; "aksingh23@hotmail.com" <aksingh23@hotmail.com>; "jjung50@att.net" <jjung50@att.net>; "swainvj@sbcglobal.net" <swainvj@sbcglobal.net>; "lverby@earthlink.com" <lverby@earthlink.com>; "pdifani@ameren.com" <pdifani@ameren.com>; "rdifani@att.net" <rdifani@att.net>; "caspiegel@aol.com" <caspiegel@aol.com>; "christinemgoff@gmail.com" <christinemgoff@gmail.com>; "jankitch@yahoo.com" <jankitch@yahoo.com>; "becker4000@sbcglobal.net" <becker4000@sbcglobal.net>; "egh1945@gmail.com" <egh1945@gmail.com>; "rkbeen@aol.com" <rkbeen@aol.com>; "jbomz@aol.com" <jbomz@aol.com>; "rrudman@swbell.net" <rrudman@swbell.net>; "scl@heliinc.com" <scl@heliinc.com>; "skling@jenkinskling.com" <skling@jenkinskling.com>
Sent: Thursday, May 1, 2014 4:01 PM
Subject: 853 N. Mason development proposal/rezoning

Dear Mr. Stock,

As you know, due to term limits I no longer serve as one of the Ward 4 representatives on the Creve Coeur City Council as of this past Monday. However I live very close to your proposed development at 853 N. Mason (on a one-acre lot) and remain very interested in your and Pulte Homes' project plans and proposed rezoning for the "Creekside at Mason" subdivision development.

I attended the recent April 21, 20014 Planning and Zoning meeting when your plan for 16 units under B-RDD zoning received a negative recommendation from the P&Z Commission (by a vote of four to one). It has since come to my attention that you have recently requested to meet with Ward 4 Council members Saunders and Kent to further discuss your plans and/or any potential changes being considered in advance of the next May 12 Council meeting.

Over my ten years representing Ward 4, the Council as a body suggested many times that developers make efforts to meet with concerned *citizens* regarding their applications -- particularly if negotiations were involved to address citizen concerns -- and not infrequently the Council also delayed the review process to enable time for such meetings to occur. However, I cannot recall any time when the Council expressly encouraged developers to meet solely with elected officials outside of a public forum, since that might risk the appearance of circumventing and/or discouraging opportunity for *citizen* negotiations or review. (cont'd)

To help avoid any misunderstandings, I am reaching out to you now to request if you would please include residents like me and my nearby neighbors in such discussions, since we will obviously be the ones who are permanently impacted by whatever final outcome occurs?

As a former Ward 4 representative, I do recall and greatly appreciate that you originally had invited some residents to review your initial application earlier this year, and am pleased the meeting Scott Saunders and I arranged last February had a fairly good turn out (especially considering the very short notice of your invitation prior to the public hearing, plus the rather extreme weather at that time).

I am sure (current) Ward 4 Council members Saunders and Kent can likewise help arrange a more inclusive and appropriate follow-up meeting now to better enable *citizen participation*. I request that you please make every effort to include residents in any further discussions outside of public meetings -- and aside from wanting opportunity o personally participate as a concerned citizen, I would also be happy to help facilitate such a meeting in any way I can.

Best Regards,

Jeanne Rhoades
12778 Mason Manor

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

From: George Stock <george.stock@stockassoc.com>
To: 'Jeanne Rhoades' <rhoades.jeanne@yahoo.com>
Sent: Friday, May 9, 2014 11:49 AM
Subject: FW: Proposed Creekside at Mason Subdivision - Pulte Homes of St. Louis LLC, JN 5220

FYI

From: George Stock
Sent: Friday, May 09, 2014 11:47 AM
To: wkelly@ci.creve-coeur.mo.us; plangdon@ci.creve-coeur.mo.us; Mark C. Perkins; mayor-council@ci.creve-coeur.mo.us
Subject: Proposed Creekside at Mason Subdivision - Pulte Homes of St. Louis LLC, JN 5220

Good afternoon Honorable Mayor, Members of City Council, Mr. Perkins and Staff, On behalf of Pulte Homes of St. Louis LLC, we respectfully request that Application #14-004: Rezoning of 853 North Mason be continued from the City Council meeting Monday May 12, 2014 until the City Council meeting of Monday June 9, 2014. Thank you, George

George M. Stock P.E.- President
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257 Chesterfield Business Parkway
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Ph: 636.530.9100
Fax: 636.530.9130
Email: george.stock@stockassoc.com
Web: www.stockassoc.com

From: Jeanne Rhoades <rhoades.jeanne@yahoo.com>
To: George Stock <george.stock@stockassoc.com>
Cc: Scott Saunders <scott.saunders4@yahoo.com>; "kentivcouncil@charter.net" <kentivcouncil@charter.net>; Mark C. Perkins <mperkins@ci.creve-coeur.mo.us>; "wkelly@ci.creve-coeur.mo.us" <wkelly@ci.creve-coeur.mo.us>; "plangdon@ci.creve-coeur.mo.us" <plangdon@ci.creve-coeur.mo.us>
Sent: Saturday, May 10, 2014 7:54 AM
Subject: Re: Proposed Creekside at Mason Subdivision - Pulte Homes of St. Louis LLC, JN 5220

George,

Thanks for the notice of deferral -- and thanks also for providing me a courtesy call following your meeting with Ward 4 Council members and City staff.

I appreciate that such discussions involving broad conceptual and/or directional changes can be very useful. I hope you likewise appreciate residents' potential concerns about meetings with elected officials occurring midstream through the review process, since some developers try to use such opportunities to effectively circumvent citizen input and/or to obtain specific votes.

As mentioned prior, I am sure Council members Saunders and Kent would be willing to help facilitate a meeting with residents if/when that might be indicated, and I would certainly do what I can to assist that effort as well.

Best Regards,

Jeanne Rhoades

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

From: Scott Saunders City Council Ward 4 <scott.saunders4+yahoo.com@ccsend.net>
To: rhoades.jeanne@yahoo.com
Sent: Friday, May 30, 2014 3:59 PM
Subject: Creekside at Mason Subdivision Development Update

May 30, 2014 Council member Saunders "Update" email to Ward 4 residents

CREEKSIDE AT MASON UPDATE MAY 30, 2014

Dear Jeanne,

I have just recently received an update on the proposed development at 853 Mason Road known as Creekside at Mason, which is summarized below. I am sending this to the e-mail addresses that I have on file of those interested parties.

For those of you who are Trustees and may have your own distribution lists of other potentially interested residents, or know of neighbors that may be interested, please forward this on.

Several weeks ago Mr. Kent and I reiterated to the developer the concerns of residents about the overall proposed density of 16 homes. As many of you know the developers had then requested deferral of this matter at the City Council until June 9, 2014.

Since that time we have recently learned that the developer will be proposing a revised development plan at the June 9th Council meeting that will reduce the size of the development to 12 homes. You can read the communication we received from the developer's representative here.
In brief, the request is for rezoning from "A" to "B with RDD". "A" zoning is 1-acre development while "B" zoning is 1/2-acre. The significance of the RDD attachment is that developers are allowed a reduction in minimum individual lot sizes to 75% of the specified zoning (while still maintaining the overall limits on density, i.e. remaining acreage is set aside as common ground), in exchange for the City having control in the review process of building materials and landscaping details that it otherwise would not have any control over in straight zoning.

Overall density would be reduced from 2.17 homes per acre as originally proposed to 1.41 homes per acre. A revised Site Development Plan can be found here. This is all that I have at the moment, but anticipate that the developer will have new renderings of the proposed homes in advance of the June 9th Council meeting. I will be passing on additional details as they become available in advance of the next Council meeting.

If you have any thoughts, comments, or concerns please let Mr. Kent (your other Ward 4 Council representative) and I know. We will be sharing the comments that we receive independently with each other. We also certainly encourage you to attend the Council meeting June, 9th as well.

Scott Saunders

Creve Coeur City Council Member, Ward 4

May 30, 2014 Mr. Stock's (undated) memo, provided via link per Saunders "Update"

Good afternoon Mayor, Councilman, Mr. Perkins and Mr. Langdon, I have received direction from Pulte to reduce the Requested Number of Homes from 16 to 12 on the above referenced project. We are in process of redrawing the plan to design 12 Home sites with a minimum of 15,000 sf per Lot. Our request will be to rezone from "A" to "B with an RDD".. we will follow the Comprehensive guide of a 75% maximum Lot reduction (20,000 x .75 equals 15,000 sf..).. Our intent is to maintain the large amount of Common Ground and continue forward with a plan submission by the end of this week for a City Council meeting 6/9/14.. The 12 Homes represent a density of 1.41 Homes per acre. Our Landscape Architect is working on Architectural perspectives of the Homes in addition to the Color renderings we previously submitted, these perspectives will demonstrate the High Quality and compatibility with the surrounding properties. If any of you would like to meet and discuss prior to the Council meeting on 6/9/14, please advise. We are open to meeting with you and the Residents should you feel it will be productive. Thanks, George

---

From: Scott Saunders <scott.saunders4@yahoo.com>
To: Jeanne Rhoades <rhoades.jeanne@yahoo.com>
Cc: "kentivcouncil@charter.net" <kentivcouncil@charter.net>; Perkins Mark <MPerkins@ci.creve-coeur.mo.us>
Sent: Monday, June 2, 2014 2:51 PM
Subject: 853 N. Mason Resident Meeting.

Jeanne:

I hope you don't mind but I passed on your cell phone number to George Stock to be able to contact you directly to coordinate a time to meet with you and other interested residents that is most convenient for all parties.

Please let Bob Kent and myself know when a time is agreed upon so we can both try to attend...and I also am sure that staff can arrange for a meeting room at City Hall...and I will be happy to try and coordinate that once a time and date is set.

(I'm copying both Bob and Mark on this as well).

Scott

From: Jeanne Rhoades <rhoades.jeanne@yahoo.com>
To: Scott Saunders <scott.saunders4@yahoo.com>
Cc: Mark C. Perkins <mperkins@ci.creve-coeur.mo.us>; "kentivcouncil@charter.net" <kentivcouncil@charter.net>; BARRY GLANTZ <bglantz@ci.creve-coeur.mo.us>
Sent: Tuesday, June 3, 2014 7:58 PM
Subject: Re: 853 N. Mason Resident Meeting.

Scott,

FYI, Mr. Stock called my cell circa 6pm yesterday while I was still at work finishing up a case, so I had limited time to talk.

Mr. Stock informed me he hoped to meet with Mr. Lieber and/or his representative this week, and that he also planned to meet separately with Mr. Difani. He stated he was calling to say he would be willing to meet with me separately if I could find time as it is their intention to present their newly revealed plan to the Council this coming Monday June 9th.

I said we (residents) had all just received notice of their revised plan only the past Friday afternoon from you, and that there are other residents who would like to participate in discussion -- so as a result I asked if Pulte would be willing to request a deferral to allow time to coordinate a meeting prior to further City review. He stated Pulte does not want any deferral "because they have deadlines with the sellers" and that it is their preference to present to Council regardless.

I did not have time to discuss further with him due to my work obligations in surgery -- but frankly I can't see how it is possible to contact residents and coordinate a meeting on such short notice.

Please advise.

Jeanne Rhoades

*Recall this proposal involves not only a significant zoning and density change, but also *possible* introduction of a public pedestrian path between a very large collective neighborhood to access Mason and destinations like Millennium Park. Despite the major impact this potential feature alone might have on both existing and future residents (whether positive or negative), this aspect unfortunately received very little discussion at P&Z. There are still outstanding questions about optimal route, ways to

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

mitigate potential impacts to nearby residents (new or old), as well as western connection via the adjacent Bellerive Estates common ground (which itself has a complicated history of unresolved title and liability issues).

From: Scott Saunders <scott.saunders4@yahoo.com>
To: Jeanne Rhoades <rhoades.jeanne@yahoo.com>
Cc: Mark C. Perkins <mperkins@ci.creve-coeur.mo.us>; "kentivcouncil@charter.net" <kentivcouncil@charter.net>; BARRY GLANTZ <bglantz@ci.creve-coeur.mo.us>
Sent: Wednesday, June 4, 2014 6:03 PM
Subject: Re: 853 N. Mason Resident Meeting.

Jeanne:

I can completely appreciate the potential difficulties with you scheduling a meeting between you (and other residents) and the developer prior to Monday evening's Council meeting (as well as your work obligations…I myself am on clinical service in the NICU at the moment).

That being said…given that we have deferred this issue for more than a month already…I don't think that it will necessarily be inappropriate much less fatal to have a first reading Monday evening. It will afford both the residents and the Council getting the chance to hear an actual proposal…and for the Council as well as you and other residents to ask questions and have public discussion.

There is nothing to prevent the Council Monday evening…based on what is discussed and heard…from asking for a deferral at that time to clarify or seek additional information if that is deemed appropriate…and you can arrange to meet in any event with the developer after that first meeting with the knowledge of what is discussed Monday evening.

Scott

From: Jeanne Rhoades <rhoades.jeanne@yahoo.com>
To: Scott Saunders <scott.saunders4@yahoo.com>
Cc: Mayor- Council <mayor-council@ci.creve-coeur.mo.us>; "kentivcouncil@charter.net" <kentivcouncil@charter.net>; Deborah Ryan <dryan@ci.creve-coeur.mo.us>; "peytonb@sbcglobal.net" <peytonb@sbcglobal.net>; "rbotz@sbcglobal.net" <rbotz@sbcglobal.net>; Dorothea Botz <dbotz1@hotmail.com>; "aksingh23@hotmail.com" <aksingh23@hotmail.com>; "jjung50@att.net" <jjung50@att.net>; "swainvj@sbcglobal.net" <swainvj@sbcglobal.net>; "lverby@earthlink.com" <lverby@earthlink.com>; "pdifani@ameren.com" <pdifani@ameren.com>; "rdifani@att.net" <rdifani@att.net>; "caspiegel@aol.com" <caspiegel@aol.com>; "christinemgoff@gmail.com" <christinemgoff@gmail.com>; "jankitch@yahoo.com" <jankitch@yahoo.com>; "becker4000@sbcglobal.net" <becker4000@sbcglobal.net>; "egh1945@gmail.com" <egh1945@gmail.com>; "rkbeen@aol.com" <rkbeen@aol.com>; "skling@jenkinskling.com" <skling@jenkinskling.com>; Stephen Lieber <stnldgsteve@icloud.com>; "jbomz@aol.com" <jbomz@aol.com>; "rrudman@swbell.net" <rrudman@swbell.net>; Jeanne Rhoades <rhoades.jeanne@yahoo.com>; "cheryl0845@gmail.com" <cheryl0845@gmail.com>; "amaitz@sbcglobal.net" <amaitz@sbcglobal.net>
Sent: Thursday, June 5, 2014 7:38 AM
Subject: Re: 853 N. Mason Resident Meeting -- DUE DILIGENCE.

Scott,

I would like to emphasize again my understanding that residents here are still very interested in meeting to discuss the newly revised proposal *preferably in advance of further City review* -- even if the developer does not choose to participate -- since many important questions exist. (cont'd)

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

As already mentioned, there are outstanding concerns (pros and cons) about the potential pedestrian path (particularly since it is anticipated to receive fairly heavy use). Upon annexation, Ward 4 was promised a park we likely will never get. As a result, the original inquiry here is whether the creek path and flood plain might enable a pedestrian path such as to access the park in Ward 3, as suggested in the Comprehensive Plan:

pg 45 - "*The pedestrian/bicycle system should utilize trails along streams, utility corridors, and abandoned rail corridors, in addition to traditional means such as sidewalks*."

pf 47 - "*Explore the protection and enhancement of stream channels to accomplish the dual purpose of providing natural pedestrian connections and managing storm water runoff*."

So far we have only seen the developer's one rendition of a path that veers to the far south side away from the stream corridor and much closer to existing homes. I assume you also saw for yourself that topic received negligible attention at P&Z, since commissioners focused almost exclusively on the zoning. As a result, would you say this potential Ward 4 amenity has received adequate due diligence? What analysis has been made of other potential routes anywhere along the stream and flood plain, as suggested by the Comp Plan?

But even more important are larger questions surfacing about the City's overall process and policies concerning our review process for rezoning residential property.

First, *particularly given that the developer/applicant received a nearly unanimous negative recommendation on their rezoning from the Planning and Zoning Commission,* it is not clear why their subsequent revision would not be required to return back to P&Z for closer scrutiny -- rather than be allowed to proceed directly to the City Council as apparently so far planned? Notwithstanding the scenario you describe in your recent email, this would be Standard Operating Procedure in many communities, and it is certainly within the purview of the Creve Coeur City Council to require it to go back as well.

Your comment that *"we have deferred this issue for more than a month already"* is also a bit confusing since wasn't this delay at the developers' own request? And given that their significant revisions were publicly submitted only a few days ago, would you say their recent offers to now meet with only a few residents, and only on a separate basis, represents a "good faith effort" to address residential concerns?

Can you please explain what is even remotely urgent about this particular proposal? Or is the City of Creve Coeur's review process -- especially with a rezoning request -- truly to be held hostage to any developers' or sellers' alleged private deadlines?

Second, major questions exist about exploring other rezoning options. Your May 30th email to residents sent to share the amended plan suggests the primary public benefit of a zoning change is "*in exchange for the City having control in the review process of building materials and landscaping details that it otherwise would not have any control over in straight zoning.*"

So if the idea of rezoning for RDD (Residential Design District) is being sold on grounds it would provide City officials greater control and flexibility, etc -- then why has there been no discussion at all to date on just changing from **A to A-RDD** zoning *(which does not result in an overall increase in density from straight zoning, as recommended by the City's Comprehensive Land Use Plan)* -- rather than the Developer's current application to change from **A to B-RDD** (*which potentially doubles density further*)?

In other words, of course this request suits the purposes of the developer and/or seller (profit) -- but if the rationale for some down-zoning is simply for the City to gain greater control, then what true PUBLIC benefit is provided by permitting any further increase in density on top of that (by additional switch from A to B)?

(I do have plenty of comments too lengthy to spell out here on the Comp Plan recommendations for this parcel, as well as our City's pertinent track record on other residential rezoning requests -- including the interesting fact that the City of Creve Coeur actually initiated its own rezoning of Minners property from B-RDD back to A after a prior development proposal fell through and their site plan eventually expired a few years later. How does this City action support any starting assumption that 1/2-acre zoning here is fine?)

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

Third, all of this begs the still larger and more fundamental question of whether this type of trade-off approach is the best we can expect. Are Creve Coeur's codes, ordinances, design guidelines and/or review processes somehow lacking -- so that citizens here are pressured to accept significant residential zoning and/or density changes just so City officials have leverage to gain better control over fairly basic architectural and design standards, landscaping or buffers ?

No doubt everyone appreciates high standards for development, but I hope I'm not the only one who finds this underlying premise disturbing. If the objective is Preservation of Residential Integrity in the first place, isn't this type of approach rather self-defeating? Does our Comprehensive Plan support making permanent residential zoning and density changes just because our City has no other mechanisms in place to prevent "three stories of vinyl siding" or other subjective aesthetic criteria, and/or require appropriate landscape or buffers?

Does this current system represent the type of Best Practice that our citizens have every right to expect? A little further due diligence reveals this type of counter-intuitive strategy is definitely NOT the case in other neighboring municipalities (like Ladue, Town and Country, Clayton, Frontenac and Chesterfield) because every one of these cities has an Architectural Review Committees specifically to meet that need! We don't.

(And apparently, requiring at least some rudimentary comparative information from the applicant, starting with an actual lay out under existing zoning -- all of which is then reviewed and verified by staff -- is also common practice in other municipalities precisely so as to provide some useful frame of reference. *After all, it is the applicant's obligation to make a compelling case to support the degree and type of change they propose* -- relative not only to the existing conditions, but also then incrementally up to whatever rezoning they want to request.)

In sum, I really don't think anyone is completely inflexible on what ultimately happens at 853 N. Mason -- and certainly no one is trying to thwart development overall (which of course would be both inappropriate and futile). But any rushed Take-It-Or-Leave-It approach puts significant pressure on residents.

Who can blame citizens for being discouraged, disgusted and/or reluctant to speak up when their choice forced upon them by their own city officials is a poke in the eye (risky lack of design control or adequate buffers if keep status quo) or a kick in the shin (rezoning for higher density to gain back control)?

Meanwhile, no useful comparisons of any other options on this specific parcel (such as A-RDD or even existing A zoning) have ever been provided or entertained. We don't really know what choices exist!

(Some have said just guesstimate yourself rather than asking for someone to provide proper analysis, but seems the flood plain, storm water, grading and other site coverage issues on parcels like this make such guesstimates rather highly prone to error and thus risk false assumptions -- as we discovered midstream during review of the Enclave project)

BTW, I am taking the time to write this out as i won't be in town next week due to long standing vacation plans. I'm also sorry I can't arrange any resident meeting immediately, but will put out feelers for dates and try to expedite asap.

Meanwhile I hope all City officials think long and hard about our entire Community's Expectations and Priorities when it comes to development and Preservation of Residential Character and Integrity -- especially when any rezoning is proposed -- because all this certainly raises questions about the City's willingness or even ability to back up the often-touted claim about protecting residents' most fundamental values and investment placed in their homes.

Making a quick decision is not often conducive to making the best decision, and please consider whether it is desirable or necessary to continue this rather arbitrary residential-zoning-trade-off-for-building-quality strategy, and particularly the precedent it might set. I don't know how you'll vote Scott on Monday's agenda, but that vacant land is not going anywhere, and I hope at least a few Council members agree that there is no valid cause to rush. Perhaps it just might be in the City's own best interest to reflect on this process and/or exercise a little more due diligence of its own.

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

Thanks,

Jeanne Rhoades
12778 Mason Manor

(FYI, the Ladue property in question for Pulte has been sitting vacant for over 30 years, and staff there stated in no uncertain terms that they fully intend to take all the time and steps needed to make sure they get the best result -- as their entire community expects -- regardless of any private party (developer or seller) deadlines, costs, hassles or complaints. Also, despite the major frontage directly on Lindbergh and Conway for a residential parcel, Ladue has refused to permit any density increase, but they are revising their zoning code to create a new PUD classification, similar to our RDD. Pulte is their first PUD applicant and has to patiently wait while city officials go over every single detail with a fine tooth comb -- including very thorough architectural review. I obtained a pdf copy of their very interesting plan (which make our buffers here look like a complete joke), and am happy to share it upon request.)

From: Jeanne Rhoades <rhoades.jeanne@yahoo.com>
To: Scott Saunders <scott.saunders4@yahoo.com>; "kentivcouncil@charter.net" <kentivcouncil@charter.net>
Cc: Mayor- Council <mayor-council@ci.creve-coeur.mo.us>; Deborah Ryan <dryan@ci.creve-coeur.mo.us>; "peytonb@sbcglobal.net" <peytonb@sbcglobal.net>; "rbotz@sbcglobal.net" <rbotz@sbcglobal.net>; Dorothea Botz <dbotz1@hotmail.com>; "aksingh23@hotmail.com" <aksingh23@hotmail.com>; "jjung50@att.net" <jjung50@att.net>; "swainvj@sbcglobal.net" <swainvj@sbcglobal.net>; "lverby@earthlink.com" <lverby@earthlink.com>; "pdifani@ameren.com" <pdifani@ameren.com>; "rdifani@att.net" <rdifani@att.net>; "caspiegel@aol.com" <caspiegel@aol.com>; "christinemgoff@gmail.com" <christinemgoff@gmail.com>; "jankitch@yahoo.com" <jankitch@yahoo.com>; "becker4000@sbcglobal.net" <becker4000@sbcglobal.net>; "egh1945@gmail.com" <egh1945@gmail.com>; "rkbeen@aol.com" <rkbeen@aol.com>; "skling@jenkinskling.com" <skling@jenkinskling.com>; Stephen Lieber <stnldgsteve@icloud.com>; "jbomz@aol.com" <jbomz@aol.com>; "rrudman@swbell.net" <rrudman@swbell.net>; "cheryl0845@gmail.com" <cheryl0845@gmail.com>; "amaitz@sbcglobal.net" <amaitz@sbcglobal.net>; "scl@heliinc.com" <scl@heliinc.com>; "jkostek@sbcglobal.net" <jkostek@sbcglobal.net>; "jakostelc@yahoo.com" <jakostelc@yahoo.com>; "smedele@hotmail.com" <smedele@hotmail.com>; "plangdon@ci.creve-coeur.mo.us" <plangdon@ci.creve-coeur.mo.us>; "planningandzoning@ci.creve-coeur.mo.us" <planningandzoning@ci.creve-coeur.mo.us>
Sent: Saturday, June 7, 2014 10:51 AM
Subject: Re: 853 N. Mason Resident -- IMPORTANT HISTORIC PERSPECTIVE

Scott,
Bob,

As my Ward 4 Council members, I would like to provide you with additional important information to my June 5th correspondence about the rezoning and review process for 853 N. Mason Road. I had a gut feeling all throughout this proposal that there was something really wrong with this picture -- but I regret it took me until this past week to realize concerns are not just about Pulte's plans, and that maybe we have some real weak spots in our systems at City Hall, as expressed prior.

However, further reflection upon my experience with the earlier controversy over the Minners parcel some 14+ years back also helped me realize now how despite the significant time gap, the two rezoning proposals in this area are tied together, and why that relationship is highly pertinent now.

I just recently asked Mark Perkins for help determining dates with more precision, though have not yet received reply -- but since I cannot attend the meeting Monday, I have done my best to

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

accurately summarize the historic Ward 4 events below for your consideration, with approximate dates provided.

(Please also submit all to the clerk for the meeting record,)

The City promised no down-zoning when our area was annexed into Ward 4 (circa 1994) -- but that promise was short lived. Following just upon the heels of a huge zoning controversy and costly litigation in Ward 3 resulting in Millennium Park (circa 1996), the City next severely botched the rezoning and development proposal on the former Minners Nursery parcel (5 acres at corner of Mason and Mason Manor) -- and we residents continue to suffer the consequences today.

These events unfolded when a developer approached the City with an application for a subdivision with a rezoning request from one acre down to 1/2 acre homes. However, *midstream through the review process, a handful of City officials privately met with the developer and urged him to change directions** -- whereupon the application switched to something with much higher density, which was sold as a more "creative" project with "higher level of architecture."

Blind-sided residents jumped in late in the game to protest to their City officials against such a significant change in character from A-zoning, especially on a key corner piece -- *not realizing we were complaining to the some of the very same people who had just encouraged the developer to spend the time and money to change their proposal in that direction in the first place!*

(*Do you now see why it makes residents here very nervous when their elected officials meet privately with developers and suggest any sort of strategy changes *midstream in an active proposal* -- which is why I felt compelled to voice concerns when that happened just a few weeks back?)

This put City officials in a very awkward spot, so in an apparent maneuver to save face and avoid more messy litigation, they approved the rezoning to B-RDD but also required underground detention for the site plan -- which effectively made the project completely cost prohibitive, and thus enabled City officials to extricate themselves from a messy situation. The outcome was bad for everyone else since although the applicant was granted his rezoning request, that developer immediately abandoned the project due to the costly conditions required and obviously took a loss on his significant investment. ***Worse yet the residents were left exposed with a neighborhood down-zoning on vacant land with absolutely nothing gained in return.***

The good news is that once the site plan for the failed proposal expired a few years later, the City took steps to right their wrong and initiated its own rezoning of the Minners parcel, which was restored back to "A" (circa 2003-2004) The bad news is that during the couple years the property sat in rezoning-limbo, the City created a new Comprehensive Plan -- *thus effectively forcing carryover of this SNAFU to the present.*

Because unfortunately, the problematic zoning status existing on this parcel during the period the Plan was assembled and adopted inherently complicated recommendations made for the larger "Neighborhood 1" parcel at the time (circa 2000-2002). This, combined with effective Institutional Amnesia resulting from routine turnover at City Hall over the last decade, has now created a Perfect Storm of controversy and confusion -- all of which STILL unfairly leaves residents here stuck in a bind, and perpetually exposed to greater developmental pressure for higher density.

Reading the Plan in historic context (Neighborhood 1, pg 49), and knowing Minners was a corner piece, explains a lot.

Witness now that, DESPITE the fact that the originally controversial Minners site was rezoned back to A *by the City itself* AND is now in the active process of being built out as one-acre lots, and DESPITE the fact that other property owners within Neighborhood 1 are also actively making very significant investments into their even larger A-zoned properties and homes -- some City officials seem almost eager to "get something done" unless residents jump through hoops to prevent it.

This once AGAIN jeopardizes the integrity of this A-zoning character by pushing higher density into this little strip of land, rather than let the creek and flood plain remain as the natural buffer between any

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

density change along the Mason residential corridor (a logical progression established by St. Louis County zoning long before annexation into Creve Coeur).

As discussed in my prior June 5 correspondence -- too bad for all residents if the City feels compelled to rezone any residential property just as means to gain better control over the quality of development. Plus staff publicly acknowledged at P&Z that despite the alleged purpose of RDD to provide public benefit to preserve green space or better buffers, etc, RDD is often effectively requested instead as a tool to help developers squeeze more lots in tight places -- *such as for ground with significant flood plain that has to remain green space regardless.* (Maybe RDD is better here and maybe it is not -- who can say if no drawings are provided to compare the actual differences applicable to this specific and complicated site?)

Further, no explanation has been offered at all how the current proposal to down-zone to B on top of adding RDD (and reducing lot sizes even below limits outlined in the Plan) serves any public benefit whatsoever. Instead it appears to only benefit the developer and seller by enabling them to squeeze in even more lots with more total site coverage for more profit.

We are tired of being forced to play this game.

The most recent staff report (thankfully) reminds the Council that: "*Zoning regulations should be changed if the public welfare is not served by the zoning or if the public interest served by the zoning is greatly outweighed by the detriment to private interests. In making this determination, the City should consider the adaptability of the subject property to its zoned use and the effect of zoning on property value in assessing private detriment. The character of the neighborhood, the zoning and uses of nearby property, and the detrimental effect that a change in zoning would have on other property in the area are relevant to the determination of public benefit. (Sec. 405.1060.E)*"

I urge City officials to learn from history and avoid repeating the same mistakes. This proposal should be rejected.

Sincerely,

Jeanne Rhoades
12778 Mason Manor

From: Scott Saunders City Council Ward 4 <scott.saunders4+yahoo.com@ccsend.net>
To: rhoades.jeanne@yahoo.com
Sent: Saturday, June 7, 2014 5:00 PM
Subject: Creve Coeur City Update
CREVE COEUR NEWS UPDATE - JUNE 7, 2014
Dear Jeanne,

The City Council agenda for Monday evening is summarized below. There is one issue of significant interest and relevance particularly to the residents of Ward 4. I urge you to take the time to read this, to familiarize yourself with this issue, and either attend Monday's meeting to share your thoughts and concerns directly with the Council, or to please take the time to do so in advance by e-mail.

The proposed development is Creekside at Mason (853 N. Mason Rd.). An overview map for orientation is immediately below, you can click here for a larger view.

The property is currently zoned A-residential which requires 1-acre lots and a density of 1 homes per acre. The developer has most recently revised their request for a rezoning to B-residential (1/2-acre lots) with an RDD designation. They have requested 12 lots on 8.49 total acres for an overall density of 1.41 homes per acre.

The significance of an RDD is that it allows a developer to maintain a specified overall development density, but to reduce individual lot sizes to 75% of required and maintain the remainder as common ground. In exchange the City is afforded control over details of building

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

materials, landscaping, and other details.

The development also proposes a trail from the Western property line (see image above and staff reports below) connecting to their subdivision sidewalk leading to Mason Rd that would facilitate more direct access from Bellerive Estates Dr. to Mason Rd., and thus ultimately access to Millennium Park. (cont'd)

This improved access to Millennium Park (as well as Schnucks and other shops etc.) "could" be a significant community asset to hundreds of Creve Coeur homes to the North off of Bellerive Estates Dr., but how significant can only be determined by the residents who might actually make use of it.

I have heard from a few residents on this issue, but critically I have heard little from the residents of Bellerive Estates Plats I,II, III whose common ground would need to be crossed to make any connection viable.

Several residents, primarily living on Mason Manor and Mason Rd. have communicated that they are absolutely opposed to any rezoning that increases residential density. Based on the location of their own homes, they have little personally to benefit from an access trail (and in the case of the single resident of the four properties that directly abuts the proposed development who has actually made any statements at all for or against the overall proposal, the trail is actually perceived by him as perhaps a negative).

I have on this issue, as with every issue, absolutely no agenda other than to present as much information and facts to residents as possible and to seek all of their input (for and against) so as to ultimately make a decision that best and most fairly represents them all as a group.

As an aside, this is why although I frequently attend Planning and Zoning Commission meetings to listen to P&Z's discussion and the comments of the residents, I don't as a Council Member address the P&Z so as to suggest to them what "their" recommendation should ultimately be to "me" as a Council member. Nor do I as a Council Member try to selectively rally residents who share any particular point of view on a given issue prior to our vote.

It is, however, why upon becoming elected to Council I began immediately distributing these e-mail updates to residents on ALL issues before the Council (at my own time and expense). In so doing my goal has always been to keep you currently informed on all issues going on in the City (something I always felt previously lacking as a resident from my elected officials) and to provide you with a venue to comfortably share any points of view on any of those issues that interested you and of your choosing.

Please take the time to share with me your views (however brief) on this or any other issues before the City Council and I will be certain to in turn share them with my fellow Council Members.

No action with respect to approval or denial can or will be taken on this issue on Monday evening, although I suspect that it will be discussed. Following discussion the issue could be considered as is (either denied or approved) at the next scheduled meeting, be deferred to a future date, or perhaps even be referred back to P&Z.

I have absolutely no problems, in particular, with the second two alternatives, but would hope that resident input (by e-mail or in person) and Council discussion in response to that input on Monday night can contribute to shaping either of those directions in a useful way.

I would further anticipate that any of these directions would include the opportunity for further subsequent meetings between the developer and residents as a part of that process, but benefit from the public discussion Monday evening. Please let me know if you are interested in participating in any such meetings and/or receiving separate updates on this issue in the future.

Below are links to a number of documents that provide additional details on the Creekside at Mason proposal that may be helpful….

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

From: Jeanne Rhoades <rhoades.jeanne@yahoo.com>
To: Scott Saunders <scott.saunders4@yahoo.com>; "kentivcouncil@charter.net" <kentivcouncil@charter.net>
Cc: "scl@heliinc.com" <scl@heliinc.com>
Sent: Saturday, June 7, 2014 8:35 PM
Subject: Fw: Fwd: Creve Coeur City Update

Forwarding as requested (also included Council member Kent)

----- Forwarded Message -----
From: "Lieber, Steve" <scl@heliinc.com>
To: Jeanne Rhoades <rhoades.jeanne@yahoo.com>
Sent: Saturday, June 7, 2014 6:08 PM
Subject: Fwd: Creve Coeur City Update

Please feel free to forward my email to Dr Saunders .i feel Scott is twisting my position . I would encourage ,and most likely use ,a path through the property. We need more such places for citizens to enjoy. Anyone who sees how it is currently proposed would most likely agree it's not the best placement. If the majority of the people involved feel it best along my property line, then so be it. I just think there is little thought going into any of this (from the Creve Coeur side) and we are being pushed into a plan without having all the facts.

Sent from my iPad

Begin forwarded message:

From: "Lieber, Steve" <scl@heliinc.com>
Date: June 7, 2014 at 5:49:49 PM CDT
To: "<scott.saunders4@yahoo.com>" <scott.saunders4@yahoo.com>
Subject: Re: Creve Coeur City Update

Scott I am in FAVOR of a trail across the property. To suggest that I oppose it is most unfair. Please clarify that in your email update to my neighbors.I would like to see it placed through the north side of the property as the comprehensive plan suggested . It makes less sense to place it adjacent to my property line , then tie it into a sidewalk at the cul de sac and force all traffic past my home AND the new homes being built when the other side makes for a more peaceful ,enjoyable (no steep grade to climb) and direct ,path to the park. I would think all the new residents MIGHT also concur.

I also do not object to the construction of the homes. I do object to a change in zoning which allows an increase in total density as it currently exists.

I also favor architectural control so why not "ARDD" ? Steve Lieber

Sent from my iPad

_____-

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

June 9, 2014 Council Minutes

Council Member Kent asked if Mr. Stock could address the questions about the trail and where does it terminate. George Stock stated currently the trail terminates at the common ground in the Bellerive Estates subdivision. Council Member Kent stated he heard at least three residents don't want the trail at all and asked if a discussion has taken place with the trustees of the subdivision or the adjacent property owners. George Stock stated he has not. Council Member Kent stated if there is a trail put in, he would like to see it put along the common land below the creek. A trail doesn't make any sense if it doesn't go anywhere and these issues need to be resolved before it is constructed

[Council voted unanimously to send proposal back to P&Z]

From: "kentivcouncil@charter.net" <kentivcouncil@charter.net>
To: George Zell <georzell@aol.com>; John Becker <Becker4000@sbcglobal.net>; Cheryl Whatley <c.whatley@sbcglobal.net>; Robert Herr <herr0110@gmail.com>
Cc: cdalfonso@ci.creve-coeur.mo.us; elawrence@ci.creve-coeur.mo.us; rkent@ci.creve-coeur.mo.us; mperkins@ci.creve-coeur.mo.us; ajwang@ci.creve-coeur.mo.us; ckramer@ci.creve-coeur.mo.us; ssaunders@ci.creve-coeur.mo.us; rhoffman@ci.creve-coeur.mo.us; dryan@ci.creve-coeur.mo.us; dkreuter@ci.creve-coeur.mo.us; bglantz@ci.creve-coeur.mo.us; Paul Langdon <plangdon@ci.creve-coeur.mo.us>; Jeanne Rhoades <rhoades.jeanne@yahoo.com>
Sent: Sunday, June 15, 2014 12:41 PM
Subject: CREEKSIDE AT MASON

POSITIVE POLICIES.....ABSOLUTE ACCOUNTABILITY.....TOTAL TRANSPARENCY

To the Trustees of Bellerive Estates:

As one of your representatives on the City Council, I am continuing to conduct due diligence into the opinions and facts surrounding this proposed development.

First, I hope that you will be notifying your residents to attend the P&Z meeting this Monday on this proposal.

Secondly, I have not decided on how I will vote on this matter at this time.

Thirdly, I need some help from you.

Regarding the common land in Bellerive Estates that would abut the end of the proposed walking trail in this proposal, who pays the taxes on the land and who maintains it?

How many residents do you have in the subdivision?
Have you polled them as to their desires about having a walking trail connecting the sidewalks on Bellerive Estates through the proposed subdivision to access Millennium Park more conveniently?.....if it is approved.
If yes, would you like it along the creek with improved landscape recognizing that the Mason Road end will have to wait until the property to the North is developed or connect to the planned sidewalk along the proposed street as shown in the last presentation by the developer.

Simple answers; Yes; No; I don't know or I don't care one way or another.

As I pointed out at the last council meeting, it doesn't make sense to consider a walking

trail in this proposal, if the residents who are most likely to benefit from it do not want it.

Do not conclude anything about my position on this matter at this time, other than my endeavoring to clarify your position on this aspect of this proposal.

I will look forward to your responses.

Bob Kent
Ward IV Councilperson
Greengate Subdivision
Paid for by: Bob Kent Ward IV Councilperson, 13084 Ferntrails Lane, Creve Coeur, Missouri 63141

From: Jeanne Rhoades <rhoades.jeanne@yahoo.com>
To: kentivcouncil@charter.net; George Zell <georzell@aol.com>; John Becker <Becker4000@sbcglobal.net>; Cheryl Whatley <c.whatley@sbcglobal.net>; Robert Herr <herr0110@gmail.com>
Cc: "cdalfonso@ci.creve-coeur.mo.us" <cdalfonso@ci.creve-coeur.mo.us>; "elawrence@ci.creve-coeur.mo.us" <elawrence@ci.creve-coeur.mo.us>; "rkent@ci.creve-coeur.mo.us" <rkent@ci.creve-coeur.mo.us>; "mperkins@ci.creve-coeur.mo.us" <mperkins@ci.creve-coeur.mo.us>; "ajwang@ci.creve-coeur.mo.us" <ajwang@ci.creve-coeur.mo.us>; "ckramer@ci.creve-coeur.mo.us" <ckramer@ci.creve-coeur.mo.us>; "ssaunders@ci.creve-coeur.mo.us" <ssaunders@ci.creve-coeur.mo.us>; "rhoffman@ci.creve-coeur.mo.us" <rhoffman@ci.creve-coeur.mo.us>; "dryan@ci.creve-coeur.mo.us" <dryan@ci.creve-coeur.mo.us>; "dkreuter@ci.creve-coeur.mo.us" <dkreuter@ci.creve-coeur.mo.us>; "bglantz@ci.creve-coeur.mo.us" <bglantz@ci.creve-coeur.mo.us>; Paul Langdon <plangdon@ci.creve-coeur.mo.us>
Sent: Sunday, June 15, 2014 7:26 PM
Subject: Re: CREEKSIDE AT MASON

Bob, I applaud your attempt at outreach. I assume you are aware that the Pulte proposal and rezoning -- and the potential for a path -- impacts residents significantly beyond Bellerive Estates Plats 1-3 (though inquiries about their common ground are pertinent).

As a reminder, residents here would really like an opportunity to collectively discuss these complex issues in depth in an more informal setting -- either without the developer, as we cannot force their attendance -- but at least with you and Scott as our elected representatives.

Can you please help facilitate a meeting -- perhaps one day this week....(maybe shoot for Weds or Thurs early evening)?

thanks,

Jeanne Rhoades

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

From: "kentivcouncil@charter.net" <kentivcouncil@charter.net>
To: Jeanne Rhoades <rhoades.jeanne@yahoo.com>
Cc: George Zell <georzell@aol.com>; John Becker <Becker4000@sbcglobal.net>; Cheryl Whatley <c.whatley@sbcglobal.net>; Robert Herr <herr0110@gmail.com>; cdalfonso@ci.creve-coeur.mo.us; elawrence@ci.creve-coeur.mo.us; rkent@ci.creve-coeur.mo.us; mperkins@ci.creve-coeur.mo.us; ajwang@ci.creve-coeur.mo.us; ckramer@ci.creve-coeur.mo.us; ssaunders@ci.creve-coeur.mo.us; rhoffman@ci.creve-coeur.mo.us; dryan@ci.creve-coeur.mo.us; dkreuter@ci.creve-coeur.mo.us; bglantz@ci.creve-coeur.mo.us; Paul Langdon <plangdon@ci.creve-coeur.mo.us>
Sent: Monday, June 16, 2014 12:26 PM
Subject: CREEKSIDE AT MASON

Jeanne:

Thank you for your email on this subject.

I agree that the trail will affect other residents but as I noted Bellerive estate residents are those most closely associated and most likely to benefit. Therefore I would appreciate more opinions from the residents in the contiguous area, as well as the ownership knowledge of the common land that most likely would be used to connect any proposed trail if the proposal is approved.

In as much as the developer will be at the P&Z meeting tonight, may I suggest that you approach him on the matter of another meeting wi the residents as they are the parties that can make any further changes. I plan to attend the P&Z meeting and listen carefully to all sides and questions.

If after the P&Z meeting you and other residents wish to meet with me, I will be pleased to do so on Friday night from 7:00PM to 8:30PM to listen to any new points that you or others would like me to consider provided they are of additional information or clarification. I have not had the opportunity to talk with Dr. Saunders, so I do not know if he is availalbe. Other times may work for me, but I would have to check my commitments for other times.

I would advise you in advance that I have several other matters to look into on this development and if the sole purpose of the meeting is in the hope of extracting a position either yes or no on it from me prior to the final Council hearing you will be disappointed.

That said, I am always ready to listen, and consider arguments presented.

Thanks again for your continued interest in this project/

Bob Kent
Ward IV Councilperson
Greengate Subdivision
Paid for by: Bob Kent Ward IV Councilperson, 13084 Ferntrails Lane, Creve Coeur, Missouri 63141

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

From: Jeanne Rhoades <rhoades.jeanne@yahoo.com>
To: "kentivcouncil@charter.net" <kentivcouncil@charter.net>
Cc: Scott Saunders <scott.saunders4@yahoo.com>
Sent: Monday, June 16, 2014 4:16 PM
Subject: Re: CREEKSIDE AT MASON

Bob,

I'm not copying the rest of City Hall here but do so if you wish...just suggesting that meeting with the residents closest to the proposal and common ground might yield a lot of info rather than (or in addition to) putting the burden on trustees to poll their residents with 3 multiple choice questions. (The common ground ownership is more complicated than your questions might reveal, as witnessed by the parallel circumstance in B.E. Plat 5)

Plus truthfully residents might appreciate an opportunity for a *two-way conversation* since several have raised a lot of questions about where their Council representatives stand. In fact, it is their strong impression "the City" wants this rezoning come hell or high water -- particularly due to staff presentations seemingly supporting any density the applicant has so far requested -- but also due to the perceived rush to take make a decision despite the clearly half-baked info.

I have repeatedly tried to assure them it is not a done deal -- and I have not been lobbying for an specific Council votes from anyone -- including both of you. This doesn't mean anyone expects you to commit yes or no at this time -- but mostly they want to ensure someone from the City understands their views more thoroughly, *as is best accomplished in a less formal setting when people are less intimidated to speak.*

If you meanwhile also suggest we are essentially "on our own" to put together a meeting with any developer, how much leverage do you think we will have to influence them to change? Is that the best we can hope for?

(BTW, it is a struggle for me to handle this obligation on top of my job and family (recall I no longer am on Council) but I'll do my best. Meeting on a Friday night is not typically conducive to a good turn out especially if developer can/will attend -- how about a Weds or Thurs or some day next week?)

Oviously you guys will inherently be in position to JUDGE the issues and eventually vote something up or down. I am just pointing out that it doesn't preclude you from REPRESENTING your constituents in the mean time -- especially when valid concerns are raised about process points, separate from the proposal itself.

For example, as I mentioned by phone, apparently no one asked for a show of hands when multiple residents attended the Council meeting to help verify the ratio of For or Against if not a lot of people speak up. That would have been a very simple way to help ensure your constituents views are captured in some fashion without judging their merits.

Making the effort to allow time for, arrange and attend a resident meeting -- *especially when everyone knows a meeting was granted with the developer with residents specifically excluded* -- might also go a long way to smooth relations.

Believe it or not I spend a lot of time defending perceptions against City Hall, but this has been more difficult than it should be -- and from this side is it shocking how the process feels more than a little slanted to favor developers overall. Regardless of the outcome, I hope we can work together a little better to at least help ensure all views and options are fairly heard. I can't accomplish that on my own -- I am asking for a little more help.

thanks,
Jeanne R

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

June 16, 2014 P&Z AUDIO Minutes

[Following the P&Z vote for the rezoning (motion failed 2 ayes – 4 nays), the City Planner clarified the item would proceed to the next Council meeting on June 23rd.]

Bellerive Estates resident/trustee John Becker expressed concerns that they had never been approached about a path across their common ground, and that no meeting was offered to residents that provided sufficient advance notice.

Rhoades then stated, "*We would again like to reiterate our desire to meet with the developer anytime. I don't know…we may not be able to pull that off in time for the next Council meeting but we'll try. We hope our Council members will support a short deferral to try to work these issues out. We feel [the developer and engineer are highly qualified] and we have no reason not to work with them.*"

(Note: Council members Saunders and Kent were both in attendance.)

From: "kentivcouncil@charter.net" <kentivcouncil@charter.net>
To:
Cc: dryan@ci.creve-coeur.mo.us; ckramer@ci.creve-coeur.mo.us; ssaunders@ci.creve-coeur.mo.us; rhoffman@ci.creve-coeur.mo.us; bglantz@ci.creve-coeur.mo.us; ajwang@ci.creve-coeur.mo.us; dkreuter@ci.creve-coeur.mo.us; elawrence@ci.creve-coeur.mo.us; mperkins@ci.creve-coeur.mo.us; rkent@ci.creve-coeur.mo.us; cdalfonso@ci.creve-coeur.mo.us; Jeanne Rhoades <rhoades.jeanne@yahoo.com>
Sent: Tuesday, June 17, 2014 4:13 PM
Subject: CREEKSIDE AT MASON & P&Z REDUX

POSITIVE POLICIES……ABSOLUTE ACCOUNTABILITY…..TOTAL TRANSPARENCY

To All Trustees [citywide]:

THE CURRENT SITUATION:

Last night P&Z voted 4 to 2 to deny the zoning change from Residential "A" to "B-RDD" and 6 to 0 in favor of the the Pulte Development Plan for this site.
Previously P&Z had voted 6 to 0 against the zoning and 6 to 0 for the development.
For a more complete history of this development, See pages 52-54 of the June 16, 2014 staff report by Mr. Langdon, Director of Community Development, in the P&Z agenda packet which I think fairly frames the case both pro and con for this development proposal.

Today, Jeanne Rhoades (Former Ward IV Councilperson) and I think it is fair to say Ad Hoc leader of the residents opposing this development suggested in an Email that the residents were not holding out for a strict "A" residential one acre, one house current zoning (total of 4-5 homes) but would consider an "A-RDD" zoning (8 homes) on this difficult "Lemon" site. And added that because it was a difficult site, did not entitle the developer to additional profits though more density to develop.

While the the re-zoning question hinges on the question: "How is the public welfare more served by the re-zoning to a B Single Family Residential District than by leaving the land in "A" single resident per acre district?" Mr. Langdon explores this question in some detail on page 53 of his June 16,2014 staff report. (See Attached)

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

The P&Z Commission voted 4 to 2 in favor of leaving the zoning "A". Speaking for the minority 2 votes, Mr. Madden, Chair, noted that because of the likely result of it remaining "A" the citizens may not like the outcome of a home by home development. Mr. Langdon noted that this would likely result in a road close to the Southern property boundary with all of the houses on the other side. (So called shotgun format layout?)

Part of Ms. Rhoades Email notes that the property owner and the developer are not entitled to the excess profit of 12 homes when "A-RDD" could be done with 8 homes. While Mr. Langdon notes the zoning should hinge on the "Public Benefit" to which I agree; I was also curious back in April about the economics of this development from a viability standpoint at various numbers of homes to be constructed. It just so happens that my son, Michael (Michael J. Kent & Associates AIA) is an architect and builder in Santa Monica, California.

I provided Michael with the data and here is the analysis we came up with in April for 16 and 11 homes. I have extended it to 8 homes for further comparison.

Total property: 8.49 acres; Common Ground: 3.15 acres; Right of Way: 1.13 Acres.

"A" zoning: 43560 square feet
"B" zoning: 21780 square feet with RDD applied at 75% = 16335 Square Feet
8.49 acres less 3.15 common ground plus 1.13 ROW leaves 4.21 for lots.
4.21 x 43560 =183,388 square feet for lots.
183,338 / 16335 square feet = 11.23 lots meeting residential B-RDD zoning

Now then:
11 lots x $800,000 sales price each =.....$8,800.000 (100%)
Home size 2596 to 3348 square feet = 2972 square feet average
2972 square feet x $200.00 per sq.foot construction =$594,400 x 11 lots = $6,538,000 (74.3%)
Gross.....$2,261,200 (25.7%)

Less: Land Development (Street,utilities,landscape, earth moving).....$ 300,000 (3.4%)
Land purchase@10% of sales.....$ 880,000 (10.0%)
2013 appraised value.....$124,500
2008 Highest appraised value.....$188,200
GROSS PROFIT before overhead, field office and fees.....$1,081,200 (12.3%)

16 lots x $800,000 sales price each.....$12,800,000 (100%)
Home Construction cost @ $594,400 x 16=.....$ 9,504,000 (74.3%)
Gross..... $ 3,296,000 (25.8%)

Less: Land Development.....$ 300,000 (2.3%)
Land Cost #10%.....$ 1,280,000 (10.0%)

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GROSS PROFIT before overhead, field office and fees.....$ 1,716,000 (13.4%)

8 lots x $800,000 sales price each.....$6,400,000 (100%)
Home construction costs @$594,000 x 8=.....$4,752,000 (74.5%)
Gross.....$1,648,000 (25.5%)

Less: Land Development.....$ 300,000 (4.7%)
Land Cost @10% of sales.....$ 640,000 (10.0%)

GROSS PROFIT before overhead, field office and fees.....$ 708,000 (11.1%)

Now these are my calculations and I do not know what Pulte's numbers are but $200.00 per square foot for this quality of home are reasonable and we do not know what the land owner is being paid for the land and what is acceptable to him. Considering the risks and the two years to complete this development it does not appear likely that Pulte would undertake this project with eight homes considering other opportunities they may have to utilize their time and talents. Capital goes where it will return the most. 15% Gross Profit is reasonable and normal in this business.

As Councilperson in Ward IV, I can see the the benefits from both sides and would appreciate hearing from the Trustees in Ward IV particularly and from Trustees in the City as to your thoughts on where the Public Benefit lies. I would appreciate your reasons as this is not a popularity contest but a decision based on the Public Benefit or not.

Over this coming weekend, I will review all of the data gathered on this project since the first Bellerive School meeting before I was elected, come to a conclusion and vote on what I think provides the best public benefit . After the vote I will detail my reasons for voting aye or nay on this project when it comes to vote on the Council Agenda.

I appreciate your careful attention and response.

Bob Kent
Ward IV Councilperson
Greengate Subdivision
Paid for by Bob Kent, Ward IV Councilperson 13084 Ferntrails lane, Creve Coeur, Missouri 63141

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

From: Jeanne Rhoades <rhoades.jeanne@yahoo.com>
To: "george.stock@stockassoc.com" <george.stock@stockassoc.com>
Cc: "plangdon@ci.creve-coeur.mo.us" <plangdon@ci.creve-coeur.mo.us>; "Perkins, Mark C." <MPerkins@ci.creve-coeur.mo.us>; "Glantz, Barry" <bglantz@ci.creve-coeur.mo.us>; ScottSaunders <scott.saunders4@yahoo.com>; Robert Kent <kentivcouncil@charter.net>; "Kelly, Whitney" <wkelly@ci.creve-coeur.mo.us>; Deborah Ryan <dryan@ci.creve-coeur.mo.us>; "becker4000@sbcglobal.net" <becker4000@sbcglobal.net>; "egh1945@gmail.com" <egh1945@gmail.com>; "swainvj@sbcglobal.net" <swainvj@sbcglobal.net>; "rkbeen@aol.com" <rkbeen@aol.com>; "amaitz@sbcglobal.net" <amaitz@sbcglobal.net>; "jakostelc@yahoo.com" <jakostelc@yahoo.com>; "jkostelc@sbcgloal.net" <jkostelc@sbcgloal.net>; "smedele@hotmail.com" <smedele@hotmail.com>; "jankitch@yahoo.com" <jankitch@yahoo.com>; "cheryl0845@gmail.com" <cheryl0845@gmail.com>; "christinemgoff@gmail.com" <christinemgoff@gmail.com>; "rbotz@sbcglobal.net" <rbotz@sbcglobal.net>; Dorothea Botz <dbotz1@hotmail.com>; "caspiegel@aol.com" <caspiegel@aol.com>; "lverby@earthlink.com" <lverby@earthlink.com>; "aksingh23@hotmail.com" <aksingh23@hotmail.com>; "rdifani@att.net" <rdifani@att.net>; "pdifani@ameren.com" <pdifani@ameren.com>; "scl@heliinc.com" <scl@heliinc.com>; "skling@jenkinskling.com" <skling@jenkinskling.com>
Sent: Wednesday, June 18, 2014 7:53 PM
Subject: Re: Q - Pulte's rendition of A-zoning?

Mr. Stock,

Many questions remain outstanding about the Creekside at Mason proposal, particularly in light of new information revealed at the recent P&Z meeting just this past Monday.

It is of course now virtually impossible to arrange an informal developer/resident meeting in advance of the upcoming Council meeting, now less than a week away. Still, we hope everyone agrees that any proposal involving a request for permanent residential zoning change is deserving of appropriate due diligence, so I am reaching out to you by email instead.

It is our understanding that it is the obligation of the applicant to justify any requested zoning change, and to demonstrate how or why the existing zoning does not serve the public good. This would seem to require providing some comparative development options specific to this parcel, relative to the rezoning requested. In particular, we hope you can please help clarify some information about documents you already previously submitted.

For example, Mr. Langdon mentioned at the June 16th P&Z meeting that due to the existing topography and floodplain, the street for any development here must access Mason at the low point (near the NE corner), then likely need to swing south away from the flood plain....the same as the way it has been shown on your 16 and 12 unit plans so far. While that seems logical, it doesn't appear to reconcile with the "shotgun" rendition you submitted to the City prior -- labeled Alternate Plan A-Zoning, showing 8 lots (P&Z packet pg 104, which also does not appear to provide for flood plain and/or storm water concerns).

As a result, would you please clarify and explain whether or not this "Alternate Plan A-Zoning" shotgun- style 8-lot plan submitted *is actually a feasible layout for this parcel* as an A-RDD development, or any other zoning category?

Also, on a more fundamental level, Mr. Langdon informally indicated weeks back that the existing conditions of straight A Zoning might likely yield perhaps 4-5 lots. However, since this property is complicated by significant flood plain and other topography concerns -- and since we are dealing with a relatively small development overall -- requiring decision-makers to guess exactly which baseline number is correct lends itself to a potential 20% margin of error (perhaps the yield could actually be just 3 lots, or maybe even 6).

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

Can you please now verify what is the accurate BASELINE maximum lot yield under the existing straight A-Zoning, and please also provide a rough sketch showing at least one example of what this layout might *realistically* look like (assuming at least approximately proper ROW placement, minimum detention needs, etc)?

Finally, we assume everyone respectfully acknowledges this parcel is not exactly "prime" level land. **We would like to offer the suggestion that some A-RDD development might be a mutually acceptable alternative to your current 12-unit B-RDD proposal -- *enabling more lots than straight A-zoning to help benefit the seller/developer gain more ground to work with, yet without imposing the substantial risks and significant character change inherent with additional permanent down-zoning.*** We would greatly appreciate your cooperation and assistance in exploring that effort towards compromise.

One idea for a more pleasing A-RDD double-loaded street configuration might result by essentially cutting your 12-lot plan in half to create approximately 6 lots. Perhaps then subsequent changes in site coverage, detention needs, etc might even permit another one or two more lots to be added.

Assuming that your current "Alternate Plan A-Zoning" design submitted to the City is not actually feasible for either A or A-RDD for this particular parcel, would you please provide a rough sketch of this concept proposed above -- *and/or whatever alternate(s) you might suggest are more realistic A-RDD layout(s)*?

Obviously, no one can determine what increase these options might represent from true baseline without some accurate analysis, which you seem most qualified to provide. We greatly appreciate your assistance to help clarify some of these outstanding matters, and we hope to hear back from you in advance of the next June 23rd Council meeting.

Best Regards,

Jeanne Rhoades
12778 Mason Manor

June 19, 2013 Rhoades phone conversation with Council President D'Alfonso, expressing process concerns about lack of support from City officials to require developer to meet with residents in an attempt to address outstanding issues.

D'Alfonso stated she thought such a meeting had occurred, and at a minimum Council members should be willing to meet with their constituents.

June 20, 2013 Rhoades phone conversation with City Administrator Mark Perkins, expressing process concerns about lack of support from City officials to require developer to meet with residents in an attempt to address outstanding issues.

Perkins stated residents could still "let the process work" by attending the meeting and airing concerns before the Council as a body prior to the Council vote.

From: "kentivcouncil@charter.net" <kentivcouncil@charter.net>
To: Jeanne Rhoades <rhoades.jeanne@yahoo.com>
Sent: Saturday, June 21, 2014 3:18 PM
Subject: Re: Q - Pulte's rendition of A-zoning?

Jeanne:
Did Mr. Stock answer your email?
Copy please
Thanks
Bob

From: Jeanne Rhoades <rhoades.jeanne@yahoo.com>
To: "kentivcouncil@charter.net" <kentivcouncil@charter.net>
Cc: Scott Saunders <scott.saunders4@yahoo.com>
Sent: Saturday, June 21, 2014 8:41 PM
Subject: Re: Q - Pulte's rendition of A-zoning?

not so far

From: Jeanne Rhoades <rhoades.jeanne@yahoo.com>
To: "kentivcouncil@charter.net" <kentivcouncil@charter.net>
Cc: Scott Saunders <scott.saunders4@yahoo.com>
Sent: Sunday, June 22, 2014 1:13 PM
Subject: Re: CREEKSIDE AT MASON & P&Z REDUX

Hi Bob

Just curious whether you have received much feedback from your email below to "all trustees"?

Not sure, but I think the prior P&Z vote on 16 units was 1-4, (not 0-6?)) with Tim Madden being the one vote in favor to rezone, same as he voted this time (plus one other commissioner as well).

Mr. Madden explained his vote the first time as: W e need some way to stop all these homes built with three stories of vinyl siding. I recall because that comment is what got me thinking about the absurdity of justifying a permanent zoning change just because our City's review process and/or design standards are seemingly inadequate to control architectural standards on their own. This concern was augmented upon learning that so many other municipalities have Architectural Review Boards when I spent a few minutes calling around -- Ladue, Town and Country, Frontenac, Clayton, Chesterfield, etc.

(Now THAT might be a great question to ask to all trustees: Should the City establish an Architectural Review Board to tighten design standards for new construction (or tear downs) -- OR should the City continue the strategy of recommending that existing residents accept permanent zoning changes that potentially increase density, as an alternate means for City officials to negotiate for better design control of new residential construction in their neighborhoods ?)

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

This time, Mr. Madden simply stated that people complain about something all the time regardless, and that change can be hard. I will say r esidents here agree it is particularly hard to accept change to the neighborhood character surrounding our largest and most personal investment whenever it appears haphazardly enabled by City officials using weak rationale . (I don't recall if/what reason was provided for the other affirmative vote.)

On the topic of your profit analysis for the developer: I can't comment on your figures, but I also don't recall that "economics of the developer or seller" are typically considered valid justification for rezonings. That aspect is really never discussed when development proposals are brought forth -- and likewise developers and sellers typically keep their finances pretty discreet.

If they want the City to consider that info as valid rationale -- say, to argue undue hardship -- then isn't it their obligation to share at least some portion of the info and make a compelling case? Perhaps your business background makes you inherently curious about the economics here, but staff clarified again at P&Z Monday that it is NOT the job of the City to determine these private interests and/or to " try to make [any proposal] work for [any] applicant ."

BTW, I do recall an example a couple years ago -- when the economy took a dive, the developer for the Enclave came back before the City to request change to their development (which had already been struggling for a few years prior to the decline -- apparently because buyers didn't embrace his model). My recollection is that the City declined his request mostly on grounds that making permanent long term zoning, land use, and/or density changes to provide relative short term financial relief for any private party is not really appropriate, and might also open a big can of worms as precedent. Imagine dealing with similar requests from every other developer that comes to the door. Of course all sellers want more density to attract a greater developer market -- but perhaps sometimes sellers needs a reality check about the limitations of their property and/or what it is actually worth.

BTW, did you know the sellers turned down Mr. Lieber's offer for approximate full appraised value when they first listed it for sale some years back? If nothing else, that demonstrates other options for this parcel do in fact exist. (While he doesn't want to make a big deal of it or distract from the proposal at hand, I'm sure Mr. Lieber would provide further details if asked.)

Residents here realize this parcel on Mason is a challenge to build -- and actually neighbors have repeatedly stated they are willing to be flexible -- to a point. No one has anything at all against this developer, but they are not the only game in town. This is only an 8 acre parcel -- not 80 or 800 -- so really I don't know anyone else who suggests that a project of this scale is beyond the scope of some local reputable developer. (Maybe ask Mayor Glantz, considering his profession.)

No one is trying to thwart development either -- including Mr. Lieber, who is very busy running a successful business enterprise and does not seek to become a developer... but rather jus t appreciates additional green space and buffer for his personal residence, for which he has demonstrated a complete willingness to pay market price ! (Some have questioned whether this puts Mr. Lieber in some sort of financial conflict of interest -- but I don't follow logic suggesting how a homeowner's commitment to protect his own property demonstrated years back now interferes with any developer's effort to seek business profit today -- especially since this would seemingly imply that Mr. Lieber is still actively trying to undermine any other seller option -- a conclusion that I believe is patently false.)

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

Regardless, so far the applicant has hardly shown willingness to seriously negotiate any terms with residents. (Instead they seem pretty confident they don't need to). Again -- residents have expressed willing to consider other less-dense options that this one, besides existing straight-A- zoning, but if this applicant chooses to walk away at this point, that is beyond our control.

Contrary to statements heard at meetings, no one here considers that nearly-vacant green space to be significant nuisance in the event it takes awhile for the seller to assemble another offer -- and no one seems to find the current applicant's qualifications that exceptionally special or unique. There are a lot of fine homes and quality developments in Creve Coeur and other affluent areas of St. Louis built by lots of other entities.

The inherent characteristics of this specific parcel are however unique. This in-of-itself is what mandates significant green space, so it is not clear how a zoning change or RDD overlay with greater site coverage can actually can be "sold" as some improvement in that regaard. Indeed, combining a zoning change with RDD overlay together merely enables greater density (B + RDD = more like C?) ....and that results in tighter spaced small lots to be pushed directly against larger spreads on the south side of the creek, rather than enabling the creek and flood plain to function as a natural buffer. Remind me again why this is a better transition?

(Recall staff also helped clarify that while this developer may be really swell, a developer is a developer -- not a property manager. Once they step out of the process, the HOA is on the hook to maintain the property just like every other subdivision in the City . Staff also commented that A-zone properties with high value homes tend to place a high value on ground maintenance as well...all of which I hope illuminates that particular developer sales pitch in a more transparent light.)

Staff also indicated there are not a lot of layout options for the parcel no matter what -- but again, density and home spacing still plays a huge role in character, and that is key to the debate at hand. But before any one concludes this proposal is too good to pass up, I suggest drive through the near-by multiple small cul de sac developments in Ward 4 all along the north side of Ladue:
Ambleside (8 homes)
Ladue Grove (4)
Ladue Woods Estates (2)
Ladue Pine Woods (5)
Wexler Manor (3)
Bellerive Springs off Mason (8 or 9?)
Some are "shotgun" layouts and some are not -- but most have large custom homes on large lots with very wide spacing and greater set backs, which greatly defines their character. Bellerive Springs appears to consist of somewhat more crowded lots and more consistent brick design (perhaps A-RDD -- I don't know).

At any rate, it seems highly subjective to say which among these neighborhoods is most attractive or even most effective to create some neighborhood "feel" -- but I bet those homeowners would find it absurd to conclude their "minor subdivisions" and/or small neighborhoods are not successful in creating a pleasant place for those homeowners to live -- especially because some people value privacy, space and seclusion over connected-ness.

Now picture any of those subdivisions transferred to 853 N. Mason, then surrounded by Liebers and Difanis's two homes on extra large lots, plus the green space of floodplain and creek to the north, and the one-acre Bellerive Estates lots west, including extra green space of their large chunk of subdivision common ground. Is that scenario of straight A zoning with uncoordinated development really so awful -- even it results in a single-loaded street? The Difanis are already building 2 homes in that same manner -- so one could argue

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

continuing that same strategy on this parcel supports the Plan as much as anything. Maybe its not "coordinated" under one ownership, but certainly seems more consistent among the other properties most adjacent.

Please also carry the example farther to consider what price-point custom homes on one-acre lots here would yield (especially considering the inevitable expansion of Barnes West, which will likely create a market of more high-salary buyers). Then please compare this to the current proposal (priced around $700K) -- and ask which result would produce the higher value per home?

I've heard some officials say the projected value for each Creekside unit significantly overshadows the value of the avg home in Bellerive Estates, as though that dismisses the comparative-value argument altogether. But what about the closest A-zoned homes immediately adjacent (Lieber and soon-to-be Difanis two lots) -- not to mention the rest of us on Mason Manor just a short distance further south (and beyond)?

Surely any future realtor, appraiser and/or the tax assessor will weigh the value of large lot properties together in their "comps" more so than relative to other homes on smaller lots -- but it is surprising to everyone who lives here how so few City officials have so far acknowledged this very significant "negative impact" to each existing large lot home.

Perhaps it IS hard to acknowledge that point without first envisioning other potential outcomes on this property besides the one at hand -- but that is all part of the mental exercise required to determine whether the existing zoning no longer serves the public interest.

Speaking of envisioning alternates -- regarding Pulte's Alternate "Shotgun" layout, I am still waiting for someone to explain how or why that layout is even remotely plausible. Not only due to failure to address topography, flood plain and detention (thus impacting density)-- but don't forget it assumes being "awarded" RDD by the City -- which, by definition, is not a given. As a result, how i s anyone suggesting the City would ever allow that type of RDD trade-off in the first place?

I can understand an applicant showing that type of sketch as means to make their current plan look so much prettier (just like pretty artistic renditions of houses shown on lots much larger than actually proposed) -- but I hope I'm not the only one to question if such "renditions" represent reality.

In short, residents hope our elected officials can see past the smooth sales pitch points and pictures, and can easily envision higher options for this property -- whether involving this developer or another. We also hope they think very hard about the promise the City of Creve Coeur made not to change zoning when this area was annexe d in -- and likewise firmly understand that once low-density openness is given away, it can almost never be recovered. These are not frivolous concerns -- but rather are the exact same standards ALL residents of Creve Coeur expect (I recall Residential Protection was the TOP priority listed from the last City-wide poll -- and has probably been listed as a promise on nearly every candidate's campaign flyers).

Bob, there may be a lot of material to review, but I hope the right choice is clear. I hope you'll ensure "Positive Policies...Absolute Accountability...Total Transparency" for this proposal, and please don't put the short term interests of any developer ahead of the long term interests of our Community and the residents you were elected to represent.
Thanks,

Jeanne Rhoades
12778 Mason Manor

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

PS - One other correction to your memo below -- I did convey residents would consider A-RDD zoning on this difficult site -- but I did NOT state that A-RDD produces 8 lots as you and others have inferred. Rather, I have pointed out that both lot yield and layout are relevant, both remain unclear -- and that is precisely why I have asked the expert project engineer to please CLARIFY what might A-RDD might more realistically produce. And we still don't know what the actual baseline lot yield is for the existing A-Zoning status! Mr. Stock stated at P&Z that they have analyzed the property from several angles, but we have yet to receive a reply. But IF this plan is voted down and then IF they don't pull out altogether, perhaps someone should also ask what straight B might yield, and if that perhaps enables more flexibility?

Whatever the mechanism, I think a lot of residents might find approximately 8 lots to be a reasonable compromise for creating more parity in spacing and lot size on this 8.45 acre parcel than the current 12 shown (which has lot sizes and set backs closer to C). Again, I personally have no magic "hard line" number; agree with staff that layout matters as well; Plan mentions 1/2 acre minimum -- Residents just don't know what it takes to get there, and/or what protections will exist in the event the site plan is abandoned or expires (as occurred on Minners not so long ago).

I n general, we'd need help to get answers to all these unknowns. .. And then there is the question of precedent for the almost 5 acre Bush property across the street from my house which, given that the owners are in their 90s, makes it likely the next property to soon face redevelopment in Neighborhood 1. The fact that City officials mostly forget to even mention this parcel exists, or is relevant in the analysis, is hardly reassuring. I can only hope a few lessons are learned in this process so the next one goes a little easier. Thanks again, and f eel fee to share.

From: "kentivcouncil@charter.net" <kentivcouncil@charter.net>
To: Jeanne Rhoades <rhoades.jeanne@yahoo.com>
Cc: Scott Saunders <scott.saunders4@yahoo.com>
Sent: Sunday, June 22, 2014 8:42 PM
Subject: Re: CREEKSIDE AT MASON & P&Z REDUX

Jeanne
Five For it
Six against it
Bob

From: Jeanne Rhoades <rhoades.jeanne@yahoo.com>
To: "kentivcouncil@charter.net" <kentivcouncil@charter.net>
Sent: Monday, June 23, 2014 7:54 AM
Subject: Re: CREEKSIDE AT MASON & P&Z REDUX

Bob -- are you saying you received 11 replies to your email, with 5 in favor of rezoning and 6 opposed? Or is support focused mostly on the path?

I understand a Sunshine request to the City not long ago regarding feedback on the proposal revealed only one email in favor of the proposal, but do I understand you have since received 5?

I am not clear when you email " To All Trustees" here whether that list is only trustees? citywide? other contacts included?

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

In the spirit of Transparency and the Sunshine Law, please share the comments you have received so far from the public on this topic, so we can also benefit from better understanding of community opinions and concerns in advance of the Council debate tonight. Thanks, Jeanne

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From: Jeanne Rhoades <rhoades.jeanne@yahoo.com>
To: "kentivcouncil@charter.net" <kentivcouncil@charter.net>
Cc: Scott Saunders <scott.saunders4@yahoo.com>
Sent: Monday, June 23, 2014 11:53 AM
Subject: Fw: CREEKSIDE AT MASON & P&Z REDUX

To clarify -- I really am not interested in identifying and/or seeing names of persons sending you feedback...(although you may ask Scott or perhaps Mr. Lumley to clarify that any emails you send/receive concerning City business are subject to the Sunshine Law)

I would just like to know the rationale offered for their support or objections and approximately where they live....near the parcel? in the neighborhood? in Ward 4? across town?

A summary of this info would be appreciated in advance of tonight's meeting.
thanks,
Jeanne R.

From: "kentivcouncil@charter.net" <kentivcouncil@charter.net>
To: Jeanne Rhoades <rhoades.jeanne@yahoo.com>
Cc: Scott Saunders <scott.saunders4@yahoo.com>
Sent: Monday, June 23, 2014 2:40 PM
Subject: RE: Fw: CREEKSIDE AT MASON & P&Z REDUX

Jeanne:
I promised in my email I would not print names because I wanted as much feed back as possible. I said I would provide score for and against. I am willing to stretch this out to identify Ward and main reasons. No more.
As of 1430 hours 6/23/2014

For:	Ward IV comment in person	Thinks it forward thinking in tough area.
	Ward IV Email	For it. likes path and development
	Ward III Email	Forward thinking Owner deserves it
	Ward IV	Good development wants walking path
Against	Ward IV (All)	Will precipitate litigation city cannot afford
		All reasons mostly zoning
		Worried about open space near his home Plus other reasons
		No zoning change wants protection
		concern about empty homes for long period
		Basically doesn't want it developed all bad things traffic, noise value etc
		Wants his zoning protected
		Just no. doesn't want development

Score 4 for
8 against

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

You are included in the Against list.
Hope this helps... Out of time
Bob

From: Jeanne Rhoades <rhoades.jeanne@yahoo.com>
To: "kentivcouncil@charter.net" <kentivcouncil@charter.net>
Cc: Scott Saunders <scott.saunders4@yahoo.com>
Sent: Monday, June 23, 2014 2:56 PM
Subject: Re: Fw: CREEKSIDE AT MASON & P&Z REDUX

Bob, that summary is fine and thanks.

Just so you know, now that you are in public office, be careful promising confidentiality as you really no longer have that option.

Again, *correspondence to and from you with anyone (residents, developers, staff, media, etc) regarding City business is subject to Missouri sunshine laws*. You can check with Carl and Mark to clarify

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June 23, 2014 City Council Meeting

The Council approved the rezoning, Bill No. 5482 – 6 ayes; 1 nay

Note: The only rationale offered by anyone on the Council was Mr. Kent's presentation utilizing 22 pgs of overhead illustrations (apparently prepared in advance as indicated in his 6-17-14 email).

Attachment: Email from Jeanne Rhoades submitted July 21, 2014 (1053 : Bill No.5508 - Final Plat Creekside at Mason)

City Council
300 North New Ballas Rd
Creve-Coeur, MO 63141

SCHEDULED

Meeting: 09/08/14 07:00 PM
Department: Public Works Department
Category: Policy
Prepared By: Matt Wohlberg
Department Head: Jim Heines

ORDINANCE (ID # 1062)

Bill No. 5509 - an Ordinance Accepting Dedication of Conway Aire Drive as a Public Street. Final Reading and Passage

The trustees of Conway Aire have requested that the City accept the dedication of the Conway Aire right of way for public maintenance. The Department of Public Works supports this request, and the Planning and Zoning Commission has voted to recommend acceptance of this dedication as well.

AN ORDINANCE ACCEPTING DEDICATION OF CONWAY AIRE DRIVE AS A PUBLIC STREET.

WHEREAS, Conway Aire Drive was platted and dedicated as a public street on subdivision plat recorded in Plat Book 231, Pages 48 and 49, of the St. Louis County Records in 1984 and thereafter treated as a public street; and

WHEREAS, the trustees of the subdivision have requested that the City confirm acceptance of the dedication of the street; and

WHEREAS, the Public Works Department recommends confirmation of acceptance of the dedication for the benefit of the traveling public; and

WHEREAS, confirmation of acceptance of this dedication was recommended by the Planning & Zoning Commission at their meeting held on August 18, 2014; and

WHEREAS, a copy of this ordinance has been made available for public inspection prior to its adoption by the City Council and this bill having been read by title in open meeting two times before final passage;

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF CREVE COEUR, MISSOURI AS FOLLOWS:

SECTION 1: Acceptance of the dedication of Conway Aire Drive as a public street as shown on plat recorded in Plat Book 231, Pages 48 and 49, of the St. Louis County Records is hereby confirmed and approved. The City Administrator and his designated representatives are hereby authorized and directed to take any and all actions necessary, desirable, convenient or proper in order to carry out the intent of this Ordinance, and the matters herein authorized.

SECTION 2: This ordinance shall become effective pursuant to Section 3.11(g) of the City Charter.

Passed this ____ day of _____ 2014.

_____
Charlotte D'Alfonso
President of City Council

Approved this ____ day of _____ 2014.

_____
Barry Glantz

Mayor

Attest:

_____

Deborah Ryan, MPCC
City Clerk

DEPARTMENT OF PUBLIC WORKS
OFFICE MEMO

DATE: August 21, 2014

TO: Mark Perkins, City Administrator

FROM: Jim Heines, Director of Public Works

SUBJECT: Approval of Dedication Request for Conway Aire Subdivision

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In February, 2013, City staff responded to a request by the Conway Aire subdivision trustees to repair curbing in their subdivision. Once evaluated, it was determined that there was approximately ½ of the cul-de-sac island required replacement of the 6" vertical curb. Apparently snow plows contractors pushing out private driveways into the cul-de sac island as well as delivery trucks driving over the island had broken the curb into pieces and pushed them out into the drive lane.

As general procedure, prior to adding streets to our pavement maintenance list staff reviews the public street ordinances to confirm that the recommended streets are indeed publically maintained. In this case, staff found that Conway Aire was not an approved Public Street which triggered a review of the subdivision file. Although the language in the recorded plat identified the street to be dedicated to the public, no request for acceptance letter from the developer or trustees, staff report, or ordinance accepting the street as publically maintained found in the file.

Staff contacted the trustees to notify them that we could not add the cul-de-sac curb repair to the maintenance list. The trustees were surprised to hear that their street was not publically maintained and commented that the city had performed some maintenance such as pothole patching and crack sealing since the subdivision was completed in 1992.

According to the Street Acceptance Ordinance and Policy approved on July 17, 1991 the next step to become a public street after receiving an official dedication request, staff completed a formal evaluation of the street and sidewalk pavement in the subdivision (report attached). It identified that although it appeared that the street had been constructed to the city's standards of the late 1980's early 1990's, several cracked street slabs, broken curb, and sidewalk ADA compliance issues were noted.

Mark Perkins and I met with a trustee and spouse, Mr. & Mrs. Renz on Friday, February 14, 2014 to discuss the status of the pavements in their subdivision. During the meeting we discussed what information the city found while conducting research regarding the public vs. private status of the subdivision. Mr. & Mrs. Renz also pointed out that the language in the recorded plat stated that the right-of-way (ROW) streets and sidewalks were identified were to be dedicated to the public. In addition, the Police Department Street Guide located on the city's website also identified the street as being public. Staff acknowledged both of these points, however without an ordinance accepting the

dedication of Conway Aire Drive approved by the City Council, unfortunately the street remains private.

We informed the Renz's that this issue with Conway Aire as well as a couple of other streets in the city has triggered staff to research the status of all streets in Creve Coeur and we would get back to them with a recommendation once our research was completed.

City staff reviewed all information available regarding the dedication and acceptance of Conway Aire and recommended to the trustees of Conway Aire subdivision to proceed through the approved dedication and acceptance policy guidelines.

Planning and Zoning Review and Approval

The Planning and Zoning Commission considered the acceptance of Conway Aire at their meeting on Monday, August 18, 2014. The Commission voted to recommend that the City Council approve acceptance of Conway Aire and its right of way.

Recommendation

Although Conway Aire Drive is technically a private street, the street was constructed to the street standard approved by Creve Coeur in the 1980's and it appears that the intent was for the street to be dedicated by the developer and accepted by the city. We will not speculate as to whether the error in following the policy lies with the developer or previous administrations. In addition, it is evident that there has been some confusion on whether the street was publically or privately maintained for the past 22 years. Therefore, Public works staff is recommends the council approve the acceptance of Conway Aire Drive ROW, street & sidewalk pavement dedication.

To: City of Creve Coeur
June 25, 2014

As a trustee of Conway Aire Drive, I am requesting the acceptance of our street for maintenance by the City of Creve Coeur.

Both parties have acted as if the contract existed for the past 30 years. The recorded plat and attached documents show the intent of the developer (Huntleigh Construction and Fred Kemp) was for the street (constructed to city standards), right of way and easements to be dedicated to the public.

In February of 2013 the island was damaged during snow removal by the City. The City engineer sent a crew to move the broken curb back in place and set up barricades. At that time we were informed that our street was already on the list for extensive repairs during the summer months.

We were later informed that the City was missing the signed letter from Fred Kemp requesting the dedication and they were not going to follow through with the repairs.

During our research it was noted that police reports, real estate documents and the Creve Coeur website all list our street as public.

Mark Perkins and Jim Heines have been working with us for the past year to help rectify the situation. We have learned that additional letters from other subdivisions written during that time period are also missing.

We appreciate the City's interest in correcting this apparent documentation error.

Sincerely,

Cary C. Renz

DEPARTMENT OF PUBLIC WORKS
OFFICE MEMO

DATE: December 19, 2013

TO: Jim Heines, Director of Public Works

FROM: Rich Beran, P.E., Engineer I RB
Matt Wohlberg, P.E. City Engineer

SUBJECT: Pavement Conditions Review
Conway Aire Drive

I performed a visual inspection of Conway Aire Drive on Thursday, December 19, 2013 in response to a request by Ms. Cary Renz, a resident on Conway Aire Drive. The residents along this street had apparently been under the impression that Conway Aire Drive was publicly maintained, but no City ordinance could be found to adopt maintenance responsibility for the street, its sidewalks, or its street lights. This review is an effort to define any pavement repairs or maintenance necessary to make the street conditions suitable for public acceptance.

Background

Conway Aire Drive was constructed by Huntley Construction Company in the mid to late 1980s as part of the development of the Conway Aire Subdivision whose plat was approved through by the city council on July 23, 1984 through ordinance #1064. Records indicate the completion and subsequent release of escrow for the development in the fall of 1992.

Roadway Conditions

Conway Aire Drive is a privately maintained residential cul de sac that stems off of the south side of Conway Road between Conway Pine Court and Rolling View Road. The roadway consists of concrete pavement with integral rolled curb and gutter for most of the street and an integral, vertical concrete curb at the cul de sac.

The center line of Conway Aire Drive measures approximately 503 feet in length, from the edge of Conway Road through and around the cul de sac. The width of Conway Aire is typically 26 feet.

A four-foot-wide concrete sidewalk runs along the east side of Conway Aire Drive and ends at the cul-de-sac. The sidewalk is typically separated from the curb by a seven-foot-wide tree lawn. One accessible curb ramp meets the sidewalk at Conway Road.

Pavement

The pavement along Conway Aire Drive is generally in fair condition, but some pavement distresses were present that require attention.

Multiple slabs were shattered and varied from minor to severe in severity with the majority of those in the moderate category. A total of 12 slabs showed evidence of being shattered. I recommend the replacement of all of these slabs. Several slabs were found to have minor to moderate transverse cracking, a few had minor corner breaks, and minor spalling was found

Attachment: Conway Aire Drive Pavement Condition Review (1062 : Bill No. 5509 - Accepting Conway Aire Dr as a Public Street)

along several joints. These issues could be addressed, but do not appear to warrant replacement at this time.

Curbing
The integral, rolled concrete curb along the length of the street appears to be in good condition. Most of the pinned-on, vertical concrete curbing along the island in the cul-de-sac is in a significant state of deterioration with multiple cracks and some of it already broken away from the pavement.

Drainage
All of Conway Aire Drive drains to a sag vertical curve at the southern end of the middle third of the street where there is a double inlet on the east side and a single inlet on the west side directly opposite of it. These structures appear to be sufficient, as no evidence of erosion behind the curb was observed. The structures also appear to be in very good condition. No standing water or any siltation was observed on any portion of the street.

Sidewalk
The sidewalk along Conway Aire Drive is generally in good condition. However, several locations were observed to have a vertical difference of about 0.25" - 0.5" at the sidewalk joints, and three tripping hazards were found, typically adjacent to street trees.

The sidewalk is generally accessible with a cross slope (i.e. from side to side, typically perpendicular to the street) at or less than 2%, with the only areas over 2% at the tripping hazards most likely caused by street tree root growth.

The curb ramp at Conway Road meets current accessibility requirements, but a portion of the crosswalk has cross slope greater than 2%. As this is within the Conway Road right of way, the ramp and crossing would have been subject to City inspection, approval, and acceptance when it was installed in 2012.

The sidewalk ends at the property line between 423 and 411 Conway Aire Drive. Another 12' – 13' of sidewalk would allow the driveway at 411 Conway Drive to be accessed from Conway Road and provide a more logical terminus for the sidewalk.

Roadway Standards
The City of Creve Coeur has adopted as its standard the Standard Drawings of the St. Louis County Department of Highways & Traffic. Conway Aire Drive most closely resembles a Type 1 Residential Street. The 26-foot width of the pavement and the 4-foot width of the sidewalk are consistent with the City's standards.

The cul de sac is approximately 84 feet in diameter, which is consistent with the City's standards. Some significant damage observed in the cul-de-sac island suggests that the cul-de-sac diameter or location is an issue. However, with the same diameter cul-de-sac on other streets within the City not having the same issues, it may just be a problem for larger vehicles or trailers to navigate this particular cul-de-sac due to possible vehicle parking on the street, although none were observed while making the inspection.

Attachment: Conway Aire Drive Pavement Condition Review (1062 : Bill No. 5509 - Accepting Conway Aire Dr as a Public Street)

Discussion

Conway Aire Drive appears to meet the City's roadway standards, and its pavement, drainage, and sidewalk are generally in fair condition. There are, however, several repair needs and other considerations as the subdivision pursues adoption for maintenance:

Repair Needs

1. Replace the shattered concrete slabs throughout the street as noted above.

2. Replace sidewalk to remove the tripping hazard noted above, as well as any other location where the adjacent sidewalk slabs differ in elevation by more than 0.25".

3. Replace the damaged sections of pinned-on vertical curb in the cul-de-sac.

City staff will mark out those areas that need replacement should the subdivision wish that its street and sidewalk become public right of way maintained by the City.

Considerations

1. The inadequate cross slope of the sidewalk will be addressed as funding and the City's sidewalk program allow. However, cross-slope problems are considered less of a priority to barriers to access, such as tripping hazards and lack of accessible ramps. It may be 10 years before sidewalk cross slope issues are addressed in Creve Coeur.

2. The City selects which concrete pavement slabs to replace each year based upon the conditions observed each spring. Generally, only pavement slabs that are broken or exhibit some other severe problem will get replaced. The transverse and longitudinal cracking found in the roadway pavement of Conway Aire will not be considered a high priority until the pavement fails. This pavement may be unsightly for a time before it is replaced.

These considerations are listed so that it is understood by all that the street and sidewalk may have several issues at the time of adoption that may or may not be repaired in the near future. The City should provide no expectation that these issues will be resolved upon adoption, and the subdivision should not carry any similar expectation.

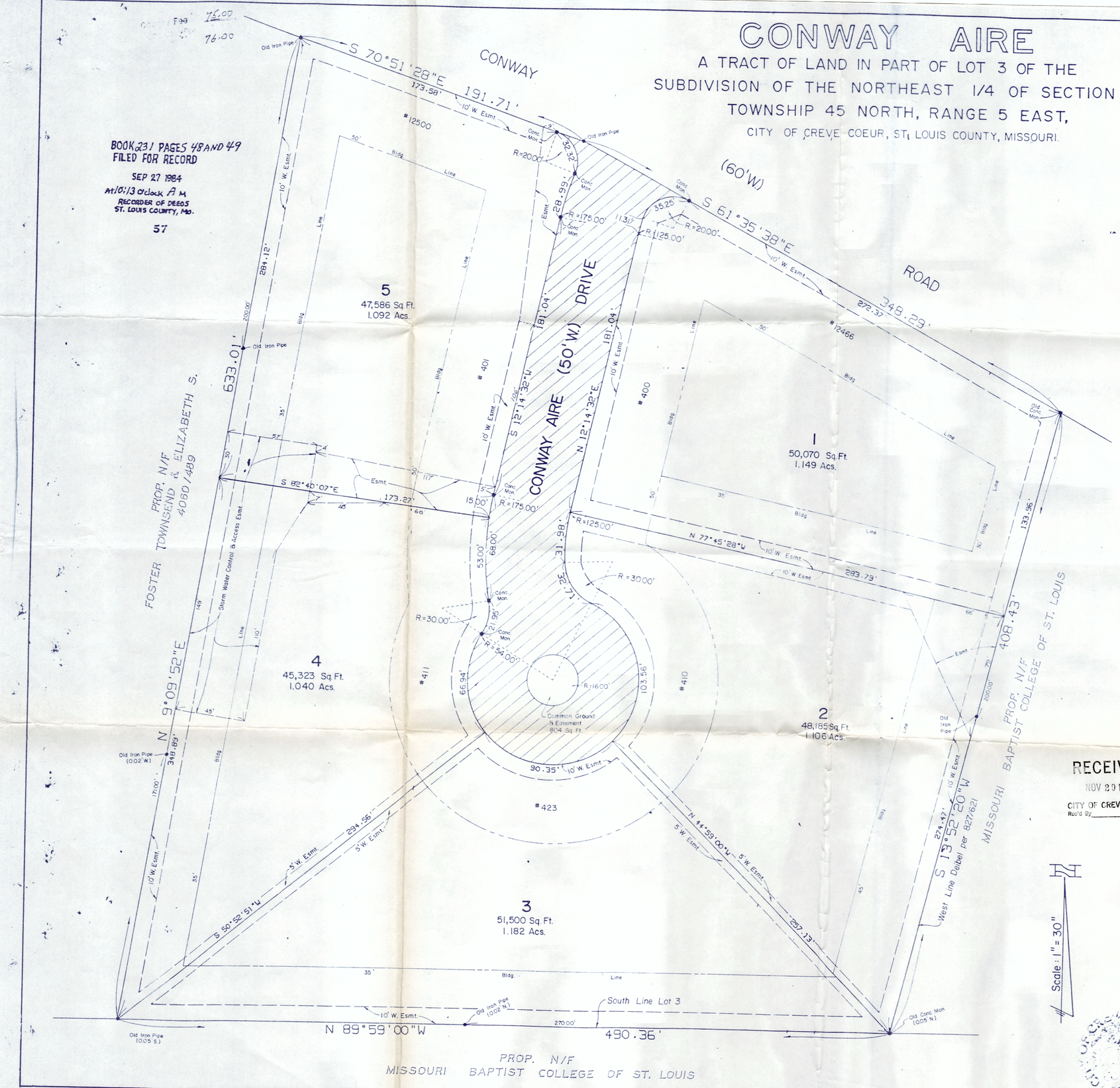
Attachment: Conway Aire Drive Pavement Condition Review (1062 : Bill No. 5509 - Accepting Conway Aire Dr as a Public Street)

CONWAY AIRE

A TRACT OF LAND IN PART OF LOT 3 OF THE SUBDIVISION OF THE NORTHEAST 1/4 OF SECTION 16, TOWNSHIP 45 NORTH, RANGE 5 EAST,

CITY OF CREVE COEUR, ST. LOUIS COUNTY, MISSOURI.

BOOK 231 PAGES 48 AND 49
FILED FOR RECORD
SEP 27 1984
At 10:13 O'clock A M
RECORDER OF DEEDS
ST. LOUIS COUNTY, Mo.
57



THE CLAYTON ENGINEERING COMPANY
725 Old Ballas Road, St. Louis, Mo. 63141

This is to certify that we have, during the months of April, 1983 and March, 1984, by order of HUNTLEY CONSTRUCTION CO., made a Survey and Subdivision of a tract of land in part of Lot 3 of the Subdivision of the Northeast 1/4 of Section 16, Township 45 North, Range 5 East, St. Louis County, Missouri, and described as follows:

Beginning at a point on the Southern line of Conway Road, 60 feet wide, being the Northwestern corner of property conveyed to Deibel by deed recorded in Book 827, Page 621 of the St. Louis County Records; thence along said Deibel's Western line South 13 degrees 52 minutes 20 seconds West, 408.43 feet to the Southwestern corner thereof, said point being on the Southern line of Lot 3, as aforementioned; thence along said Southern line North 89 degrees 59 minutes 00 seconds West, 490.36 feet to a point being the Southeastern corner of property conveyed to Foster by deed recorded in Book 4060, Page 489 of the St. Louis County Records; thence along said Foster's Eastern line North 9 degrees 09 minutes 52 seconds East, 633.01 feet to the Northeastern corner thereof, said point being on the Southern line of Conway Road, as aforementioned; thence along said road line South 70 degrees 51 minutes 28 seconds East, 191.71 feet to an angle point therein; thence continuing along said road line South 61 degrees 35 minutes 38 seconds East, 348.29 feet to the point of beginning and containing 6.116 Acres (266,438 Square Feet), and that the result of said Survey and Subdivision are shown on this plat.

The Clayton Engineering Company

By Richard J. Barr
Richard J. Barr, MO. Reg. L.S.#1109

We, the undersigned, owners of the tract of land herein platted and further described in the foregoing Surveyor's Certificate have caused the same to be surveyed and subdivided in the manner shown on this plat, which subdivision shall hereafter be known as "Conway Aire".

Conway Aire Drive, 50 feet wide, together with all cul-de-sacs and roundings located at the street intersections, which for better identification are shown hatched on this plat, are hereby dedicated to the City of Creve Coeur, Missouri for public use forever.

All easements shown on this plat, unless designated for other specific purposes, are hereby dedicated to the City of Creve Coeur, Missouri, St. Louis County Water Company, Laclede Gas Company, Union Electric Company, Southwestern Bell Telephone Company, Metropolitan St. Louis Sewer District, for sanitary sewers only, their successors and assigns as their interests may appear for the purpose of constructing, maintaining and repairing of public utilities and sewer and drainage facilities, with the right of temporary use of adjacent ground not occupied by improvements for the excavation and storage of materials during installation, repair or replacement of said utilities, sewers and drainage facilities, and cable and related equipment for the transmission of telecommunication services.

The Stormwater Control and Access Easement as shown on this plat is hereby dedicated to the Metropolitan St. Louis Sewer District, their successors and assigns for the purpose of constructing, maintaining and repairing stormwater drainage facilities, with the right of temporary use of adjacent ground not occupied by improvements for the excavation and storage of materials during installation, repair or replacement of drainage facilities. No structures shall be constructed within the Stormwater Control and Access Easement without submittal of construction plans and the written permission of the Metropolitan St. Louis Sewer District and the City of Creve Coeur. All other utility easements herein depicted as being within the Stormwater Control and Access Easement are hereby made subject to and subordinate to this easement as granted to the Metropolitan St. Louis Sewer District.

All stormwater easements as dedicated to the Metropolitan St. Louis Sewer District per the above, shall not be in the possession or control of the District, alteration, repair, operation, removal or relay on any stormwater drainage system until it accepts said easement for dedication.

All common ground easements, such as cul-de-sac islands, are hereby dedicated to the trustees of aforementioned subdivision for landscape maintenance. However, no above ground structure, other than required street lights or other public utilities in accordance with the approved improvement plans may be constructed or installed within a cul-de-sac island, without authorization by the City of Creve Coeur, Missouri.

Building lines as shown on this plat are hereby estalbished. This subdivision is subject to conditions and restrictions ~~to be~~ filed of ~~even date~~. 1985 SEP 25 1985

It is hereby certified that all existing easements are shown on this plat as of the time and date of recording of this plat.

IN WITNESS THEREOF, we have hereunto set our hands this 24th day of AUGUST, 1984.

~~PRESIDENT~~
HUNTLEY CONSTUCTION COMPANY,
By Fred M Kemp
FRED M KEMP President

STATE OF MISSOURI)
)SS.
COUNTY OF ST. LOUIS)

On this ___th day of ~~AUGUST~~, 19~~84~~, before me appeared ~~FRED M KEMP~~, to me personally known, who being by me duly sworn, did say that ~~he~~ is the ~~PRESIDENT~~ of ~~HUNTLEY CONSTRUCTION COMPANY~~ a Corporation of the State of Missouri, and that the seal affixed to the foregoing instrument is the Corporate Seal of said Corporation, and that said instrument was signed and sealed in behalf of said Corporation by authority of its Board of Directors, and ~~he~~ further acknowledged said instrument to be free act and deed of said Corporation.

IN TESTIMOIY WHEREOF, I have hereunto set my hand and affixed my notarial seal on the day and year last above written.
My Commission expires _____ _____
Notary Public Printed Name Notary Public

The undersigned legal owner and holder of notes secured by Deed(s) of Trust recorded in Deed Book(s) _____ Page(s) _____ of the St. Louis County Records, does hereby join in and approve the foregoing subdivision all as shown on this plat.

IN WITNESS WHEREOF, we have hereunto set our hands and affixed our Corporate Seal this ___ day of _____, 19___.

Attest: _____ _____

STATE OF MISSOURI)
)SS.
COUNTY OF ST. LOUIS)

On this _____ day of _____, 19___, before me appeared _____ that _____ is the _____, to me personally known, who being by me duly sworn, did say _____ of _____ a Corporation duly organized and existing under the laws of the United States, and that the seal affixed to the foregoing instrument is the Corporate Seal of said Corporation, and that said instrument was signed and sealed in behalf of said Corporation by authority of its Board of Directors, and _____ further acknowledged said instrument to be the free act and deed of said Corporation.

IN TESTIMOIY WHEREOF, I have hereunto set my hand and affixed my notarial seal on the day and year last above written.
My Commission expires _____ _____
Notary Public Printed Name Notary Public

I, _____, City Clerk for and within the City of Creve Coeur, Missouri, do hereby certify that this plat of "CONWAY AIRE", was approved by the Board of Aldermen of the City of Creve Coeur, Missouri by Ordinance No. _____ approved the ___ day of _____, 19~~84~~.

_____
City Clerk, City of Creve Coeur, Missouri

Approved by the City of Creve Coeur, Planning and Zoning Commission this 19th day of March, 1984.

_____
Chairman, City of Creve Coeur Planning and Zoning Commission

RECEIVED
NOV 29 1984
CITY OF CREVE COEUR
Rec'd By _____

Attachment: Conway Aire Plat [1062 : Bill No. 5509 - Accepting Conway Aire Dr as a Public Street)

CONWAY AIRE

A TRACT OF LAND IN PART OF LOT 3 OF THE SUBDIVISION OF THE NORTHEAST 1/4 OF SECTION 16, TOWNSHIP 45 NORTH, RANGE 5 EAST,

CITY OF CREVE COEUR, ST. LOUIS COUNTY, MISSOURI.

SHEET 2 OF 2 SHEETS

IN WITNESS THEREOF, I have hereunto set my hand and affixed our Corporate Seal this 24th day August, 1984.

DALLAM ~~ENTERPRISES, INC~~ CONSTRUCTION CO. INC.

Barbara Dallam

Barbara Dallam, President

STATE OF MISSOURI)
)SS.
COUNTY OF ST. LOUIS)

On this ____ day of _____, 19__, before me appeared Barbara Dallam, to me personally known, who being by me duly sworn, did say that she is the President of Dallam ~~Enterprises~~ Construction Inc., a Corporation of the State of Missouri, and that the seal affixed to the foregoing instrument is the Corporate Seal of said Corporation, and that said instrument was signed and sealed in behalf of said Corporation by authority of its Board of Directors, and she further acknowledged said instrument to be the free act and deed of said Corporation.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed my notarial seal on the day and year last above written.

Commission expires _____

Notary Public

Printed Name Notary Public

The undersigned legal owner and holder of notes secured by Deed(s) of Trust recorded in Deed Book(s) 7525 1752, Page(s) 1483 of the St. Louis County Records, does hereby join in and approve the foregoing Subdivision all as shown on this plat.

IN WITNESS WHEREOF, we have hereunto set our hands and affixed our Corporate Seal this 27th day of August, 19 84.

THE COLONIAL BANK

Attest: _____ Kenneth R. Tiemeyer, Secretary

_____ Gordon H. Thudium, President

STATE OF MISSOURI)
)SS.
COUNTY OF ST. LOUIS)

On this 27th day of August, 19 84, before me appeared Gordon H. Thudium, to me personally known, who being by me duly sworn, did say that he is the President of The Colonial Bank, a Corporation duly organized and existing under the laws of the United States, and that the seal affixed to the foregoing instrument is the Corporate Seal of said Corporation, and that said instrument was signed and sealed in behalf of said Corporation by authority of its Board of Directors, and Gordon H. Thudium further acknowledged said instrument to be the free act and deed of said Corporation.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed my notarial seal on the day and year last above written.

My Commission expires April 25, 1988

Joan T. Perry

Notary Public

Printed Name Notary Public

RECEIVED
NOV 29 1984
CITY OF CREVE COEUR
Rec'd By_____

2732-B

2732-B

Packet Pg. 114

2.5.d

City Council
300 North New Ballas Rd
Creve-Coeur, MO 63141

SCHEDULED

Meeting: 09/08/14 07:00 PM
Department: Finance Department
Category: Litigation
Prepared By: Sherry Hall
Department Head: Dan Smith

ORDINANCE (ID # 1070)

Bill No. 5510 - an Ordinance Ordering the Levy and Establishment of the Rates of Annual Taxes for Municipal Purposes in the City of Creve Coeur for the Year 2014. First Reading

An ordinance setting the property tax rates for 2014 of $.072 on each one hundred dollars of ($100.00) of assessed valuation for residential property, $.078 on each one hundred dollars ($100.00) of assessed valuation for commercial property.

BILL NO. 5510 **ORDINANCE NO._____**

AN ORDINANCE ORDERING THE LEVY AND ESTABLISHMENT OF THE RATES OF ANNUAL TAXES FOR MUNICIPAL PURPOSES IN THE CITY OF CREVE COEUR FOR THE YEAR 2014

WHEREAS, THE CITY COUNCIL OF THE CITY OF CREVE COEUR HELD A PUBLIC HEARING REGARDING THE SETTING OF ITS REAL PROPERTY TAX RATES FOR 2014 AT THE CREVE COEUR GOVERNMENT CENTER ON SEPTEMBER 8, 2014 AT 7:00 P.M. OR IMMEDIATELY FOLLOWING THE CLOSE OF THE PREVIOUS PUBLIC HEARING; AND,

WHEREAS, NOTICE OF THE PUBLIC HEARING ON THE 2014 REAL PROPERTY TAX RATES WAS PREVIOUSLY PUBLISHED AT LEAST 15 DAYS PRIOR TO THE HEARING, IN THE ST. LOUIS COUNTIAN, A NEWSPAPER OF GENERAL CIRCULATION IN THE CITY; AND,

WHEREAS, ALL PERSONS WHO PRESENTED THEMSELVES AT SAID MEETINGS AND DESIRING TO BE HEARD WERE GIVEN AN OPPORTUNITY TO BE HEARD AND A COPY OF THE PROPOSED ORDINANCE WAS MADE AVAILABLE FOR PUBLIC INSPECTION PRIOR TO ITS CONSIDERATION BY THE CITY COUNCIL AND THIS BILL HAVING BEEN READ BY TITLE AT TWO SEPARATE OPEN MEETINGS BEFORE FINAL PASSAGE BY THE CITY COUNCIL; AND,

WHEREAS, 2014 TAX RATES OF $.072 ON EACH ONE HUNDRED DOLLARS ($100.00) OF ASSESSED VALUATION FOR RESIDENTIAL PROPERTY, $.078 ON EACH ONE HUNDRED DOLLARS ($100.00) OF ASSESSED VALUATION FOR COMMERCIAL PROPERTY, AND $.092 ON EACH ONE HUNDRED DOLLARS ($100.00) OF ASSESSED VALUATION FOR AGRICULTURAL PROPERTY COMPLY WITH THE LAWS OF THE STATE OF MISSOURI AND MEET THE CITY'S BUDGETED REVENUE REQUIREMENTS FOR SUCH TAXES;

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF CREVE COEUR, MISSOURI, AS FOLLOWS:

SECTION 1. THERE IS HEREBY LEVIED UPON ALL REAL PROPERTY SUBJECT TO TAXATION FOR SAID PURPOSE IN THE CITY OF CREVE COEUR, MISSOURI, AND EACH CLASS AND SUBCLASS THEREOF AS ESTABLISHED BY STATE LAW, A TAX FOR MUNICIPAL PURPOSES FOR THE YEAR 2014 AS FOLLOWS:

RESIDENTIAL PROPERTY	$.072 ON EACH ONE HUNDRED DOLLARS ($100.00) OF ASSESSED VALUATION
COMMERCIAL PROPERTY	$.078 ON EACH ONE HUNDRED DOLLARS

($100.00) OF ASSESSED VALUATION

AGRICULTURAL PROPERTY $.092 ON HEACH ONE HUNDRED DOLLARS ($100.00) OF ASSESSED VALUATION

SECTION 2. THIS ORDINANCE SHALL BECOME EFFECTIVE PURSUANT TO THE PROVISIONS OF 3.11(G) OF THE CHARTER.

ADOPTED THIS ____DAY OF _____, 2014.

_____
CHARLOTTE D'ALFONSO
PRESIDENT OF CITY COUNCIL

APPROVED THIS ___ DAY OF _____, 2014

_____
BARRY GLANTZ, MAYOR

ATTEST:

_____
DEBORAH RYAN, CITY CLERK, MPCC

MEMORANDUM

DATE: September 3, 2014

TO: Mark Perkins, City Administrator

FROM: Daniel Smith, Director of Finance

SUBJECT: 2014 Property Tax Rate

Attached is legislation setting the 2014 property tax rates for the City of Creve Coeur. The proposed property tax rates for 2014 as compared to the current rates are as follows:

	Tax Rate 2013	Proposed 2014 Tax Rates
Residential	.072	.072
Commercial	.077	.078
Agricultural	.092	.092

The City has the authority to raise the rates back to the normal cap in 2014 to determine the tax rate. It is estimated this adjustment would result in tax rates of .091 for residential, .086 for commercial and .092 for agricultural in 2014. This would require City Council to pass a resolution determining its' intent to raise the rates back to the cap. Given the proposed surpluses anticipated in the FY 15 & FY 16 Budgets staff has prepared the draft ordinance with essentially status quo tax rates. It should be noted based on current legislation the City would not be able to return to its' normal authorized cap rate until tax year 2016 which is FY 2017, if the change is not made this year.

The increase in the Commercial tax rate has resulted from a decrease in the assessed value for commercial property in tax year 2014. The assessment numbers for 2013 and 2014 are:

	2014 (pre-BOE)	2013
Residential	432,928,350	430,671,350
Commercial	337,350,312	341,926,742
Agricultural	2,180	2,180

The proposed tax rates are based upon figures prior to the Board of Equalization (BOE) adjustments. It could be necessary to adjust the tax rates at the final meeting in September based upon the post-BOE assessment figures.

Attachment: Memo-2014 Property Tax Rate (1070 : Bill No. 5510 - 2014 Property Tax Ordinance)

Based upon the proposed tax rate for residential property a house valued at $350,000 would pay the City of Creve Coeur $47.88 in property taxes for 2014. It is estimated that this amount represents less than 1.5% of the property owners total property tax bill.

Staff recommends approval of the proposed legislation setting the 2014 tax rate for the City of Creve Coeur. I would be pleased to respond to any questions.

City Council
300 North New Ballas Rd
Creve-Coeur, MO 63141

SCHEDULED

Meeting: 09/08/14 07:00 PM
Department: Legislative /City Clerk
Category: Amendment
Prepared By: Debbie Ryan
Department Head: Debbie Ryan

ORDINANCE (ID # 1068)

Bill No. 5511 - an Ordinance Amending Provisions of the Municipal Code in Chapter 125, Boards, Commissions and Committees, and Chapter 130, Personnel Code. First Reading

Previously the Council appointed a Council-led Task Force to review the City's boards, committees and commissions. The Task Force determined that several changes need to be made and the proposed ordinance amends the Municipal Code accordingly.

BILL NO. 5511 **ORD NO. _____**

AN ORDINANCE AMENDING PROVISIONS OF THE MUNICIPAL CODE IN CHAPTER 125, BOARDS, COMMISSIONS AND COMMITTEES, AND CHAPTER 130, PERSONNEL CODE.

WHEREAS, it is best practice to review policies and procedures to make sure they are still appropriate for the City today and that they accurately reflect the direction of the City;

WHEREAS, the Council appointed a Council-led Task Force to review the City's boards, committees and commissions;

WHEREAS, the Task Force determined that several changes need to be made and recommended the following amendments to Municipal Code,

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF CREVE COEUR, MISSOURI, AS FOLLOWS:

Section 1: To amend Section 125.010(A)(3) to read as follows:

(A)(3) Police and Safety Committee, seven to nine members.

Section 2: To amend Section 125.010(A)(4) to read as follows:

(A)(4) Finance Committee, seven to nine members.

Section 3: To amend Section 125.010(A)(5) to read as follows:

(A)(5) Parks and Historic Preservation Committee (formerly separately known as the Parks Committee and the Historic Preservation Committee), seven to nine members.

Section 4: To amend Section 125.010(A)(6) to read as follows:

(A)(6) Personnel Appeals Board (formerly known as the Personnel Appeals Committee), five members. Two alternate members may be appointed to serve in the absence of a regular member.

Section 5: To amend Section 125.010(A)(7) to read as follows:

(A)(7) Stormwater Committee, seven to nine members.

Section 6: To amend Section 125.010(A)(9) to read as follows:

Attachment: Bill No. 5511 (1068 : Bill No. 5511 - Changes in Boards, Committess and Commissions Chp 125)

BILL NO. 5511 **ORD NO.**

(A)(9) Horticulture, Ecology and Beautification Committee (formerly known as the Horticulture, Environment and Beautification Committee), seven to nine members.

Section 7: To amend Section 125.010(A)(10) to read as follows:

(A)(10) Energy and Environment Committee, seven to nine members, who shall be residents, owners, managers or employees of Creve Coeur businesses, institutions, or not-for-profit organizations.

Section 8: To amend Section 125.010(A)(11) to read as follows:

(A)(11) Economic Development Committee (formerly known as the Economic Development Commission), seven to nine members, who shall be residents, owners, managers or employees of Creve Coeur businesses, institutions, or not-for-profit organizations. The Creve Coeur – Olivette Chamber of Commerce may nominate one of the seven members as a voting member subject to review by the Nominating Committee and approval by the City Council.

Section 9: To amend Section 125.010(A)(12) to read as follows:

(A)(12) Arts Committee (formerly known as the Creve Coeur Arts Commission), seven to nine members.

Section 10: To amend Section 125.010(B) to read as follows:

(B) In general, Boards and Commissions have some degree of final authority assigned to them by law or ordinance, whereas Committees and Task Forces function strictly as advisory bodies. However, each entity shall have the authority assigned to it. A Council member shall be appointed by the Mayor, subject to the consent of a majority of the entire City Council, to serve as liaison for each committee, board or commission of the City with the exception of the Board of Adjustment, the Planning and Zoning Commission, and the Personnel Appeals Board. The appointed Council member shall be the liaison between the City Council and such committee, board or commission. The Director of Community Development shall serve as liaison to the Board of Adjustment and the Planning and Zoning Commission. The staff liaison of the Police and Safety Committee shall be the Chief of Police or his/her designee. The City Administrator shall appoint staff liaisons for all other Boards, Commissions and Committees.

Section 11: To amend Section 125.010(E) by replacing all references to an Arts "Commission" to the Arts "Committee".

Attachment: Bill No. 5511 (1068 : Bill No. 5511 - Changes in Boards, Committess and Commissions Chp 125)

BILL NO. 5511 **ORD NO.** _____

Section 12: To amend Section 125.010(F) by changing subsection (2) to read as follows:

(F)(2) Advising City Council on design and plantings in public areas.

Section 13: To amend Section 125.010 by adding subsection (G) to read as follows:

(G) The Parks and Historic Preservation Committee shall meet as deemed necessary by the committee, and shall serve as an advisory body to the City Council and the City staff regarding city parks and historical building issues and also including:

1. Advising the City Council on recreation programs, facilities, fees and long range recreation planning;
2. Serving as a mechanism for resident input into the planning and operation of the City's leisure time activities;
3. Assisting in the planning and promotion of opportunities for our City's park and recreation spaces and their users to enhance the quality of life for Creve Coeur residents and heighten resident awareness of Creve Coeur history;
4. Advising the City Council on matters of historic preservation, including matters impacting city-owned historic buildings and policies and programs pertaining to historic record archiving.

Section 14: To amend Section 125.010 by adding subsection (H) to read as follows:

(H) The Energy and Environment Committee shall meet as deemed necessary by the committee, and shall serve as an advisory body to the City Council and the City staff to expand sustainability, and also:

1. Advise the City Council on issues related to sustainability, including initiatives to reduce waste, greenhouse gas emissions, and consumption of energy from non-renewable sources;
2. Advise the City Council on issues related to trash and recycling;
3. Review and update the Climate Action Plan;
4. Advise the City Council in maintaining current sustainability information in public spaces on the City's website and in City publications.
5. Support and promote City functions related to sustainability.

Section 15: To amend Section 125.010 by adding subsection (I) to read as follows:

(i) The Economic Development Committee shall meet as deemed necessary by the committee, and shall serve as an advisory body to the City Council and the City staff regarding the recruiting of new businesses and nurturing existing local businesses, including to:

Attachment: Bill No. 5511 (1068 : Bill No. 5511 - Changes in Boards, Committess and Commissions Chp 125)

BILL NO. 5511 **ORD NO.**

1. provide a forum for building local consensus on the economic issues facing the City and the means for addressing them.
2. promote Creve Coeur as a center for business activity in St. Louis County.
3. understand the needs and problem areas for employees, public institutions, and not-for-profit organizations and development of strategies to address them.
4. develop plans and programs that will identify future business/institutional plans to encourage retention and expansion in the City, including financing opportunities.

Section 16: To amend Section 125.010 by adding subsection (J) to read as follows:

(J) The Finance Committee was established by the City Charter and its duties and responsibilities are outlined in Sections 9.5 and 9.6 of the Charter.

Additional duties include:

1. Review of the annual independent audit of the City's finances and forwarding comments to the City Council;
2. Advising the City Council on other financial matters impacting the City as requested by the City Council or staff.

One member of the committee also serves on the City Employee Pension Board of Trustees.

Section 17: To amend Section 125.010 by adding subsection (K) to read as follows:

(J) The Stormwater Committee shall serve as an advisory body to the City Council on stormwater control issues including:

1. review and update of the city's stormwater master plan;
2. review of specific problem locations as referred to them by the City Council and staff.
3. Review requests for funding for improvements to privately owned retention facilities as permitted under city policy, and makes recommendations to the City Council.

Section 18: To amend Section 125.030 to read as follows:

Each Board, Commission and Committee, except the Planning and Zoning Commission (whose Chairperson is appointed by Mayor with consent of the City Council), shall annually elect a Chairperson and a Vice-Chairperson who shall each serve for a term of one year. No person shall serve as a Chairperson for more than three consecutive years.

Section 19: To add Section 125.040, Attendance and Removal, to read as follows:

Board, Commission and Committee members are expected to attend no less than 50% of scheduled meetings each year. Unless otherwise provided by law or ordinance, a Board,

Attachment: Bill No. 5511 (1068 : Bill No. 5511 - Changes in Boards, Committess and Commissions Chp 125)

BILL NO. __5511____ **ORD NO. _____**

Commission or Committee member may be removed by the same process as they were appointed.

Section 20: To amend Chapter 130 by replacing all references to a Personnel Appeals "Committee" to the Personnel Appeals "Board".

Section 21: Committees that have a membership exceeding the maximum limit of nine (9) voting members as of the adoption of this Ordinance will attain this number through attrition. All current members shall be eligible to serve until the expiration of their current term. The Climate Action Task Force is hereby dissolved. The current members of the Parks Committee and the Historic Preservation Committee are appointed as the members of the Parks and Historic Preservation Committee.

Section 22: this Ordinance shall become effective pursuant to the provisions of Section 3.11(g) of the City Charter.

ADOPTED THIS ____ DAY OF _____, 2014.

_____
CHARLOTTE D'ALFONSO
PRESIDENT OF CITY COUNCIL

APPROVED THIS ____ DAY OF _____, 2014.

_____
BARRY GLANTZ
MAYOR

ATTEST:

_____
DEBORAH RYAN, MPCC
CITY CLERK

Attachment: Bill No. 5511 (1068 : Bill No. 5511 - Changes in Boards, Committess and Commissions Chp 125)

MINUTES OF A MEETING
OF THE COMMITTEE REVIEW TASK FORCE
MONDAY, JULY 9, 2014
5:30 P.M.

A meeting of the Committee Review Task Force was held on Wednesday, July 9, 2014 starting at 5:30 p.m. at the Creve Coeur Government Center, 300 North New Ballas Road, Creve Coeur MO 63141.

Council President and Task Force Chair D'Alfonso called the meeting order to review all boards, committees, commissions and task force.

The Task Force consisted of:

Council President/Chair D'Alfonso
Council Member Lawrence
Council Member Hoffman
Council Member Wang
Mayor Glantz

Chairman D'Alfonso requested definitions of a task force, committee, commission and board.

City Clerk indicated that she will gather that information and send to the task force for review.

Chairman D'Alfonso stated the task force needs to review each board, committee, commission and task force along with member numbers and limits.

Discussion held to bring all board, committee and task force member number to 7 through attrition. This is a good number for voting and quorum issues. Anyone can attend any meetings as they are open to the public.

Task Force discussed the following:

Finance Committee would like to do more than what they are doing. The Committee has requested to be involved in the trash contract for this next year. The Task Force members didn't have any issues with Chairman Kutta's goals/comments as written in his annual report as submitted. Previous committee members suggested their committee role needs to be better defined. Currently they are reviewing the annual budget and CIP as well quarterly financial reports and annual independent audit. For staff to continue to go to their meetings and rehash info that they have been working and reviewed with Council is inefficient use of time. Finance Committee has 7 members.

Parks and Recreation Committee has 7 members and the Historic Preservation Committee has up to 15 members. In a recent joint work session both committees have mentioned to combine efforts and meet more often. It was suggested that the committees combine now and take down to only 7 members through attrition and that there be a Tappmeyer liaison on the Parks Board.

Arts Commission already has 7 members and it doesn't take up a lot of staff time annually.

Board of Adjustment this is a state required committee and it currently has 5 members with three alternates.

Attachment: 07 09 14 committee review task force (1068 : Bill No. 5511 - Changes in Boards, Committess and Commissions Chp 125)

MINUTES OF A MEETING
OF THE COMMITTEE REVIEW TASK FORCE
MONDAY, JULY 9, 2014
5:30 P.M.

Building Board of Appeals members need to have very specific backgrounds as outlined in the code book.

Climate Action Task Force should be made a committee and take the environment responsibilities out of HEB and given to the Climate Action. The newly formed committee can take on trash. This committee will have a lot to do with the new clean water act regulations. Suggested making 7 regular members once it becomes a committee.

Economic Development Commission was recently increased in members from 7 members to up to 9 members in 2012 to allow for broader ideas.

Employee Pension Board has its purpose and is defined.

Police and Safety Committee currently has 9 members and they meet six times per year. In 2009 the Police Committee and Traffic Committee combined and brought members from 14 down to 9 through attrition. Decrease to 7 through attrition to be consistent with the others.

Horticulture, Environmental and Beautification discussed speaking to the committee about reducing the members from having up to 11 members down to 7 to keep uniform in numbers across all boards, committees and commissions.

Employee Pension members are very specific and are set out in Ordinance No. 2147.

Personnel Appeals Committee calls for members 7 members with 2 alternates. Currently only have 4 members with no alternates. We are having a difficult time getting people to volunteer to serve on these committees.

Planning and Zoning Commission discussed to leave as is.

Storm Water Committee there are currently 7 members and suggested to leave as is.

Suggested highlighting a committee a month in the newsletter and outline what they do and their members.

Task Force proposed a dinner meeting with the Chairs of the HEB, CATF, Historic and Parks to discuss combining together or combining certain duties. Also meet with Finance Committee Chair to discuss defining their role in the organization and become more active in other areas.

Chairman D'Alfonso stated the Task Force will be again after information has been received from the City Clerk and after meeting with the 5 committees. Suggested the week of July 28th.

Adjourned at 6:45 p.m.

Attachment: 07 09 14 committee review task force (1068 : Bill No. 5511 - Changes in Boards, Committess and Commissions Chp 125)

MINUTES OF A MEETING
OF THE COMMITTEE REVIEW TASK FORCE
MONDAY, JULY 9, 2014
5:30 P.M.

Attachment: 07 09 14 committee review task force (1068 : Bill No. 5511 - Changes in Boards, Committess and Commissions Chp 125)

MINUTES OF A JOINT MEETING
OF THE COMMITTEE REVIEW TASK FORCE AND
CHAIRS OF FOUR CITY COMMITTEES AND ONE TASK FORCE
MONDAY, JULY 28, 2014
6:00 P.M.

A meeting of the Committee Review Task Force was held on Monday, July 28, 2014 starting at 6:05 p.m., in the Council Chambers, Creve Coeur Government Center, 300 North New Ballas Road, Creve Coeur, MO 63141.

Council President and Task Force Chair D'Alfonso called the meeting order to discuss four of the city's committees and one task force including: Horticulture, Environment & Beautification, Historic Preservation, Finance and Parks & Recreation committees, and the Climate Action Task Force.

The Task Force consisted of:

Council President/Chair D'Alfonso
Council Member Lawrence
Council Member Hoffman
Council Member Wang
Mayor Glantz

Chairpersons of the following committees/task force consisted of:

Fran Cantor, Horticulture, Environment & Beautification Committee (HEB)
Carole Levin, Historic Preservation Committee (HPC)
Richard Kutta, Finance Committee
Kevin Rejent, Parks & Recreation Committee (PRC)
Judy Campbell, Climate Action Task Force (CATF)

City employees in attendance:

Mark Perkins, City Administrator
Dan Smith, Finance Director
Sharon Stott, Assistant to the City Administrator

Discussion included the following:

Charlotte D'Alfonso explained the Task Force Subcommittee is focusing on specific committees for further review of considerations to combine, and/or expand committee functions. The three main topics of discussion included: 1) further definition of role of Finance Committee; 2) consideration of combining PRC and HPC into one committee to maximize resources due to overlapping interests; and 3) consideration of phasing out Climate Action Task Force entirely, and formation of a new City committee with a similar areas of focus and additional functions.

Task Force would also like to see committees communicate or conduct joint meetings to stay informed particularly with overlapping topics of interest. Joint City Committee meetings are currently held twice annually to keep committees informed of activities. An example given of committees working together the recent joint meeting of PRC, Finance Committee, HEB and Stormwater Committee to discuss the Golf Course Dam Rehabilitation Project. The importance of periodic joint meetings or subcommittee meetings is to ensure City Council has received a variety

Attachment: 07 28 14 Task Force Joint Meeting (1068 : Bill No. 5511 - Changes in Boards, Committess and Commissions Chp 125)

**MINUTES OF A JOINT MEETING
OF THE COMMITTEE REVIEW TASK FORCE AND
CHAIRS OF FOUR CITY COMMITTEES AND ONE TASK FORCE
MONDAY, JULY 28, 2014
6:00 P.M.**

of input from different committees in order to make better-informed decisions. Suggestions by chairs to have a "historic calendar" on the website committees can see the dates, agendas and/or meeting summaries of other committees past meetings. Staff will investigate whether the city's new agenda management software program will provide this service in user-friendly format. Suggestions included a monthly article in the resident newsletter to highlight a specific committee, promote its activities or seek new members.

Finance Committee: Charlotte D'Alfonso read the ordinance pertaining to Finance Committee's role by charter. Discussion included whether or not additional functions should be awarded by ordinance or whether it can be done on a project-by-project basis. Discussion included the possibility of the Finance Committee working with staff to create a priority matrix for Capital Improvement Program projects. This could include an allocation process to distribute available funding among the different classes of projects such as streets, storm sewer, capital equipment, etc. Discussion also included how to attract more candidates for the Finance Committee.

Parks and Recreation Committee (PRC)/Historic Preservation Committee (HPC): The PRC assists with city recreation and park events and recommends fee structures. Kevin Rejent, Chair of PRC, is supportive of combining committees to maximize efforts to promote parks and recreation activities and use of historic buildings. Carole Levin, Chair of the HPC, discussed how her committee frequently faces attendance/quorum issues. She sought clarification as to how combining the committees would work and how it would affect current membership from both committees.

Discussion included the benefit of developing a better understanding of park operations and improved coordination through the staff liaison, Director of Recreation Kirsten Barnes, for all activities within the park including those conducted at historic buildings. Current members of both committees would combine into one large committee and then through attrition the membership would decline to a membership of a suggested seven voting members. The Tappmeyer Foundation could have a non-voting liaison attend meetings to give updates about their activities should the HPC and PRC combine.

Discussion included concerns as to whether or not seven voting members would be sufficient to do many of the activities of the committees. Reasoning behind the limit of seven voting member was to reduce occurrences of committees unable to meet quorum requirements because of poor attendance. Group discussed pros and cons of having limitation on voting members or having different categories or classes of members (i.e., voting member versus non-voting member). All public meetings are open and any citizen can attend meetings.

Horticulture, Environment and Beautification Committee (HEB)/Climate Action Task Force (CATF):
Charlotte D'Alfonso read the ordinance relating to HEB. She also discussed the primary purpose of the CATF which was established for a specific purpose – primarily the development of a Climate

Attachment: 07 28 14 Task Force Joint Meeting (1068 : Bill No. 5511 - Changes in Boards, Committess and Commissions Chp 125)

MINUTES OF A JOINT MEETING
OF THE COMMITTEE REVIEW TASK FORCE AND
CHAIRS OF FOUR CITY COMMITTEES AND ONE TASK FORCE
MONDAY, JULY 28, 2014
6:00 P.M.

Action Plan to save energy and reduce greenhouse gas emissions 20 percent by 2015. Discussion included whether Council is ready to measure, and consideration of entirely phasing out CATF.

A new committee was suggested, Energy and Sustainability, which would be more permanent in structure and comprehensive in nature with continued efforts toward identifying ways to reduce greenhouse gas emissions and energy consumption. Responsibilities would include review of the city's trash and recycling contract currently part of HEB's mission. Recommendations included removing "Environment" from HEB and changing name to Horticulture, Landscape and Beautification Committee. Both Fran Cantor and Judy Campbell supported a new committee focused on environmental/sustainability efforts. At a recent meeting of the HEB, the membership did not have any opposition to removing review of the City's trash and recycling contract from its primary responsibilities.

Group discussed how there will be times when city committees have roles that are interconnected or some overlap may occur. In these instances, joint meetings are encouraged and may prove beneficial to ensure a variety of perspectives are considered.

Adjourned at 7:40 p.m.

Attachment: 07 28 14 Task Force Joint Meeting (1068 : Bill No. 5511 - Changes in Boards, Committess and Commissions Chp 125)

MINUTES OF A
COMMITTEE REVIEW TASK FORCE MEETING
MONDAY, JULY 28, 2014
7:45 P.M.

A meeting of the Committee Review Task Force was held on Monday, July 28, 2014 starting at 7:45 p.m. in the Council Chambers, Creve Coeur Government Center, 300 North New Ballas Road, Creve Coeur, MO 63141.

Council President and Task Force Chair D'Alfonso called the meeting order to discuss continued discussions of the City's boards, committees, commission and task force with primary focus on the Horticulture, Environment & Beautification (HEB), Historic Preservation (HPC), Finance and Parks & Recreation (PRC), and the Climate Action Task Force (CATF).

The Task Force consisted of:

Council President/Chair D'Alfonso
Council Member Lawrence
Council Member Hoffman
Council Member Wang
Mayor Glantz

City employees in attendance consisted of:

Mark Perkins, City Administrator
Sharon Stott, Assistant to the City Administrator

Discussion included the following:

Group discussed establishing definitions of commission, committee, board, task force by ordinance. City Attorney Carl Lumley should develop definitions and include them in ordinance.

The City's current boards should remain as boards (i.e., Board of Adjustment, Personnel Appeals Board, Employee Pension Fund Board of Trustees) because of specific authority granted by city ordinance or statute.

Chair D'Alfonso stated that a commission is granted authority for a particular action or function. The title "commission" applies to role of the Planning and Zoning Commission; however, not to the City's Economic Development Commission and Arts Commission. They should be renamed Economic Development Committee and Arts Committee because they are an advisory group by function.

A task force is established for a specific purpose and designed to be temporary in nature. The CATF has been in operation since 2008. Most of the original responsibilities have been accomplished, or are ongoing – not necessarily temporary in nature; therefore, the CATF should be phased out.

A new committee should be established with expanded sustainability responsibilities including review of the trash and recycling contract. Suggestion for naming the new committee included 'Environment and Energy' and 'Sustainability' Committee.

Attachment: 07 28 14 Task Force Meeting (1068 : Bill No. 5511 - Changes in Boards, Committess and Commissions Chp 125)

MINUTES OF A
COMMITTEE REVIEW TASK FORCE MEETING
MONDAY, JULY 28, 2014
7:45 P.M.

The consensus of the subcommittee was that review of the city's trash and recycling contract should be removed from the primary responsibilities of the HEB. The HEB should be renamed Horticulture, Landscaping and Beautification Committee to more accurately reflect its primary functions. Advising City Council on design and plantings in public areas is already included in its primary responsibilities by ordinance.

Public Information Officer Theresa Bradshaw and Mark Perkins will develop a draft mission for the new Environment and Energy Committee. The mission will be submitted to the Committee Review Task Force for review. Any comments from the Committee Review Task Force members should be sent only to Mark Perkins for collection and inclusion in the document.

The HPC and the PRC should be combined because of overlapping responsibilities including city parks and historical buildings. The renamed committee should be called the Parks and Historic Preservation Committee.

All city committees should have a minimum of seven voting members and a maximum of nine voting members.

The current practice of many committees has been maintaining the same chair or co-chair every year. In doing so, it limits the growth and leadership opportunities for other committee members, Encouraging other members to serve as chair will also engage those members to a greater extent in the affairs of the committee. The current practice can also place a heavy burden on one member for an extended period of time. Consensus was to require annual elections of chairs, with a limit of three consecutive years for any one member.

Group recommended improving communication about specific committee roles and responsibilities of members during the nominating committee meeting/interview process. It was recommended to have the City Attorney and staff provide annual training to committee members regarding: Robert's Rules of Order; public meeting requirements; effective meeting etiquette; and understanding the role and responsibilities of chair, vice-chair, staff liaison and council liaison. Group discussed interest in finding ways to engage younger generations in City boards, committees and commissions.

Adjourned at 8:20 p.m.

Memorandum

To: Mayor Glantz and Council Members

CC: Mark Perkins, City Administrator

From: Charlotte D'Alfonso, Chair Committee Review Task Force and Council President

Date: 8/4/2014

Re: Recommendation from the Committee Review Task Force

The Committee Review Task Force has reviewed the city committees, boards, commissions and task force. We studied mission statements, ordinances, staff time necessary for committees, attendance rates and other relevant material. The task force consisted of Charlotte D'Alfonso, Ellen Lawrence, Bob Hoffman and AJ Wang. We held 2 meetings and a dinner with chairs from HEB, CATF, Finance, Parks and Rec, and Historic Preservation.

Our recommendations are:

1. Establish definitions of commission, committee, board, and task force by ordinance. City Attorney Carl Lumley should develop definitions and include them in ordinance.

2. The City's current boards should remain as boards (i.e., Board of Adjustment, Personnel Appeals Board, Employee Pension Fund Board of Trustees) because of specific authority granted by city ordinance or statute.

3. A commission is granted authority for a particular action or function. The title "commission" applies to role of the Planning and Zoning Commission; however, not to the City's Economic Development Commission and Arts Commission. They should be renamed Economic Development Committee and Arts Committee because they are an advisory group by function.

4. A task force is established for a specific purpose and designed to be temporary in nature. The CATF has been in operation since 2008. Most of the original responsibilities have been accomplished, or are ongoing – not necessarily temporary in nature; therefore, the CATF should be phased out.

A new committee should be established with expanded sustainability responsibilities including review of the trash and recycling contract. Suggestion for naming the new committee included 'Environment and Energy' and 'Sustainability' Committee.

The consensus of the subcommittee was that review of the city's trash and recycling contract should be removed from the primary responsibilities of the HEB. The HEB should be renamed Horticulture, Landscaping and Beautification Committee to more accurately reflect its primary functions. Advising City Council on design and plantings in public areas is already included in its primary responsibilities by ordinance.

Attachment: recommendation memo from committee review task force (1068 : Bill No. 5511 - Changes in Boards, Committess and

5. The HPC and the PRC should be combined because of overlapping responsibilities including city parks and historical buildings. The renamed committee should be called the Parks and Historic Preservation Committee.

6. All city committees should have a minimum of seven voting members and a maximum of nine voting members. Committees with numbers higher than this currently will attain this number through attrition.

7. Require annual elections of chairs, with a limit of three consecutive years for any one member. The current practice of many committees has been maintaining the same chair or co-chair every year. In doing so, it limits the growth and leadership opportunities for other committee members. Encouraging other members to serve as chair will also engage those members to a greater extent in the affairs of the committee. The current practice can also place a heavy burden on one member for an extended period of time.

8. Improve communication about specific committee roles and responsibilities of members during the nominating committee meeting/interview process. It was recommended to have the City Attorney and staff provide annual training to committee members regarding: Robert's Rules of Order; public meeting requirements; effective meeting etiquette; and understanding the role and responsibilities of chair, vice-chair, staff liaison and council liaison.

9. Highlight a committee per month in city newsletter. This will allow recognition and education on the topics our committees tackle and their important role in our city.
The proposed timeline is:

August 11 – City council Discussion
August 25 – First reading of new Ordinances
September 8 - Final reading of new Ordinances

City Council
300 North New Ballas Rd
Creve-Coeur, MO 63141

SCHEDULED

Meeting: 09/08/14 07:00 PM
Department: Public Works Department
Category: Agreement
Prepared By: Matt Wohlberg
Department Head: Jim Heines

ORDINANCE (ID # 1073)

Bill No. 5512 - an Ordinance Authorizing the Execution of a Permanent Drainage Easement and a Stormwater Maintenance Agreement with the Metropolitan St. Louis Sewer District Related to Repairs to the Lake and Dam at the Creve Coeur Golf Course. First Reading

City staff recommends the approval of two documents related to the planned rehabilitation of the lake and dam at the golf course. The first is a permanent stormwater easement for an existing storm drain, and the second is a maintenance agreement for the lake and dam. Neither agreement is expected to create a hardship for the City.

BILL NO. __5512____ **ORDINANCE NO. _____**

AN ORDINANCE AUTHORIZING THE EXECUTION OF A PERMANENT DRAINAGE EASEMENT AND A STORMWATER MAINTENANCE AGREEMENT WITH THE METROPOLITAN ST. LOUIS SEWER DISTRICT RELATED TO REPAIRS TO THE LAKE AND DAM AT THE CREVE COEUR GOLF COURSE.

WHEREAS, the City of Creve Coeur has a need to make repairs to a failing dam and to maintain the southern lake at the Creve Coeur Golf Course; and

WHEREAS, Section 420.110 of the Municipal Code of the City of Creve Coeur states that all stormwater conveyances shall be designed according to the criteria of the Metropolitan St. Louis Sewer District (MSD) and that the necessary MSD permits shall be obtained; and

WHEREAS, MSD requires that the City provide a permanent drainage easement and a stormwater maintenance agreement as conditions for approval of the construction documents for the golf course lake and dam improvements; and

WHEREAS, a copy of this ordinance has been made available for public inspection prior to its adoption by the City Council and this bill having been read by title in open meeting two times before final passage;

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF CREVE COEUR, MISSOURI AS FOLLOWS:

SECTION 1: Execution of the Permanent Drainage Easement, attached hereto as "Exhibit One," is hereby confirmed and approved. The City Administrator and his designated representatives are hereby authorized and directed to take any and all actions necessary, desirable, convenient or proper in order to carry out the intent of this Ordinance, and the matters herein authorized.

SECTION 2: Execution of the Maintenance Agreement, attached hereto as "Exhibit Two," is hereby confirmed and approved. The City Administrator and his designated representatives are hereby authorized and directed to take any and all actions necessary, desirable, convenient or proper in order to carry out the intent of this Ordinance, and the matters herein authorized.

SECTION 3: This ordinance shall become effective pursuant to Section 3.11(g) of the City Charter.

Passed this ____ day of _____ 2014.

_____
Charlotte D'Alfonso
President of City Council

Approved this ____ day of _____ 2014.

_____
Barry Glantz

Mayor

Attest:

_____
Deborah Ryan, MPCC
City Clerk

Exhibit One

3-INCH AREA ABOVE - LEAVE BLANK (FOR RECORDERS OFFICE USE ONLY)

DOCUMENT TYPE: **PERMANENT DRAINAGE EASEMENT**

DATE OF DOCUMENT:

GRANTOR: **CITY OF CREVE COEUR**
300 NORTH NEW BALLAS ROAD
CREVE COEUR, MO 63141

GRANTEE: **THE METROPOLITAN ST. LOUIS SEWER DISTRICT**
2350 MARKET STREET
SAINT LOUIS, MO 63103

PROPERTY ADDRESS: **CREVE COEUR GOLF COURSE**
11400 OLDE CABIN ROAD
CREVE COEUR, MO 63141

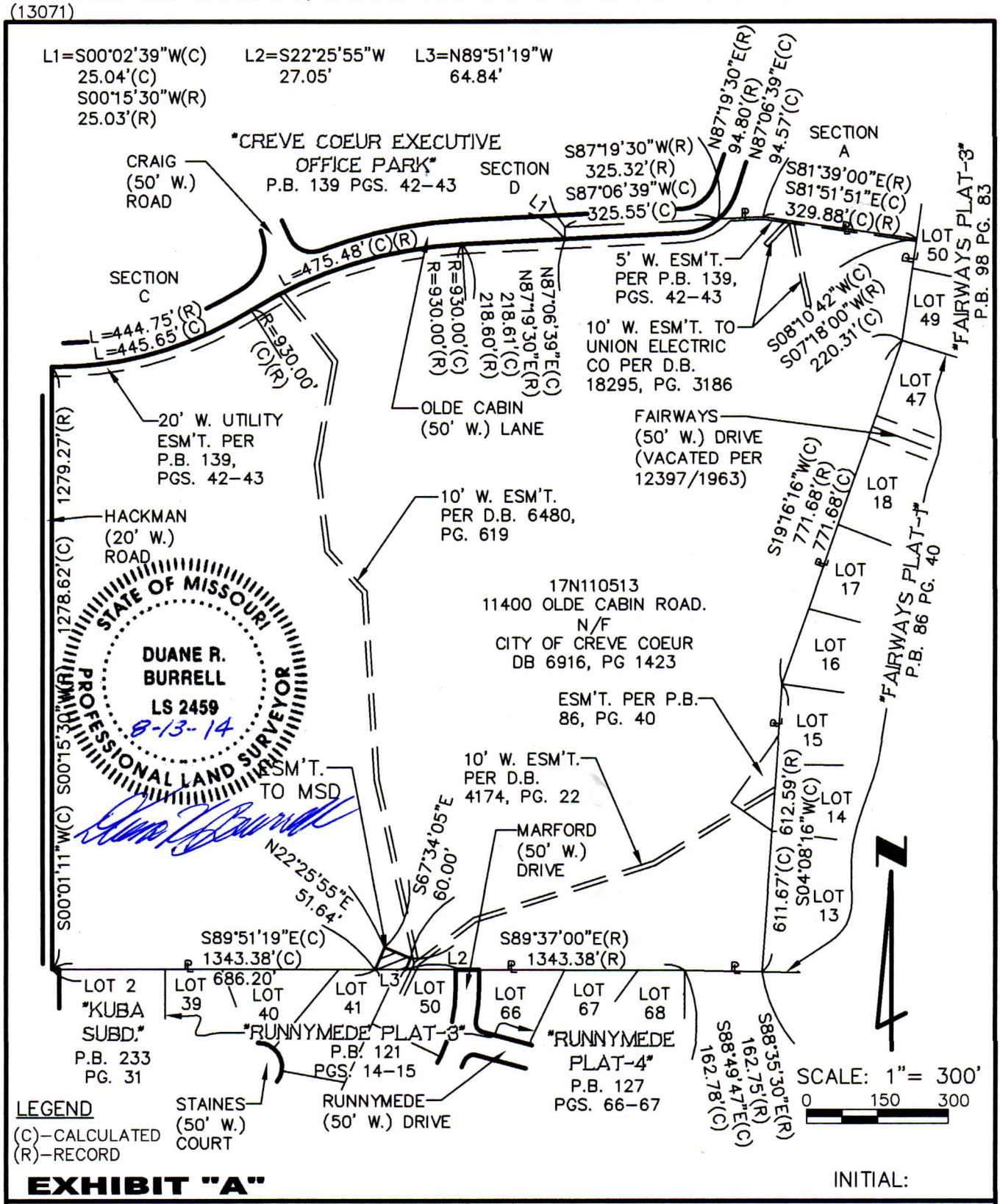
COUNTY LOCATOR #: **17N110513**

CITY OF ST. LOUIS PARCEL #: **N/A**

CITY/MUNICIPALITY: **CITY OF CREVE COEUR, MISSOURI**

LEGAL DESCRIPTION: **A PORTION OF THE REAL PROPERTY DESCRIBED IN THE DEED RECORDED ON PAGE 1423 OF BOOK 6916 OF THE SAINT LOUIS COUNTY, MISSOURI, RECORDS, AS DESCRIBED BY EXHIBIT "A"**

CREVE COEUR GOLF COURSE DAM, DETENTION POND & CHANNEL REHABILITATION PROJECT (13071)



EASEMENT PLAT

A TRACT OF LAND SITUATED IN FRACTIONAL SECTIONS 2 & 3, TOWNSHIP 45 NORTH, RANGE 5 EAST CITY OF CREVE COEUR, ST. LOUIS COUNTY, MISSOURI

7/28/2014

17N110513-01-[E].dwg

Attachment: Exhibit One - Golf Course Dam and Channel (P-29963-00) - Permanent Drainage Easement (1073 : Bill No. 5512 - Esmnt and

EASEMENT

TO WHOM IT MAY CONCERN:

KNOW ALL MEN BY THESE PRESENTS, that _____ _____, for and in consideration of the sum of One Dollar ($1.00) and other valuable considerations to it in hand paid by The Metropolitan St. Louis Sewer District, the receipt of which is hereby acknowledged, does hereby give, grant, extend, and confer on The Metropolitan St. Louis Sewer District the exclusive right to build and maintain a sewer or sewers, including stormwater improvements, on the strip or strips of ground described as shown hachured on the attached "Easement Plat" marked Exhibit "A" and made a part hereof, and to use such additional space adjacent to the easement(s) so granted as may be required for working room during the construction, reconstruction, maintenance, or repair of the aforementioned sewer or sewers, including stormwater improvements. The Metropolitan St. Louis Sewer District may from time to time enter upon said premises to construct, reconstruct, maintain, or repair the aforesaid sewer or sewers, including stormwater improvements, and may assign its rights herein to the State, County, City, or other political subdivisions of the State. The easement(s) hereby granted is(are) irrevocable and shall continue forever.

IN WITNESS WHEREOF, the said _____ has caused these presents to be signed by its _____ this _____ day of _____, 20____.

_____
(Name of Corporation)

By_____

_____
Officer

Attest:

_____
Secretary

STATE OF MISSOURI)
) SS.
COUNTY OF ST. LOUIS)

On this _____ day of _____, 20____, before me appeared _____ _____, to me personally known, who being by me duly sworn, did say he/she is _____ of _____ and that said instrument was signed in behalf of said corporation by authority of its Board of _____, and said _____ acknowledged said instrument to be the free act and deed of said corporation.

IN TESTIMONY WHEREOF, I have herewith set my hand and affixed my notarial seal the day and year first above written.

My Commission expires _____.

_____
Notary Public

MSD/ENG. 3.10 – Corp - Standard Esmt

MAINTENANCE AGREEMENT

KNOW ALL MEN BY THESE PRESENTS, that the City of Creve Coeur (City), a Missouri Municipal Corporation, for and in consideration of the approval of construction plans and of the issuance of a permit by The Metropolitan St. Louis Sewer District (District) for stormwater management facilities according to plans to be approved by said District for a development known as CREVE COEUR GOLF COURSE DAM & CHANNEL IMPROVEMENTS - P-0029963-00, located at 11400 Olde Cabin Road (St. Louis County Parcel ID 17N110513) in Creve Coeur, Missouri, and more particularly described as:

A tract of land situated in fractional Sections 2 & 3, Township 45 North, Range 5 East, as recorded in deed book 6916, page 1423,

and other good and valuable considerations, does hereby agree and promise, as follows:

1. To build and construct stormwater management facilities, including Best Management Practices (BMP), basins, drainage facilities, appurtenances and sewer lines, in accordance with the design plans and report, submitted to and approved by The Metropolitan St. Louis Sewer District. The stormwater management facilities are to be perpetually located as shown on the improvement plans approved by The Metropolitan St. Louis Sewer District under reference number P-0029963-00, unless and until otherwise authorized by the Metropolitan St. Louis Sewer District.

2. To maintain and operate the stormwater management facilities in conformity with the approved Stormwater Management Facilities Report. **The southern pond located on the property will also be maintained by the City. The City is not hereby accepting any responsibility to maintain and operate facilities of The Metropolitan St. Louis Sewer District.**

3. To maintain all pipes and drains associated with the dam and channel in good working order and maintain all walls, dikes, vegetation, filter media, and any other requisite appurtenances and improvements associated with the dam and channel for the retention and management of stormwater in good repair.

4. That in the event the City of Creve Coeur or its successor in title to said property shall fail to maintain the stormwater management facilities, BMP, basins, drainage facilities, appurtenances and sewer lines in accordance with this agreement, The Metropolitan St. Louis Sewer District shall be permitted to enter onto the property and make the repairs and corrections and perform such maintenance as it deems necessary and bill the owners of said property for the services performed. It is further agreed that in the event said bill or charge for the services performed shall not be paid within a period of thirty (30) days said sum shall become a lien on the real property and shall accrue interest at a rate of eight percent (8%) per annum until paid in full.

5. This agreement is irrevocable and shall continue forever unless and until otherwise approved by The Metropolitan St. Louis Sewer District.

Attachment: Exhibit Two - Golf Course Dam and Channel (P-29963-00) - MSD MAINTENANCE AGREEMENT (1073 : Bill No. 5512 - Esmnt and

IN WITNESS WHEREFORE, the said City of Creve Coeur has caused these presents to be signed by its City Administrator and its corporate seal to be affixed this _____ day of _____ , 2014.

THE CITY OF CREVE COEUR

BY _____
Mark C. Perkins
City Administrator

ATTEST:

_____
Signature & Title

_____
Deborah Ryan, MRCC
City Clerk

STATE OF MISSOURI)
) SS.
COUNTY OF ST. LOUIS)

On this _____ day of _____ , 2014 before me appeared Mark Perkins, to me personally known, who being by me duly sworn, did say he is the City Administrator of the City of Creve Coeur, Missouri, and that the seal affixed to the foregoing instrument is the Corporate Seal of said City of Creve Coeur and that said City of Creve Coeur by authority of its City Council, and said Mark Perkins acknowledged said instrument to be the free act and deed of said City of Creve Coeur.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed my notarial seal, the day and year first above written.

My Commission expires _____

Act performed in the County of St. Louis which adjoins the City of St. Louis.

_____
Notary Public

Attachment: Exhibit Two - Golf Course Dam and Channel (P-29963-00) - MSD MAINTENANCE AGREEMENT (1073 : Bill No. 5512 - Esmnt and

IN WITNESS WHEREOF, the Director of Engineering accepts this Agreement for The Metropolitan St. Louis Sewer District.

THE METROPOLITAN ST. LOUIS SEWER DISTRICT

By _____
Richard Unverferth
Director of Engineering

STATE OF MISSOURI)
) SS.
_____ OF ST. LOUIS)

On this _____ day of _____, 20_____, before me personally appeared Richard Unverferth to me personally known, who being by me duly sworn, did say that he is the Director of Engineering, of THE METROPOLITAN ST. LOUIS SEWER DISTRICT and that said instrument was signed and sealed in behalf of said THE METROPOLITAN ST. LOUIS SEWER DISTRICT by authority of its Board of Trustees and said Richard Unverferth acknowledged said instrument to be the free act and deed of said THE METROPOLITAN ST. LOUIS SEWER DISTRICT.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed my notarial seal this _____ day of _____, 20_____.

My Commission expires _____.

_____
Notary Public

Attachment: Exhibit Two - Golf Course Dam and Channel (P-29963-00) - MSD MAINTENANCE AGREEMENT (1073 : Bill No. 5512 - Esmnt and

DEPARTMENT OF PUBLIC WORKS
STAFF MEMORANDUM

DATE: September 4, 2014

TO: Mark Perkins, City Administrator

CC: Kirsten Barnes, Director of Recreation
Jim Heines, Director of Public Works

FROM: Matt Wohlberg, P.E., City Engineer

SUBJECT: Summary and Recommendation
Maintenance Agreement and Permanent Drainage Easement
Golf Course Dam and Channel Rehabilitation (Design Phase)

As mentioned at the City Council work session on August 25, two agreements with the Metropolitan St. Louis Sewer District (MSD) are required for approval of the plans for the reconstruction of the dam and the silt removal from the southern lake at the Creve Coeur Golf Course. Staff has participated in drafting the details of these documents and recommends their approval.

Permanent Drainage Easement

The site survey and subsequent plan review by MSD found that a permanent drainage easement had not been recorded for the 90-inch-diameter storm drain that is located immediately south of the dam at the golf course. This pipe is part of the enclosed stormwater system that is owned and operated by MSD, and a permanent drainage easement dedicated to MSD would typically cover such a pipe. MSD has made this easement a condition of their approval for the dam rehabilitation project.

The Creve Coeur City Council approved additional design funds in May 2014 to prepare the easement document.

Maintenance Agreement

All developments and site improvements with private stormwater facilities are required to enter into an agreement with MSD to maintain these facilities. The purpose is twofold: 1) the agreement guarantees the continued maintenance and existence of any stormwater facilities that were required as part of the design, and 2) MSD obtains a clear statement of who is responsible for this maintenance.

Part of the Maintenance Agreement is the Post Construction Stormwater Management Facilities Operation and Maintenance Plan (O&M Plan). Department of Recreation staff wrote the maintenance section of the O&M Plan to reflect the current practices at the golf course. As such, staff does not anticipate any additional burden due to this plan or due to this agreement.

Recommendation

City staff recommends the approval of the permanent drainage easement and the maintenance agreement, as each document codifies current practices and their approval allows for MSD approval of the planned improvements to the golf course dam and lake.

City of Creve Coeur, Missouri

Creve Coeur Dam and Channel

MSD Project Number P-29963-00

Post Construction Stormwater Management Facilities Operation and Maintenance Plan

September 2014

Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

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Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

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C. Corrective Actions and Modifications
D. Safety

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Appendix B – Change in Ownership Form
Appendix C – Inspection Checklists
Appendix D – Maintenance Agreement
Appendix E – Annual Maintenance Report Form

Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

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Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

I. Stormwater Management Facilities Description

A. General Site Description

The site is the Creve Coeur Municipal Golf Course located at 11400 Olde Cabin Road in Creve Coeur, Missouri.

All stormwater best management practices (BMPs) which have been installed in BMP Reserve Areas are to be perpetually located within these areas. Inspection or maintenance personnel may use the Site Plans located in Appendix A, which contain the locations of the BMPs and BMP Reserve Areas within this site.

B. Stormwater Management Facilities

The facility is a 0.8 Acre golf course pond on the south side of the course. The pond is not designed as a water quality BMP or a flood detention/channel protection storage facility. The following provides general pond descriptions:

- Dam – The proposed dam is an earth dam with 3.5H:1V slopes on the pond side, 12-foot-wide crest, and 3H:1V side slope on the downstream side. The proposed pond's normal pool elevation is 593.0 and the top of dam overflow elevation is 596.6.
- Outlet Structure – The proposed outlet structure is a 6 foot X 4 foot concrete riser with a 54" RCP outfall pipe at a 5% slope. The riser provides a 14-foot-long, broad-crested weir at elevation 594.25, and a 90-degree V-notch weir at elevation 593.0 is located at the center of the proposed broad-crested weir.
- Pool – The pool is approximately 450 feet long and varies between 30 to 100 feet wide.

II. Site Contacts and Change of Ownership

The golf course is currently owned and operated by the City of Creve Coeur, Missouri, and will continue to be owned by the City.

Creve Coeur Municipal Golf Course Contact:
Kirsten Barnes
Director of Recreation
11400 Olde Cabin Road
Creve Coeur, MO 63141
(314) 432-3961
kbarnes@ci.creve-coeur.mo.us

Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

Per MSD Rules and Regulations and Engineering Design Requirements for Sanitary Sewer and Stormwater Drainage Facilities (Section 4.080.08), a Maintenance Agreement is executed by BMP owners prior to plan approval. Per the Maintenance Agreement, the owner or any successor in title to said property of specified development shall maintain the stormwater facilities, BMP(s), basins and drainage facilities, appurtinances, and sewer lines. See Appendix D for a copy of the executed Maintenance Agreement.

If the property owner changes, the Change of Ownership Form (Appendix B) should be completed and submitted to MSD's Division of Environmental Compliance, preferably within sixty (60) days of the change. Submittal of the form assists MSD in providing correspondence and maintenance information. Please submit this form to:

Metropolitan St. Louis Sewer District
Division of Environmental Compliance
10 East Grand Avenue
St. Louis, MO 63147

III. Facility Maintenance Plan

A. Routine Maintenance Activities

Maintenance Practices: Waterway Edges

Description of waterway areas.

- 40% of banks are not currently actively maintained. Various herbaceous and woody plants have sprung up and are not controlled by maintenance staff other than selective weeding of plants that may interfere with the golfers (e.g. "Bull thistle").
- 25% of the banks have a riprap buffer greater than 15' leading down to water edge.
  - Rough height (~3") turf type tall fescue is maintained up to the riprap.
- 30% of the banks have a natural vegetative buffer around 5' leading down to water edge.
  - Rough height (~3") turf type tall fescue is maintained up to the vegetative buffer.
- 5% of the banks are around 10' from a putting green.
  - Greens height (~.170") creeping bentgrass is maintained up to a 4' putting green apron
  - Apron height (~.675") Kentucky bluegrass is maintained up to a 2' vegetative buffer

Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

- Vegetative buffer is maintained up to 3' rock wall which borders the water edge

General maintenance practices used on different parts of waterway surrounds:

- Rough
  - Turf type tall fescue (Festuca arundinacea) mowed around 3" height once or twice per week.
  - When applying chemicals, staff keeps at least a fifteen-foot-wide buffer from waterway borders in order to prevent runoff into water. Staff never applies chemicals when rainfall is imminent or immediately following a rain event. Also, staff only applies chemicals when the wind speed is less than five (5) mph. When staff sprays chemicals, staff tries spray early in morning when temperatures are lower and humidity is higher in order to minimize drift.
  - No irrigation
  - Examples of chemicals applied:
    - Pre-emergent granular herbicides in spring (e.g. Prodiamine)
    - Post emergent foliar herbicide in early summer (e.g. 2, 4-D)
    - Typically overseed with turf type tall fescue in the fall
    - Typically apply fertilizer in fall (e.g. 25-0-5)
- Green/Apron
  - Creeping bentgrass (Agrostis stolonifera) is mowed around .170" 4 to 6 days a week
  - Chemicals are applied into the Kentucky bluegrass (Poa pratensis, mowed around .675") apron in order to maintain good coverage on the green while being careful to not apply past the vegetative buffer
  - Same practices involving minimizing run-off and drift apply to these chemical applications
  - Irrigated as needed in order to minimize plant stress
  - Examples of chemicals applied:
    - Pre-emergent herbicide in the spring (e.g. Dithiopyr)
    - Fertilizers. Staff utilizes a "spoon fed" approach when it comes to fertilization of greens where adequate fertilization is obtained through several small applications throughout the growing season (about every 2 weeks as directed by product label)
    - Fungicides. Many different types of fungicides are used throughout the growing season in order to protect the plants from several different types of disease. Staff sprays fungicides

about every 2 to 4 weeks (as directed by MSDS and product label) depending on disease pressure. Examples of fungicides used are “Chlorothalanil” and “Iprodione”.

- Riprap
  - Vegetation that grows through the rip rap is spot treated with a broad-spectrum herbicide (“Glyphosate”) using a brush applicator or low-pressure, self-pumping sprayer about once per month during the growing season. No other routine maintenance practice is utilized in this area
- Vegetative borders
  - Areas are cut down around once per month during the growing season. No other routine maintenance practice is utilized in this area

B. Non Maintenance Activities

There are no non-routine maintenance activities planned for this pond.

C. Corrective Actions and Modifications

There are no corrective actions and modifications planned for this pond.
Any corrective actions that will modify the BMP’s design components will be considered design modifications and must be reviewed by MSD. The City shall consult with MSD for any such corrective action, and the City will likely need to consult with a professional engineer to develop a design plan for MSD review and approval.

D. Safety

There are no corrective actions and modifications planned for this pond.

IV. Inspection Procedure

The pond is observed by grounds maintenance personnel on a routine basis during mowing and other golf course maintenance activities.

Formal inspections shall take place at a minimum interval of every three (3) months. The BMP Inspection Checklist (Appendix C) shall be used for these formal inspections.

V. Annual Reporting and Record Keeping

To ensure the maintenance of privately owned stormwater management facilities, MSD requires an Annual BMP Maintenance Report to be submitted to the District

Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

for these facilities. The Annual Report should provide documentation that maintenance was performed in accordance with the Stormwater Management Facilities Report submitted for your development and approved by MSD for the above referenced project. The Annual Report typically consists of a completed inspection checklist and/or maintenance log, narrative description of corrective action measures taken, photographs, and any other documentation appropriate for demonstrating compliance with the BMP Maintenance Agreement and your Facilities Report.

The annual BMP Maintenance Report should be submitted to MSD before March 31st of each year.

The Annual Report should be sent to:

Metropolitan St. Louis Sewer District
Division of Environmental Compliance
C/o Phase II Stormwater Management Program
10 E. Grand Avenue
St. Louis, Mo 63147

VI. BMP Waste Disposal

There is no expected routine BMP waste from this pond. Future silt removal is expected to occur on a 10-20 year cycle.

Landfill and solid waste facility requirements shall be followed for BMP waste. The City is responsible for determining all state and/or local regulations that may be applicable for special waste.

When cleaning a BMP, standing “clear, unpolluted water” can be decanted and discharged to the storm system. Water that has become turbid during cleaning should be either: (1) pumped and hauled to an acceptable wastewater disposal facility, or (2) treated by filtration, such as pumped through a bag filter, and discharged to the sanitary sewer system.

A special discharge permit from MSD is not required for discharging to the sanitary system if the total volume is less than 10,000 gallons. The flow rate pumped into the sanitary system shall not exceed fifty (50) gallons per minute (gpm).

Definitions

Clear water: Water that has settled its solids for at least twenty-four (24) hours and can be pumped out of the BMP without re-suspending the solids.

Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

Unpolluted water: Defined by MSD Ordinance 12559 as meaning "any water that may be discharged under NPDES regulations into waters of the state without having to be authorized by a NPDES permit and which will not cause any violations of the State or Federal water quality standards."

VII. O&M Plan Revisions

The City of Creve Coeur will revise the golf course operations and maintenance procedures periodically based on the City's needs.

Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

APPENDIX A

SITE PLANS

Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

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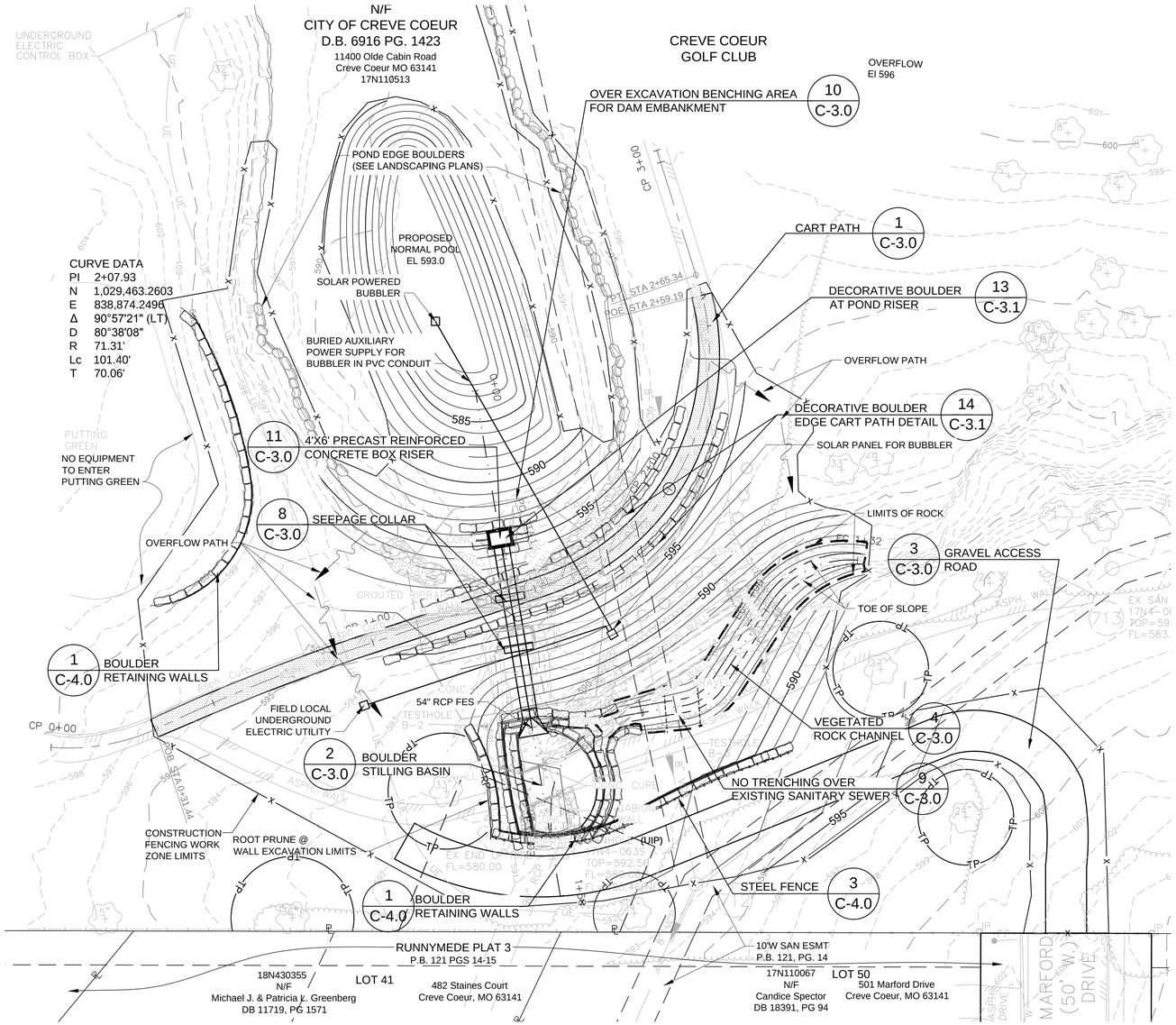
Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

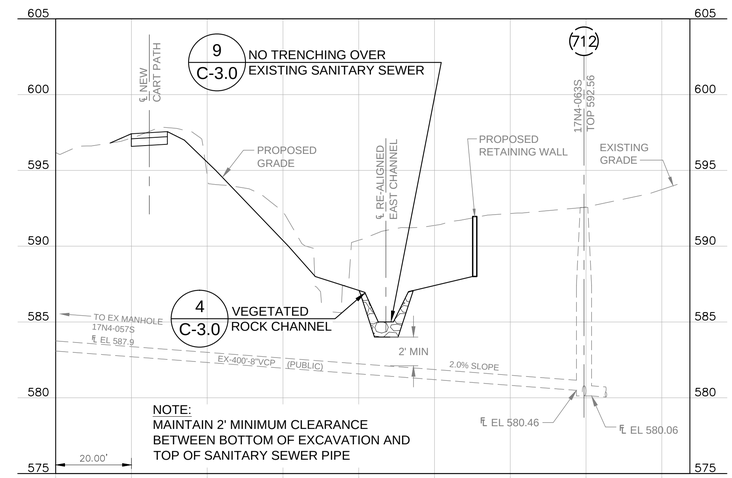
Attachment: Golf Course Dam and Channel (P-29963-00) - Post Construction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for Golf Course Strmwtr Facilities)



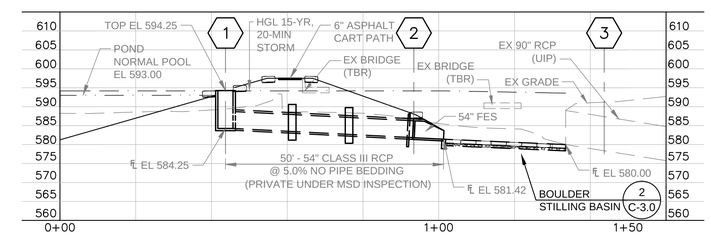
NOTES:

1. DRAIN POND BEFORE DREDGING.
2. GRADE TO DIRECT FLOW TO VEGETATED ROCK SLOPE
3. LIMITS OF DISTURBANCE:
   THE CONTRACTOR SHALL STAY WITHIN THE LIMITS OF DISTURBANCE AS SHOWN ON THE PLANS AND MINIMIZE DISTURBANCE WITHIN THE WORK AREA WHEREVER POSSIBLE.

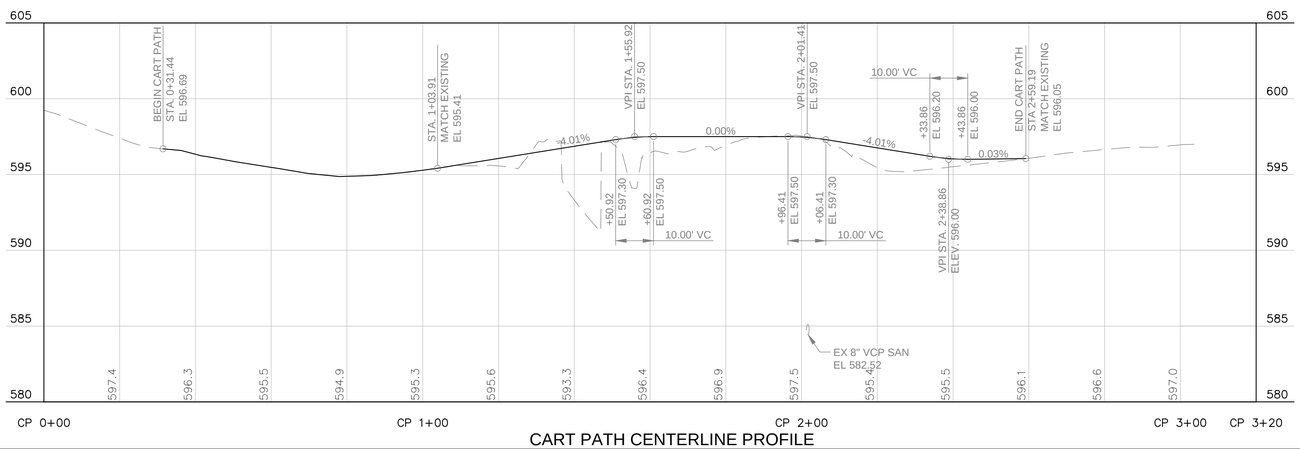
20' 10' 0 20' 40'
SCALE: 1"=20'



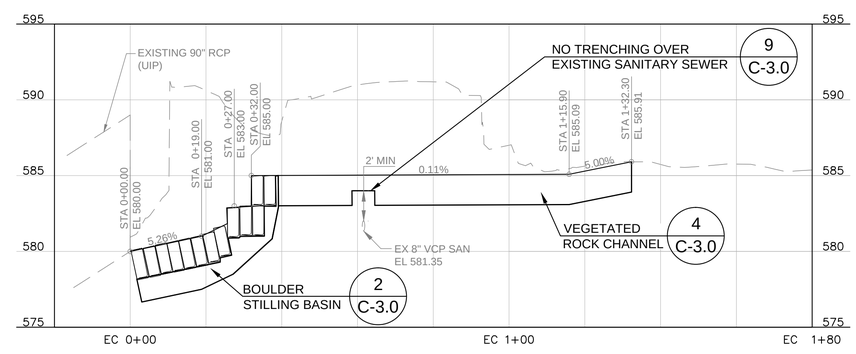
REALIGNED EAST CHANNEL OVER EX SAN LINE



RISER AND PIPE CENTERLINE PROFILE



CART PATH CENTERLINE PROFILE



PROPOSED EAST CHANNEL CENTERLINE PROFILE

MSD P# - P29963-00, BASEMAP 17N4

ILINC Engineering Incorporated
MO Certificate of Authority
200152987
16253 Swingley Ridge Rd.
Suite 100
Chesterfield, MO 63017
Phone (636) 777-3000
Fax (314) 432-5812

Creve Coeur Dam and Channel

11400 Olde Cabin Road
Creve Coeur MO 63141
Creve Coeur, St Louis County, Missouri

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Professional Engineer Seal
Mark Edward Meyer - Engineer
MO# 2000150043

STATE OF MISSOURI
MARK EDWARD MEYER
NUMBER 2000150043
REGISTERED PROFESSIONAL ENGINEER

Expiration Date: Dec. 31, 2014

Rev	Date	Description
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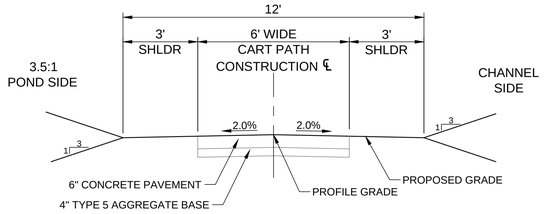
Project No. 1311
Designed: MEM
Drawn: JDF
Checked: TPD
Approved: MEM
Sheet Title:

PLAN AND PROFILE

Sheet Number:

C-2.0

Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for Golf Course Strmwtr Facilities)



1 CART PATH

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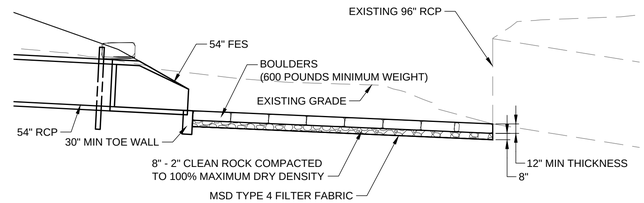

2 BOULDER STILLING BASIN

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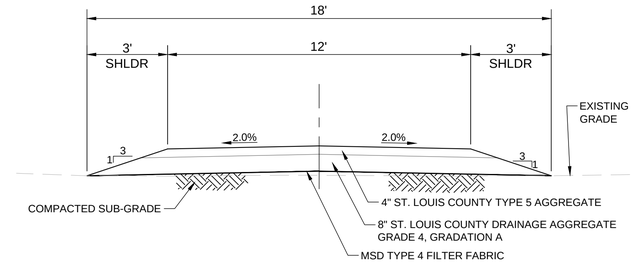
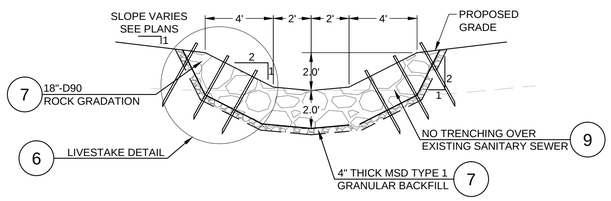


3 GRAVEL ACCESS ROAD

NTS



4 VEGETATED ROCK CHANNEL

NTS

5

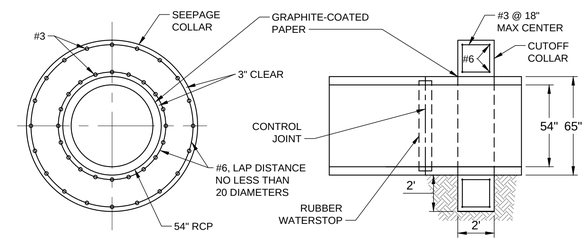
NTS

ROCK GRADATION TABLE
D 90 = 18"

RIPRAP ROCK SIZE (inches)	PERCENT PASSING
0.001	5
0.4	10
2.5	15
6.0	30
10.5	50
15.0	70
17.5	85
18.0	90

NOTES:

1. Rock shall be hard, durable, angular in shape and resist weathering. Rock shall not contain shale. Neither breadth nor thickness of a single stone shall be less than 1/3 its length. Rock shall be well graded. The rock shall contain fines in sufficient quantities to fill voids while allowing point-to-point contact between rocks. Rock suspended in a matrix of fines shall not be allowed. THERE SHALL BE NO VISIBLE VOIDS IN ROCK STRUCTURES.
2. FOR 18" D90 ROCK
   70% of rock shall be 6" or larger.
   50% of rock shall be 10.5" or larger.
   30% of rock shall be 15" or larger.
   10% of rock shall be 18" or larger.
3. GRANULAR BACKFILL
   MSD Type 1 bedding shall be used for the designated granular backfill.
4. Contractor to provide signed and sealed shop drawings to be approved by the project engineer & MSD. contact MSD 314-335-2072
5. Details shown for private construction only. Refer to MSD specifications and details for public sewer construction.



8 SEEPAGE COLLAR DETAIL

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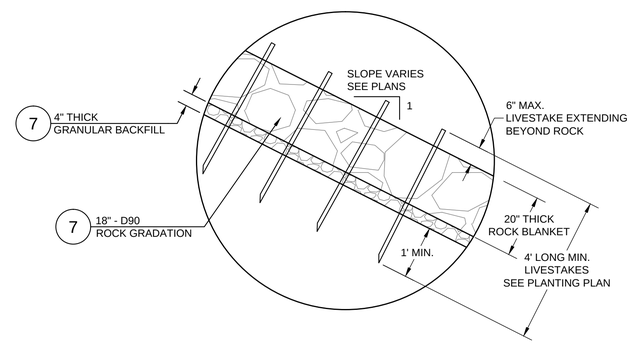
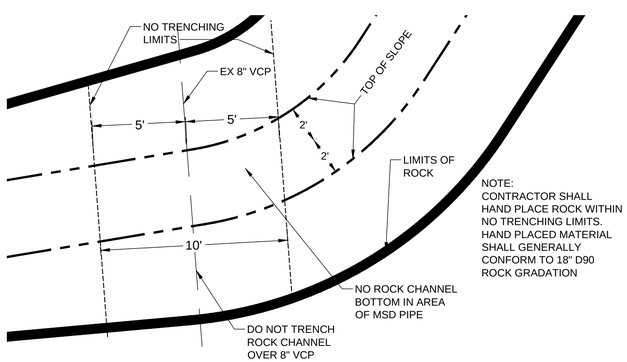


6 LIVESTAKE DETAIL

NTS

7 ROCK GRADATIONS

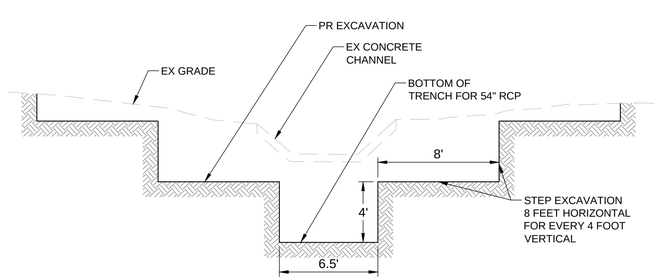
NTS



NOTE:
CONTRACTOR SHALL HAND PLACE ROCK WITHIN NO TRENCHING LIMITS. HAND PLACED MATERIAL SHALL GENERALLY CONFORM TO 18" D90 ROCK GRADATION

9 NO TRENCHING OVER EXISTING SANITARY SEWER

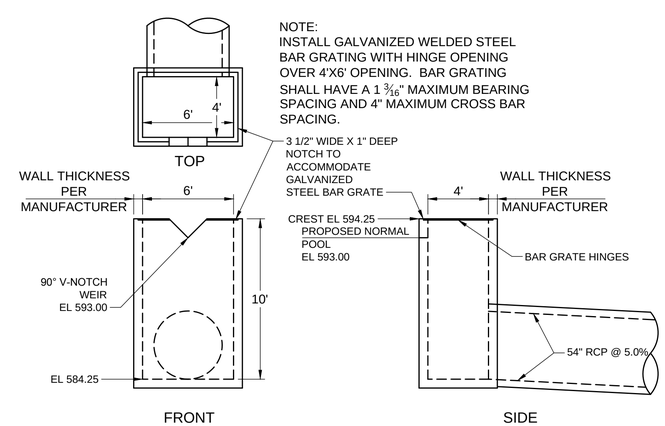
NTS



10 OVER EXCAVATION BENCHING FOR DAM EMBANKMENT

NTS

NOTE:
INSTALL GALVANIZED WELDED STEEL BAR GRATING WITH HINGE OPENING OVER 4'X6' OPENING. BAR GRATING SHALL HAVE A 1 3/16" MAXIMUM BEARING SPACING AND 4" MAXIMUM CROSS BAR SPACING.



11 4'X6' PRECAST REINFORCED CONCRETE BOX RISER

NTS

MSD P# - P29963-00, BASEMAP 17N4

CITY OF CREVE COEUR, MO. 1949

INTUITION LOGIC

ILINC Engineering Incorporated
MO Certificate of Authority
2000152987
16253 Swingley Ridge Rd.
Suite 100
Chesterfield, MO 63017
Phone (636) 777-3000
Fax (314) 432-5812

Creve Coeur Dam and Channel
11400 Olde Cabin Road
Creve Coeur MO 63141
Creve Coeur, St Louis County, Missouri

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Professional Engineer Seal
Mark Edward Meyer - Engineer
MO# 2000150043

STATE OF MISSOURI
MARK EDWARD MEYER
NUMBER PE-2000150043
REGISTERED PROFESSIONAL ENGINEER

Expiration Date: Dec. 31, 2014

Rev	Date	Description
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Project No. 1311
Designed: MEM
Drawn: JDF
Checked: TPD
Approved: MEM
Sheet Title:

DETAILS

Sheet Number:

C-3.0

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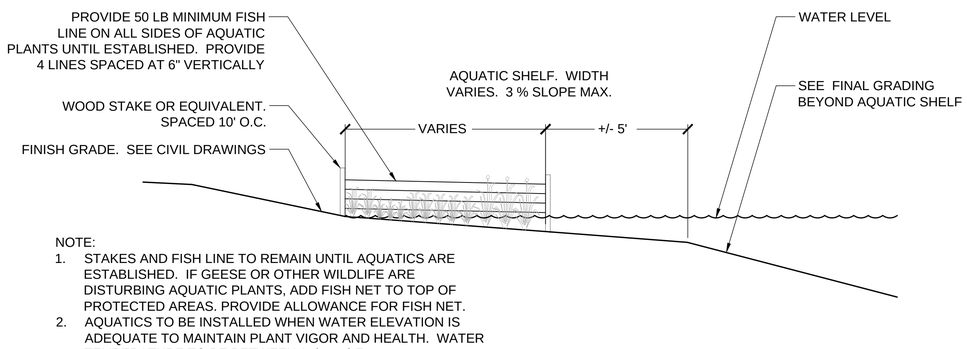
Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for Golf Course Strmwtr Facilities)

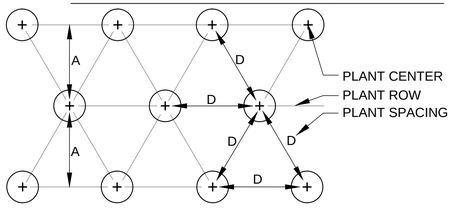


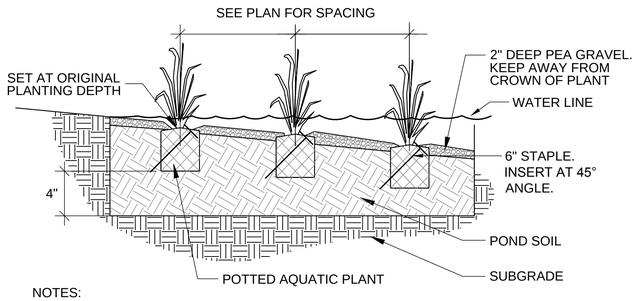
NOTE:
1. STAKES AND FISH LINE TO REMAIN UNTIL AQUATICS ARE ESTABLISHED. IF GEESE OR OTHER WILDLIFE ARE DISTURBING AQUATIC PLANTS, ADD FISH NET TO TOP OF PROTECTED AREAS. PROVIDE ALLOWANCE FOR FISH NET.
2. AQUATICS TO BE INSTALLED WHEN WATER ELEVATION IS ADEQUATE TO MAINTAIN PLANT VIGOR AND HEALTH. WATER TEMPERATURE TO BE BETWEEN 65° - 75° F.

A AQUATIC SHELF PLANTING DETAIL

NTS

SPACING "D"	ROW "A"	NUMBER OF PLANTS/SQ. FT.
36"	31.2"	.110
30"	26.0"	.160
24"	20.8"	.250
18"	15.6"	.450
15"	13.0"	.640
12"	10.4"	1.00
10"	8.66"	1.44
8"	6.93"	2.25
6"	5.19"	4.00



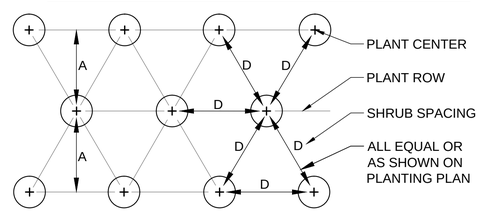


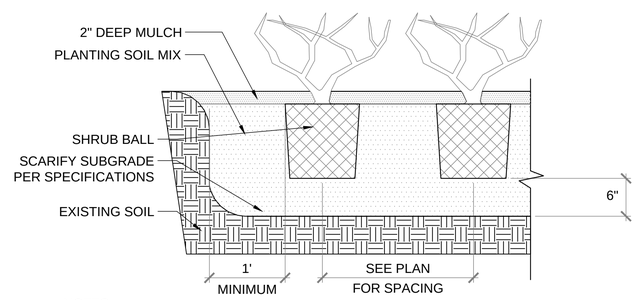
NOTES:
1. REMOVE SPENT FLOWERS PRIOR TO PLANTING.
2. LOOSEN ROOT MASS AT BOTTOM OF ROOTBALL.
3. TOP OF ROOTBALL STRIPPED OF ¾" SURFACE GROWING MEDIA AND COVERED WITH ¾" LANDSCAPE BED MIX PLUS SURFACE MULCH.
4. GROUND COVER SPACING SHALL BE AS NOTED IN PLANTING SCHEDULE.

C AQUATIC PLANTING DETAIL

NTS

SPACING "D"	ROW "A"	NUMBER OF PLANTS/SQ. FT.
24"	20.8"	.250
30"	26.0"	.160
36"	30.0"	.110
4'	3.46'	.060





NOTES:
1. SHRUB SPACING SHALL BE AS NOTED IN PLANTING SCHEDULE.
2. IF SHRUBS ARE B&B, ROPES AT TOP OF BALL SHALL BE CUT. REMOVE TOP ⅔ OF BURLAP. NON-BIODEGRADABLE MATERIAL SHALL BE TOTALLY REMOVED.

B SHRUB PLANTING

NTS

MSD P# - P29963-00, BASEMAP 17N4

ILINC Engineering Incorporated
MO Certificate of Authority
2000152987
16253 Swingley Ridge Rd.
Suite 100
Chesterfield, MO 63017
Phone (636) 777-3000
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Creve Coeur Dam and Channel
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Professional Engineer Seal
Mark Edward Meyer - Engineer
MO# 2000150043

Expiration Date: Dec. 31, 2014

Rev	Date	Description
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Project No. 1311
Designed: MEM
Drawn: JDF
Checked: TPD
Approved: MEM
Sheet Title:
PLANTING PLAN DETIALS
Sheet Number:
C-7.1

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Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

APPENDIX B

CHANGE IN OWNERSHIP FORM

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Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

POST CONSTRUCTION STORMWATER MANAGEMENT FACILITIES (BMP) OPERATION AND MAINTENANCE DESIGN REPORT AND PLAN

Change of Ownership and/or Maintenance Contact Form

Per MSD Rules and Regulations and Engineering Design Requirements for Sanitary Sewer and Stormwater Drainage Facilities (Section 4.080.08) a Maintenance Agreement is executed by BMP owners prior to plan approval. Per the Maintenance Agreement, any successor in title to said property of specified development shall maintain the stormwater facilities, BMP, basins and drainage facilities, appurtenances and sewer lines.

If the property owner or party responsible for maintenance changes, this from should be completed and submitted to MSD, preferable within 60 days of the change. Submittal of this report assists MSD in providing correspondence and maintenance information. Please submit this completed form to: Metropolitan St. Louis Sewer District – Division of Environmental Compliance, 10 E. Grand Avenue, St. Louis, MO 63147.

If you have multiple sites for which the owner has changed, please submit one form for each P-job as needed.

Project/Development Name:_____

P Job Number: P-_ _ _ _ _ _ _ - _ _

Is this a new property owner? Check "Yes" or "No".

Is this a new maintenance contact? Check "Yes" or "No".

Complete Applicable Sections:

I. Name of New Owner:

New Mailing Address:

New Phone Number:

New Email Address:

Effective Date of Change: Enter the date that the new contact is applicable.

___ _/___ /_____

II. Name of Maintenance Responsible Party:

☐ Same as new owner (check if applicable)

New Mailing Address:

New Phone Number:

New Email Address:

Effective Date of Change: Enter the date that the new contact is applicable.

___ _/___ /_____

Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

APPENDIX C

INSPECTION CHECKLISTS

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Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

INSPECTION CHECKLIST – STORMWATER PONDS

Circle Type: P-1 Micropool ED Pond P-2 Wet Pond P-3 Wet ED Pond P-4 Multiple Pond System P-5 Pocket Pond DET - Detention

Location: _____ P Job Number: _____

Owner Change since last inspection? Yes No Inspector: _____

Owner Name: _____ Date of Inspection: _____

Owner Address: _____ Owner Phone Number: _____

Site Conditions: _____

INSPECTION RATING SYSTEM

0 = Good condition. Well maintained, no action required. Satisfactory Performance.
1 = Moderate condition. Should monitor. Satisfactory Performance.
2 = Degraded condition. Routine maintenance and repair needed. Unsatisfactory Performance.
3 = Serious condition. Immediate need for repair or replacement. Unsatisfactory Performance.

NOTE TO INSPECTOR: All personnel entering any confined spaces must take appropriate safety measures and follow applicable OSHA regulations.

INSPECTION ITEMS	RATING	COMMENTS/CORRECTIVE ACTIONS NEEDED
Overall Drainage Area Conditions:		
A. INLETS (If not piped, identify as overland flow)		
Provide stable conveyance into facility?	0 1 2 3 N/A	
Excessive trash/debris/sediment accumulation?	0 1 2 3 N/A	
Evidence of erosion?	0 1 2 3 N/A	
B. PRETREATMENT (if applicable)		
Excessive trash/debris?	0 1 2 3 N/A	
Excessive Sediment ? If >50% of volume is excessive.	0 1 2 3 N/A	
Evidence of clogging?	0 1 2 3 N/A	
Dead vegetation/exposed soil?	0 1 2 3 N/A	
Evidence of erosion?	0 1 2 3 N/A	
C. FACILITY		
Maintenance access to facility?	0 1 2 3 N/A	
Condition of structural components?	0 1 2 3 N/A	
Excessive trash/debris?	0 1 2 3 N/A	
Excessive Sediment ? If >50% of volume is excessive.	0 1 2 3 N/A	
Low orifice trash/debris accumulation causing blockage	0 1 2 3 N/A	
Berms/Embankments, overall condition	0 1 2 3 N/A	
Cattails removed?	0 1 2 3 N/A	
Check all issues observed:	Evidence of erosion ☐ Presence of woody vegetation ☐	Cracking, bulging or sloughing ☐ Evidence of animal burrows ☐
D. OVERFLOW/OUTLET STRUCTURE		
Outlets provide stable conveyance out of facility?	0 1 2 3 N/A	
Excessive trash/debris/sediment accumlation	0 1 2 3 N/A	
Evidence of erosion at/around?	0 1 2 3 N/A	
E. HAZARDS		
Complaints from local residents?	0 1 2 3 N/A	
Any public hazards observed (desribe if any)	0 1 2 3 N/A	

F. CORRECTIVE ACTIONS*

*If any 2-3 ratings are given in Sections A-E of this checklist, list corrective actions recommended or completed during inspection.

CORRECTIVE ACTIONS	RECOMMENDED TO OWNER	COMPLETED AT TIME OF INSPECTION

G. PHOTOGRAPHS

Please attach photographs, with descriptions, showing current condition of system and any defeciencies noted in this inspections

Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

APPENDIX D

MAINTENANCE AGREEMENT

Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

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Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

MAINTENANCE AGREEMENT

KNOW ALL MEN BY THESE PRESENTS, that the City of Creve Coeur (City), a Missouri Municipal Corporation, for and in consideration of the approval of construction plans and of the issuance of a permit by The Metropolitan St. Louis Sewer District (District) for stormwater management facilities according to plans to be approved by said District for a development known as CREVE COEUR GOLF COURSE DAM & CHANNEL IMPROVEMENTS - P-0029963-00, located at 11400 Olde Cabin Road (St. Louis County Parcel ID 17N110513) in Creve Coeur, Missouri, and more particularly described as:

A tract of land situated in fractional Sections 2 & 3, Township 45 North, Range 5 East, as recorded in deed book 6916, page 1423,

and other good and valuable considerations, does hereby agree and promise, as follows:

1. To build and construct stormwater management facilities, including Best Management Practices (BMP), basins, drainage facilities, appurtenances and sewer lines, in accordance with the design plans and report, submitted to and approved by The Metropolitan St. Louis Sewer District. The stormwater management facilities are to be perpetually located as shown on the improvement plans approved by The Metropolitan St. Louis Sewer District under reference number P-0029963-00, unless and until otherwise authorized by the Metropolitan St. Louis Sewer District.

2. To maintain and operate the stormwater management facilities in conformity with the approved Stormwater Management Facilities Report. **The southern pond located on the property will also be maintained by the City. The City is not hereby accepting any responsibility to maintain and operate facilities of The Metropolitan St. Louis Sewer District.**

3. To maintain all pipes and drains associated with the dam and channel in good working order and maintain all walls, dikes, vegetation, filter media, and any other requisite appurtenances and improvements associated with the dam and channel for the retention and management of stormwater in good repair.

4. That in the event the City of Creve Coeur or its successor in title to said property shall fail to maintain the stormwater management facilities, BMP, basins, drainage facilities, appurtenances and sewer lines in accordance with this agreement, The Metropolitan St. Louis Sewer District shall be permitted to enter onto the property and make the repairs and corrections and perform such maintenance as it deems necessary and bill the owners of said property for the services performed. It is further agreed that in the event said bill or charge for the services performed shall not be paid within a period of thirty (30) days said sum shall become a lien on the real property and shall accrue interest at a rate of eight percent (8%) per annum until paid in full.

5. This agreement is irrevocable and shall continue forever unless and until otherwise approved by The Metropolitan St. Louis Sewer District.

Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

IN WITNESS WHEREFORE, the said City of Creve Coeur has caused these presents to be signed by its City Administrator and its corporate seal to be affixed this _____ day of _____ , 2014.

THE CITY OF CREVE COEUR

BY _____
Mark C. Perkins
City Administrator

ATTEST:

_____
Signature & Title

_____
Deborah Ryan, MRCC
City Clerk

STATE OF MISSOURI)
) SS.
COUNTY OF ST. LOUIS)

On this _____ day of _____ , 2014 before me appeared Mark Perkins, to me personally known, who being by me duly sworn, did say he is the City Administrator of the City of Creve Coeur, Missouri, and that the seal affixed to the foregoing instrument is the Corporate Seal of said City of Creve Coeur and that said City of Creve Coeur by authority of its City Council, and said Mark Perkins acknowledged said instrument to be the free act and deed of said City of Creve Coeur.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed my notarial seal, the day and year first above written.

My Commission expires _____

Act performed in the County of St. Louis which adjoins the City of St. Louis.

_____
Notary Public

Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

IN WITNESS WHEREOF, the Director of Engineering accepts this Agreement for The Metropolitan St. Louis Sewer District.

THE METROPOLITAN ST. LOUIS SEWER DISTRICT

By _____
Richard Unverferth
Director of Engineering

STATE OF MISSOURI)
) SS.
_____ OF ST. LOUIS)

On this _____ day of _____, 20_____, before me personally appeared Richard Unverferth to me personally known, who being by me duly sworn, did say that he is the Director of Engineering, of THE METROPOLITAN ST. LOUIS SEWER DISTRICT and that said instrument was signed and sealed in behalf of said THE METROPOLITAN ST. LOUIS SEWER DISTRICT by authority of its Board of Trustees and said Richard Unverferth acknowledged said instrument to be the free act and deed of said THE METROPOLITAN ST. LOUIS SEWER DISTRICT.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed my notarial seal this _____ day of _____, 20_____.

My Commission expires _____.

_____
Notary Public

Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

APPENDIX E

ANNUAL MAINTENANCE REPORT FORM

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Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

POST CONSTRUCTION STORMWATER BMP ANNUAL MAINTENANCE REPORT
Post-Construction Inspection and Maintenance Report Form

Per MSD Rules and Regulations and Engineering Design Requirements for Sanitary Sewer and Stormwater Drainage Facilities (Section 4.080.08) a Maintenance Agreement is executed by BMP owners prior to plan approval and an annual maintenance report is required to be submitted to MSD. This completed form and attachments should be submitted annually, **no later than March 31st** of the year following the reporting year, to: Metropolitan St. Louis Sewer District – Division of Environmental Compliance, c/o Phase II Stormwater Management Program, 10 E. Grand Avenue, St. Louis, MO 63147.

For consistency and for your convenience, MSD is providing this Annual BMP Maintenance Report Form for optional use by BMP owners. This report form and the inspection checklists are not mandatory for use and are being provided as templates to ensure compliance with minimal maintenance requirements. Use of this form and/or the referenced inspection checklists developed by MSD will not exempt BMP owners from the design and maintenance requirements specified in the Stormwater Management Facilities Report.

A. GENERAL INFORMATION. Please fill out only one report form per site. (Fill out ALL information)

DATE _____ **REPORTING YEAR**: _____ **MSD P-Job #: P** _ _ _ _ _ _ _ - _ _

Project Name (i.e. Subdivision Name, Store Name):	**Physical Address/Location of BMP:**
Property Owner Name: **Is this a new owner? (YES) (NO)**	**Property Owner Mailing Address:**
Property Owner E-mail Address:	**Property Owner Telephone Number:** **( )**
Maintenance Contact Person/Inspector Name:	**Maintenance Contact/Inspector Telephone Number:** **( )**
Maintenance Contact/Inspector E-mail address:	

Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

MSD P-Job #: P _ _ _ _ _ _ _ - _ _

B. INSPECTION CHECKLIST & BMP SUMMARY TABLE. Please attach a copy of the most recent inspection form/checklist. If the system is a proprietary system, the manufacturer's inspection checklist should be obtained from the manufacturer for use.

Fill-in the actual number of BMP devices on the table below. Attach color photos as appropriate, to show condition of each BMP.

Inspection checklists can be found online at www.stlmsd.com/what-we-do/stormwater-management/bmp-toolbox/maintenance-responsibilities. These inspection checklists are provided for convenience to ensure compliance with minimal maintenance requirements. Use of these inspection checklists does not exempt BMP owners from design and maintenance requirements specified in the SWMFR.

BMP Device Type	Number per Site	BMP Device Type	Number per Site
Bioretention		**Filter**	
Porous Pavement		**Infiltration Basin/Trench**	
Detention/Retention Basin or Pond		**Other (Specify)**	
Open Channel (Swales)		**Other (Specify)**	

C. MAJOR MAINTENANCE & CORRECTIVE ACTIONS SUMMARY. Please complete the table below summarizing major maintenance activities conducted and any corrective actions taken.

Date Completed	Deficiency Observed Needing Correction	Corrective Action/Maintenance Activity Completed

D. SITE PHOTOGRAPHS. Please attach photographs showing current condition of BMPs on site. One panoramic view of the site and one close-up photo of each area are sufficient.

Attachment: Golf Course Dam and Channel (P-29963-00) - Post Contrsuction OM Plan (1073 : Bill No. 5512 - Esmnt and Maintenance Agree for

City Council
300 North New Ballas Rd
Creve-Coeur, MO 63141

SCHEDULED

Meeting: 09/08/14 07:00 PM
Department: Legislative /City Clerk
Category: Appointment
Prepared By: Debbie Ryan
Initiator: Debbie Ryan
Sponsors:
DOC ID: 1074

APPOINTMENT (ID # 1074)

Appointments and Reappointments to Finance, Board of Adjustment, P & Z and Parks

Nominating Committee is recommending appointments and reappointments.

MINUTES OF A MEETING
OF THE NOMINATING COMMITTEE
THURSDAY, SEPTEMBER 4, 2014
9:30 P.M.

A meeting of the Nominating Committee was held on Thursday, September 4, 2014 starting at 9:44 a.m.. at the Creve Coeur Government Center, 300 North New Ballas Road, Creve Coeur MO 63141.

Mayor Glantz called the meeting to consider appointment and reappointments to the Finance Committee, Board of Adjustment, Planning and Zoning Commission and Parks and Rec Committee pursuant to the requirements of Section 4.4(i) of the Creve Coeur City Charter.

FINANCE COMMITTEE

The Nominating Committee consisted of:

Mayor Glantz
Council President Charlotte D'Alfonso

Others present: Adam Shulenburger, Vice – Chair of the Finance Committee and Mark Perkins, City Administrator.

Applications were received from:
John Noce
Phil Hellwege
Vinh Tran
Robert Bockserman

Mayor Glantz stated interviews were held for all four candidates beginning at 8:45 a.m. this morning and were completed shortly after 9:30 a.m. There are two vacancies on the Finance Committee due to term limit and resignation.

Adam Shulenburger stated besides the possible attendance issues he feels that John Noce and Phil Hellwege are the most qualified out of the applicants due to their CFO backgrounds.

Council President D'Alfonso stated she felt that all four applicants are qualified and both John Noce and Phil Hellwege with their CFO backgrounds. Council President D'Alfonso stated she liked Mr. Tran's statement about making the Finance Committee a priority and his commitment to attendance. There have been quorum issues with the Finance Committee. Council President D'Alfonso stated she feels that Vinh Tran would be a good fit. Mr. Noce also mentioned that he reviews issues based on facts and also reviews trends before making a decision.

Mark Perkins stated having a CFO perspective would be valuable, John Noce in particular having a governmental CFO background. Mr. Noce mentioned he is rolling off of another board and his schedule would be freed up in about six months. Mark Perkins stated he would rate the applicants as John Noce, with Bob Bockserman and Phil Hellwege to follow. Mr. Tran had also indicated an interest in the EDC, and should be considered there.

Mayor Glantz stated he agrees that John Noce and Phil Hellwege's backgrounds of CFO would be helpful, but don't know if having two CFO's perspectives would be useful. Mayor Glantz stated he agrees that Mr. Tran would be more useful on the EDC. Mr. Bockserman is a bright, thorough guy.

Attachment: 09 04 14 finance BOA PZ Parks (1074 : Appointments and Reappointments to Finance, Board of Adjustment, P & Z and Parks)

MINUTES OF A MEETING
OF THE NOMINATING COMMITTEE
THURSDAY, SEPTEMBER 4, 2014
9:30 P.M.

Council President D'Alfonso stated Phil and John indicated that they were only interested in the Finance and the other two candidates listed multiple committee interests. Council President D'Alfonso stated she feels that Bob would be a better fit on the new Environment Committee. Energy and
Adam Shulenburger stated Mr. Bockserman spoke for a long time in the interview and felt that may be an issue in a Finance Committee meeting.

Mayor Glantz stated that could be an issue to stay on task.

Council President D'Alfonso asked if there were currently any CFOs on the Finance Committee.

Mark Perkins stated not to his knowledge.

Mayor Glantz asked for the top two from each. Adam Shulenburger stated Phil and John. Mark Perkins stated John and then either Phil or Bob equally for second. Council President D'Alfonso stated John and Phil.

Council President D'Alfonso moved, seconded by Mayor Glantz to appoint John Noce and Phil Hellwege each to a three year term which will expire June 30, 2017, with the vote upon such motion being as follows, to-wit:

Council President D'Alfonso – Aye
Mayor Glantz – Aye

The vote on the motion being 2 ayes and 0 nays, the appointments were approved.

BOARD OF ADJUSTMENT
The Nominating Committee consisted of:
Mayor Glantz
Council President Charlotte D'Alfonso

Others present: Mark Perkins, City Administrator.

Mayor Glantz stated there is a vacancy due to term limit of Rhonda O'Brien. The Chair, Earl Schenberg is unable to attend today but sent his recommendations via email.

Council President moved, seconded by Mayor Glantz to move Martin Satz from an alternate member to a full member for a three year term which will expire June 30, 2017 and appoint Glenn Wilen as an alternate member with no expiration date, with the vote upon such motion being as follows, to-wit:

Council President D'Alfonso – Aye
Mayor Glantz – Aye

The vote on the motion being 2 ayes and 0 nays, the appointments were approved.

Attachment: 09 04 14 finance BOA PZ Parks (1074 : Appointments and Reappointments to Finance, Board of Adjustment, P & Z and Parks)

MINUTES OF A MEETING
OF THE NOMINATING COMMITTEE
THURSDAY, SEPTEMBER 4, 2014
9:30 P.M.

PLANNING AND ZONING COMMISSION
The Nominating Committee consisted of:
Mayor Glantz
Council President Charlotte D'Alfonso

Others present: Mark Perkins, City Administrator.

Mayor Glantz stated there reappointments were inadvertently missed during the annual reappointments.

Council President moved, seconded by Mayor Glantz to reappoint James Faron, Tim Carney and Ken Howard each to a three year term which will expire June 30, 2017 and reappoint Tim Madden for a one year term which will expire June 30, 2015 and retain Mr. Madden as the Chair of the P & Z for the remainder of his term, with the vote upon such motion being as follows, to-wit:

Council President D'Alfonso – Aye
Mayor Glantz – Aye

The vote on the motion being 2 ayes and 0 nays, the reappointments were approved.

PARKS & RECREATION COMMITTEE
The Nominating Committee consisted of:
Mayor Glantz
Council President Charlotte D'Alfonso

Others present: Mark Perkins, City Administrator.

Mayor Glantz stated there reappointment was inadvertently missed during the annual reappointments.

Council President moved, seconded by Mayor Glantz to reappoint David Hoffman to a three year term which will expire June 30, 2017, with the vote upon such motion being as follows, to-wit:

Council President D'Alfonso – Aye
Mayor Glantz – Aye

The vote on the motion being 2 ayes and 0 nays, the reappointments were approved.

The Nominating Committee meeting adjourned at 6:05 p.m.

Attest:

Deborah Ryan	Barry Glantz
City Clerk	Mayor

Attachment: 09 04 14 finance BOA PZ Parks (1074 : Appointments and Reappointments to Finance, Board of Adjustment, P & Z and Parks)

City Council
300 North New Ballas Rd
Creve-Coeur, MO 63141

Debbie Ryan
City Clerk
(314) 872-2517
www.creve-coeur.org/

Meeting: 09/08/14 07:00 PM

DISCUSSION ITEM (ID # 1075)

DOC ID: 1075

Golf Course Dam and Siltation Project

City Council
300 North New Ballas Rd
Creve-Coeur, MO 63141

Debbie Ryan
City Clerk
(314) 872-2517
www.creve-coeur.org/

Meeting: 09/08/14 07:00 PM

DISCUSSION ITEM (ID # 1076)

DOC ID: 1076

Trash and Recycling Contract

SECOND AMENDMENT TO RESIDENTIAL SOLID WASTE COLLECTION SERVICES AGREEMENT

SECOND AMENDMENT made on the 28 day of April, 2014, by and between the City of Creve Coeur (hereinafter "City"), and Allied Services LLC dba Republic Services of Bridgeton (hereinafter "Republic").

WHEREAS, the term of the current residential solid waste collection services agreement between the City and Republic, as previously amended, expires June 30, 2014 (hereinafter the "Current Contract"); and

WHEREAS, the City has an extension option under the Current Contract; and

WHEREAS, after a public bidding process in 2013, the City's Horticultural, Environmental, and Beautification Committee and City Staff recommended selection of Republic to continue to provide such services beyond the current expiration date of the Current Contract pursuant to the terms and conditions of the Residential Solid Waste, Yard Waste, and Recyclable Waste Collection, Removal, and Disposal Bid Specifications for 2014-2019 and Republic's Alternate Proposal #1 (hereinafter the "Optional New Contract"), attached hereto as **Exhibit 1**; and

WHEREAS, the City Council has determined that it requires additional time to determine the best means of meeting the residents' needs and expectations; and

WHEREAS, due to the passage of time, it is no longer possible for Republic to implement the changes described in the Optional New Contract as of the expiration date of the Current Contract; and

WHEREAS, the City and Republic have reached agreement on an extension of the Current Contract that incorporates the option of adopting the Optional New Contract and related

Attachment: allied contract extension - executed (1076 : Trash and Recycling Contract)

options available to the City; and

WHEREAS, the City and Republic have agreed that such extension is mutually beneficial;

NOW, THEREFORE, in consideration of the mutual covenants set forth herein and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties hereto covenant and agree as follows:

1. The Current Contract between the parties, as hereby amended, shall be extended as of July 1, 2014 for one year, ending June 30, 2015. The City shall have the option to extend the Current Contract for an additional year, to June 30, 2016, on these same terms and conditions, and an additional option to extend the Current Contract for an additional year, to June 30, 2017, on these same terms and conditions. Should the City elect to exercise its option(s) under this section, it shall give written notice thereof to Republic no later than May 1 immediately prior to the impending expiration date.

2. Contract fees under the Current Contract, as extended, shall not be increased pursuant to any adjustment included therein, but rather shall only be subject to increase as follows: (a) in connection with the extension to June 30, 2015, by the percentage increase, if any, in the cost of living between June 2013 and June 2014, as determined by the St. Louis Consumer Price Index for All Urban Consumers, published by the Bureau of Labor Statistics of the U.S. Department of Labor; (b) a similar increase in connection with an extension to June 30, 2016, based on the percentage increase, if any, from June 2014 to June 2015; (c) a similar increase in connection with an extension to June 30, 2017, based on the percentage increase, if any, from June 2015 to June 2016; (d) provided, however that no such annual increase shall exceed 3%.

Attachment: allied contract extension - executed (1076 : Trash and Recycling Contract)

3. Notwithstanding the foregoing, the City shall have the additional option to adopt as a replacement agreement, the Optional New Contract, to take effect as of either July 1, 2015 or July 1, 2016. The City shall provide notice to Republic that it is exercising this additional option no later than January 1 immediately preceding the intended effective date of such new contract. Such new contract shall be dated and commence as of its effective date, shall be for a five-year term with an option for the City to extend for an additional five years, and all dates and prices in Exhibit 1 shall be adjusted accordingly, using price adjustments described therein. The parties agree that the price for optional second weekly curbside service shall be corrected to be $15.00 per month in 2014 dollars.

4. The City also shall have the right, during any or all of the fiscal years (i.e. July to June) in the term of the Optional New Contract, to pay the once-per-week rear yard collection fee for all residents opting for such upgrade service (other than disabled residents qualifying for no charge service under the contract). The City shall provide Republic with at least 90 days advance notice of intent to make such payments and/or to discontinue making such payments. During any such period that the City makes such payments, the parties shall use a coordinated process for residents to order and discontinue such optional service. Republic shall bill the City directly. Other "a la carte" items (i.e. second weekly curbside or rear yard pickup, white goods, unlimited yard waste) shall remain payable by residents directly to Republic.

5. Either party shall have the right to audit applicable records at reasonable times at its cost and if a discrepancy is discovered within a year of provision of the related service appropriate financial adjustments shall be made.

6. Except as expressly modified by this Second Amendment, the Current Contract shall remain in full force and effect.

Attachment: allied contract extension - executed (1076 : Trash and Recycling Contract)

7. The parties and individual signatories hereby warrant and represent they have the authority to enter into this Second Amendment.

8. This Second Amendment may be executed in counterparts, to be effective on the date that the last signature herein below required is affixed.

City of Creve Coeur, Missouri

By: _____
Mark Perkins, City Administrator

ATTEST:

_____
Deborah Ryan, City Clerk

Allied Services LLC dba
Republic Services of Bridgeton

By: _____

Name: Casey F Powers

Title: General Manager

ATTEST:

By: _____

Name: Thomas F Real

Title: ~~Secretary~~ Division Controller

Attachment: allied contract extension - executed (1076 : Trash and Recycling Contract)

24. The City-Contractor Agreement shall be substantially in the form attached hereto, adjusted to match to the accepted bid. Non-material changes may be discussed with the successful bidder, but absent mutual agreement the form shall be used.

ALTERNATE BID#1 PROPOSAL FORM

REIDENTIAL SOLID WASTE, YARD WASTE, AND RECYCLING WASTE COLLECTION, REMOVAL, AND DISPOSAL FOR 2014-2019 CITY OF CREVE COEUR, MISSOURI

The undersigned hereby submits the following bid to furnish the City of Creve Coeur with solid waste, recyclables, dumpster collection and yard waste collection, removal and disposal. **The actual cost increase for future years will depend on the previous year's CPI – Transportation, with a 4% cap as stated in the contract documents.**

Alternate 1

Item 1 – Solid Waste & Recycle		**Monthly Cost**	**Annual Cost**
Single family including single unit condos, Pick-up solid waste and recycle once per week (Curbside pick-up paid for by the City, Approximately 5,520 Units)	**95gl**	**$13.51**	**$162.12**
	65gl	**$11.51**	**$138.12**
	35gl	**$10.26**	**$123.12**
Option; 2X Curbside pick-up, Resident may Pay Contractor directly for twice a week Curbside pickup. (Upgrade price for second Weekly curbside pickup).		**$30.00**	**$360**
Option; Single family including unit condo's Pick-up solid waste once per week. Resident May pay contractor directly for rear yard Pick-up. Maximum charge per resident per Month is fifteen dollars($15.00), however the Bidder may propose a lower fee. Upgrade Price for once a week rear yard service		**$15.00**	**$180**
Option: 2X Rear yard pick-up. Resident May pay contractor directly for rear yard Pick-up. Maximum charge per resident per Month is fifteen dollars($15.00), however the Bidder may propose a lower fee. Upgrade Price for once a week rear yard service (This fee will be fifteen dollars added to the Fifteen dollars for the optional 1X rear yard)		**$15.00**	**$360**

Attachment: allied contract extension - executed (1076 : Trash and Recycling Contract)

Alternate 1

Item II – Miscellaneous	Monthly Cost
White Goods – metal Appliances Resident schedules pickup with Contractor and pays Contractor Directly for the service. ($25 Max per item)	$25.00 Per Item
Bulky Goods – Furniture/Large Items, Resident schedules Pick-up with Contractor Two item Limit per pick up. ~~Pickup on regular trash day~~.	No Charge
Yard Waste –	
Cost for Yard Waste Tags (Each)	$3.00
Cost for Yard Waste Bags (Each)	$5.00
Annual Unlimited yard Waste Service 1X per week Curbside service includes a 95 gallon toter with Wheels Lid and handle. (Service paid for by the resident). (priced per month billed quarterly)	$12.00 per month

Disabled with a letter from the State of Missouri stating they are permanently disabled and being Head of the household with no more than two occupants, Will qualify for rear yard service at No Charge to the resident.

Item III – Recycle Rewards

a. The city will receive a 50% share of the recycle commodity of the average annual market value for commingled recycle material per ton or $10 per ton, whichever is the greater of the two.

OR

b. Republic Services at the end of each calendar year will donate $5,000 to the City recycle committee for them to choose how to utilize the funds.

Item IV – Sustainable Practices and Procedures;

Republic Services will utilize CNG (Natural Fuel Vehicles) in the City of Creve Coeur for the term of the contract.

***** All Toters (Containers) will be owned, warrantied and maintained by Republic Services. They will be purchased through Republics national agreement with Otto Environmental.

Attachment: allied contract extension - executed (1076 : Trash and Recycling Contract)

Item V
Condo Dumpster Solid waste and Recycle Pick-up

Pricing will be based on the numbers supplied to this section on page BF-4, Item VI Only.

Item I; Explanation; The resident will choose the container size according to need, the city will be billed according to number of residents choosing what size container. Residents may only change the size of container before the new billing period of each contracted calendar year.

Republic Services is submitting a proposal in response to the Creve Coeur RFP for Residential Solid Waste, Yard Waste and Recyclable Waste Collection, Removal and Disposal. Section 2(g) of the Specifications reads as follows:

(g) Collection vehicles shall be equipped with RFID readers and scales on hydraulic lift arms. Toters that are supplied by the hauler for solid waste and recycling shall have RFID tags embedded into the plastic container.
The successful hauler will provide weekly collection weight reports to the city for solid waste and recycle collection in electronic form. The data collected by the RFID system shall be delivered to the city in Excel or Access program format. Data form shall include:

- **Date**
- **Tag Number**
- **Type of Collection**
- **Address**
- **Toter Size**
- **Weight of Collected Material**

Republic Services must take exception to this Section 2(g) as it is unable to comply with Section 2(g) at this time. Republic Services has used and tested RFID systems and has concerns with the reliability of the RFID systems currently available, specifically with the reader software and scanners. Additionally, the use of scales has not been integrated into any RFID systems which Republic has used or is testing.

If awarded the bid, Republic Services will revisit the provisions of this Section 2(g) during the term of the agreement with the City if Republic Services determines that the RFID process has been perfected to its satisfaction.

Attachment: allied contract extension - executed (1076 : Trash and Recycling Contract)

(Signature)

Casey Powers / General Manager
Printed Name ? Title

Republic Services / Allied Waste LLC
Company

12976 St Charles Rock Road
Address

Bridgeton, MO 63044
City, State and Zip Code

(636) 947-5959
Telephone #

(314) 739-4911
Fax

October 17, 2013
Date

Attachment: allied contract extension - executed (1076 : Trash and Recycling Contract)

(Amount contractor pays for solid waste dump fee per ton). $ N/A

(Annual 2013 average revenue per ton for comingled recycling materials) $ 11.00

Item V – Sustainable Practices and Procedures

1. Does your fleet burn CNG as a fuel source? YES
2. Does you landfill capture and reuse methane gas? YES

(See Appendix D for Environmental Efficiency Policy Requirements)

Bidder may include additional material in bid explaining how they address any of the energy conscious efforts and environmentally friendly practices executed by their company which are identified in Appendix D.

Item VI - CONDO DUMPSTER SOLID WASTE AND RECYCLE PICKUP

	Current Use		Monthly Unit Cost	Annual Cost
	Single Pickup per week			
	1 CY Once A Week	0 Units	$ —	$ —
	2 CY Once A Week	44 Units	$ 1,254.80 ~~28.50~~	$ 15,048.00
	3 CY Once A Week	4 Units	$ 140.00 ~~35.00~~	$ 1,680.00
	4 CY Once A Week	5 Units	$ 195.00 ~~39.00~~	$ 2,340.00
	6 CY Once A Week	0 Units	$	$
Optional: Additional Pick-up Per Week	1 CY Additional Pick-up	0 Units	$	$
	2 CY Additional Pick-up	8 Units	$ 200.00 ~~$25.00~~	$ 2,400.00
	3 CY Additional Pick-up	1 Unit	$ 25.00 ~~$25.00~~	$ 300.00
	4 CY Additional Pick-up	0 Units	$	$
	6 CY Additional Pick-up	0 Units	$	$

Attachment: allied contract extension - executed (1076 : Trash and Recycling Contract)

2014 City of Creve Coeur Community Survey

...helping organizations make better decisions since 1982

Final Report

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Submitted to the City of Creve Coeur, MO by:
ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

July 2014

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2014 City of Creve Coeur
Executive Summary Report

Overview and Methodology

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

Resident Survey. A seven-page survey was mailed to a random sample of 2,000 households in the City of Creve Coeur. On average, the survey took 20 minutes to complete. Of the 2,000 households that received a survey, 627 completed the survey. This total far exceeded the goal of 400 completed surveys. The results for the random sample of 627 households have a 95% level of confidence with a precision of at least +/-3.9%.

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.*"

This report contains:

- a summary of the methodology for administering the survey
- charts and graphs showing the major findings
- importance-satisfaction analysis
- benchmarking data that show how the results for Creve Coeur compare to other cities
- tables that show the results for each question on the survey
- a copy of the survey instrument
- crosstabular data by key demographic variables (Appendix A)

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; 96% were satisfied with the city as a place to raise children, and 85% 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 life in the City; 94% were satisfied with the overall quality of services provided by the City, and 91% were satisfied with overall image of the City.

- **Overall City Services.** Ninety-two percent (92%) of the residents surveyed, *who had an opinion,* were satisfied (rating of 4 or 5 on a 5-point scale) with park maintenance; 92% were satisfied with police services; 88% were satisfied with limb chipping services, and 88% were satisfied with leaf vacuuming services. Residents were least satisfied with services pertaining to building permits (47%).

- **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) police services, 2) parks and recreation and 3) overall enforcement of City codes and ordinances.

- **Trash and Recycling Services.** Of the 89% of residents who indicated they live in a single-family home or townhome, 95% of those surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the City's trash service and 95% were satisfied with recycling service. Furthermore, 85% were aware of the City's valet trash pick-up service.

- **City Communication.** Eighty-five percent (85%) of the residents surveyed, *who had an* opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the City's efforts to keep residents informed about important issues; 78% were satisfied with the availability of information about programs and services, and 77% were satisfied with efforts to inform residents about the City's finances. Residents were least satisfied with the quality of the City's social media (44%).

- **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 efforts.

- **Parks and Recreation.** Ninety-two percent (92%) 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; 65% were satisfied with the number walking and biking trails, and 65% were satisfied with the golf course. Residents were least satisfied with senior programs (48%).

- **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) maintenance of City parks, and 2) the number of walking and biking trails.

- **Public Safety.** Ninety-five percent (95%) 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; 89% were satisfied with how quickly police respond to emergencies, and 84% were satisfied with the City's efforts to prevent crime. Residents were least satisfied with enforcement of local traffic laws (76%).

- **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) visibility of police in neighborhoods, and 2) efforts to prevent crime.

- **Community Development.** Sixty-seven percent (67%) of the residents, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the enforcement of exterior maintenance of business properties; 67% were satisfied with the enforcement of sign regulations, and 65% were satisfied with the overall quality of new development in the City. Residents were least satisfied with the enforcement of exterior maintenance of residential property (57%).

- **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 development in the City, and 2) enforcing the clean-up of junk and debris on private property.

- **Public Works.** Eighty-eight percent (88%) of the residents, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the appearance of landscaped medians; 88% were satisfied with the cleanliness of City streets, and 73% were satisfied with snow and ice removal on City streets. Residents were least satisfied with the adequacy of street lighting (59%).

- **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) snow and ice removal on City streets.

Other Findings

- 82% of households read the City's newsletter every month; 14% read it a few times a year, and the remaining 4% indicated they never read it. The types of information residents prefer to see in the newsletter include: information about City services and policies, special events, street projects, and Planning & Zoning updates.

- 12% of residents indicated they use reusable shopping bags "always"; 33% use them "most of the time", 33% use them "rarely" and 22% never use them.

- 30% of residents indicated they have visited one of the City's parks between one and four times in the last two years; 19% visited a park five to nine times, and 37% visited 10 times or more. The remaining 14% indicated they did not visit a City park in the last two years.

- Of the 44% of residents who called or visited the City with a question, problem or complaint during the past year, 40% of them most recently contacted the Public Works department; 28% contacted the Building Division, and 17% contacted the police.

- Of the 44% of residents who called or visited the City with a question, problem or complaint during the past year, 80% of them indicated that it was easy to address their issue. With regard to specific behaviors, 90% indicated that employees were "always" or "usually" courteous and polite, and 83% indicated that employees "always" or "usually" gave accurate answers to questions.

- 43% of residents indicated they would be in favor of changing the regulations so that more drive-through restaurants could locate in Creve Coeur. The biggest concern among residents with regard to drive-through restaurants is having too many built in the same area.

Comparative Benchmarks

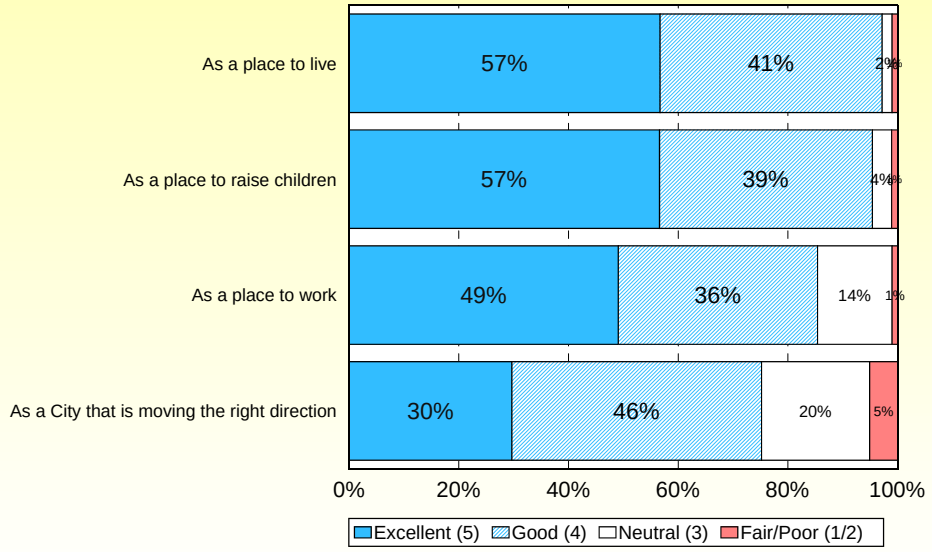
Where possible, survey results for Creve Coeur were compared to the U.S. and the Missouri/Kansas region of the country. Creve Coeur rated significantly higher in most categories of city service, public safety, public works, communication, community development, and customer service than either the U.S. in total or the Missouri/Kansas region.

Section 1: Charts and Graphs

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

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

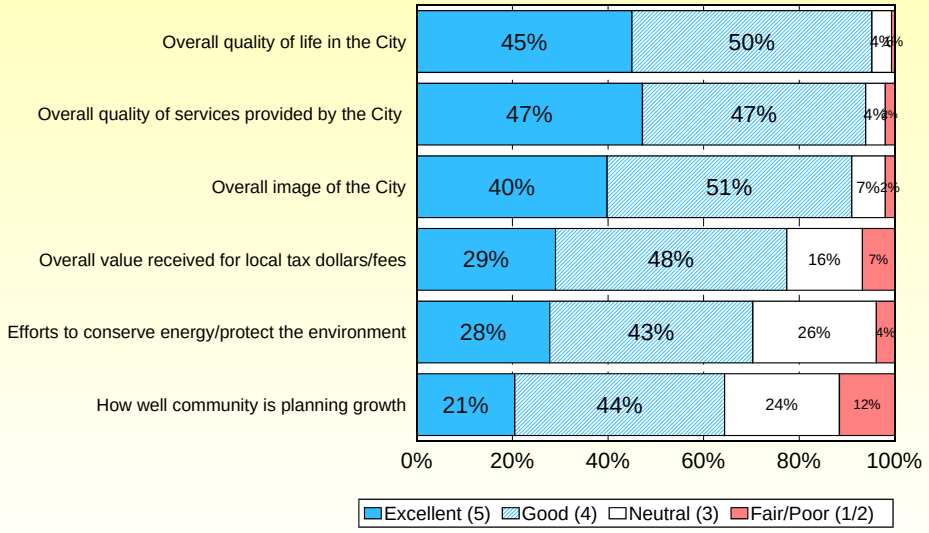
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

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")

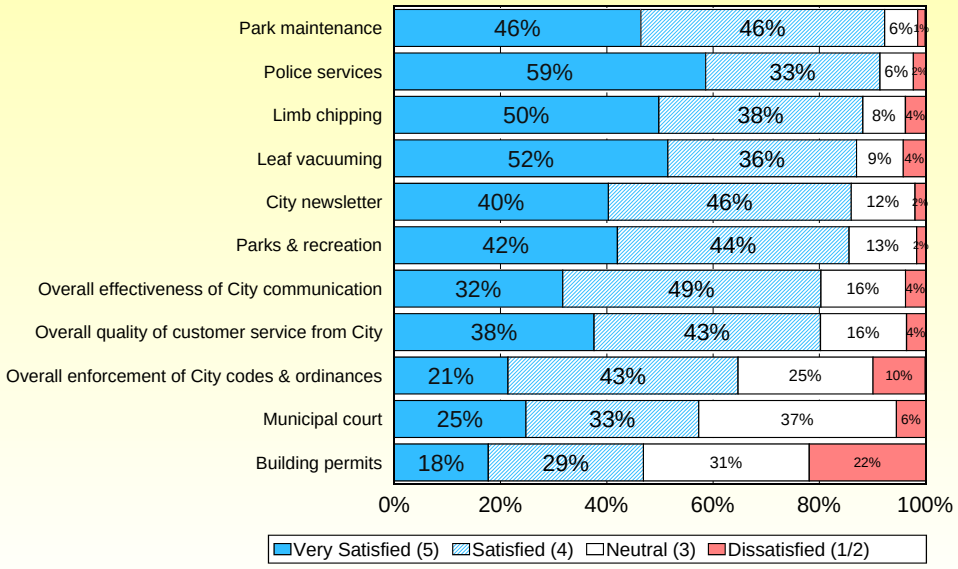


Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q3. Satisfaction with Major Categories of City Services

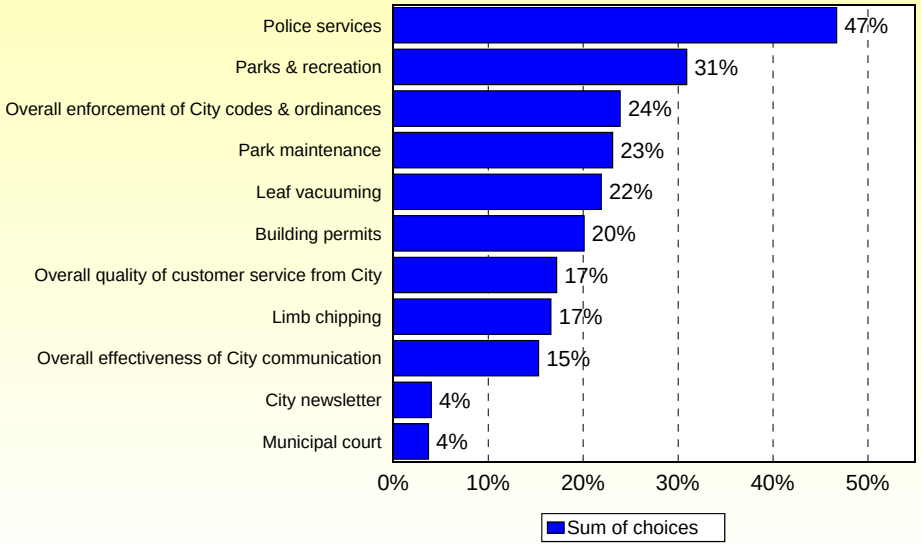
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

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

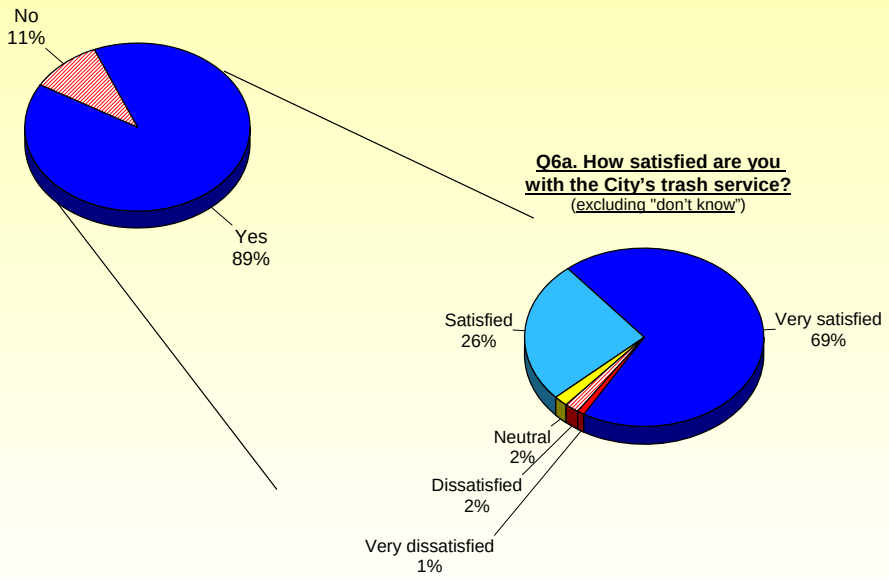


Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

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

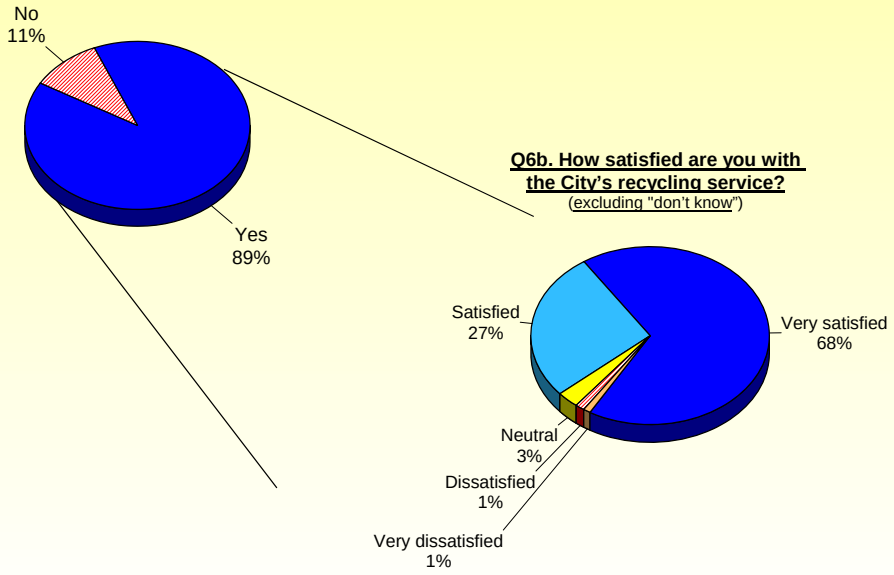
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

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

by percentage of respondents

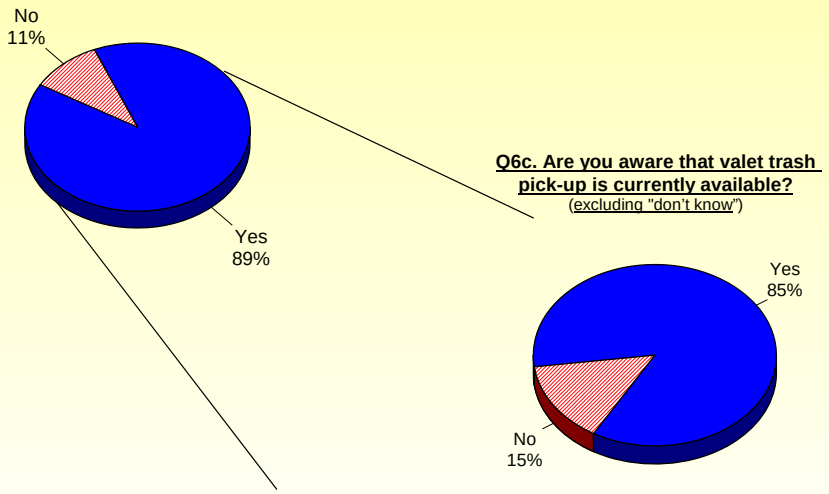


Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

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

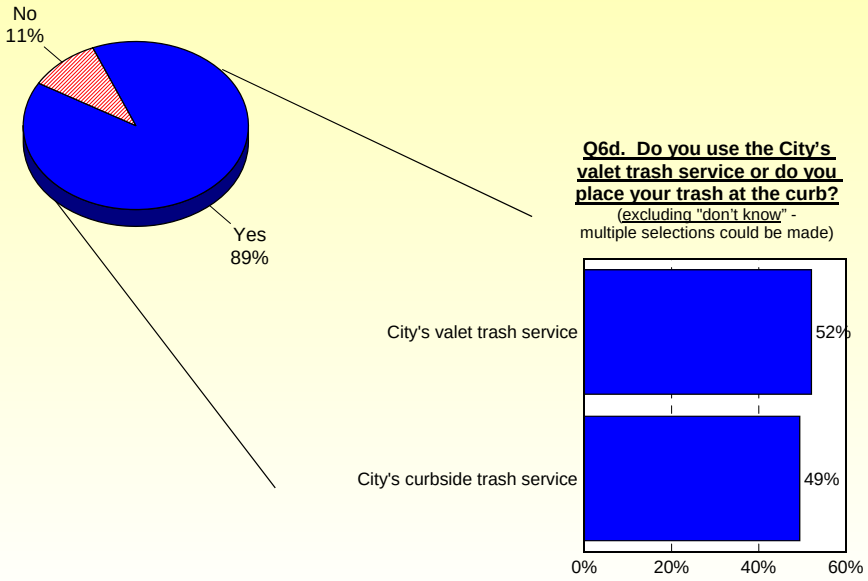
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

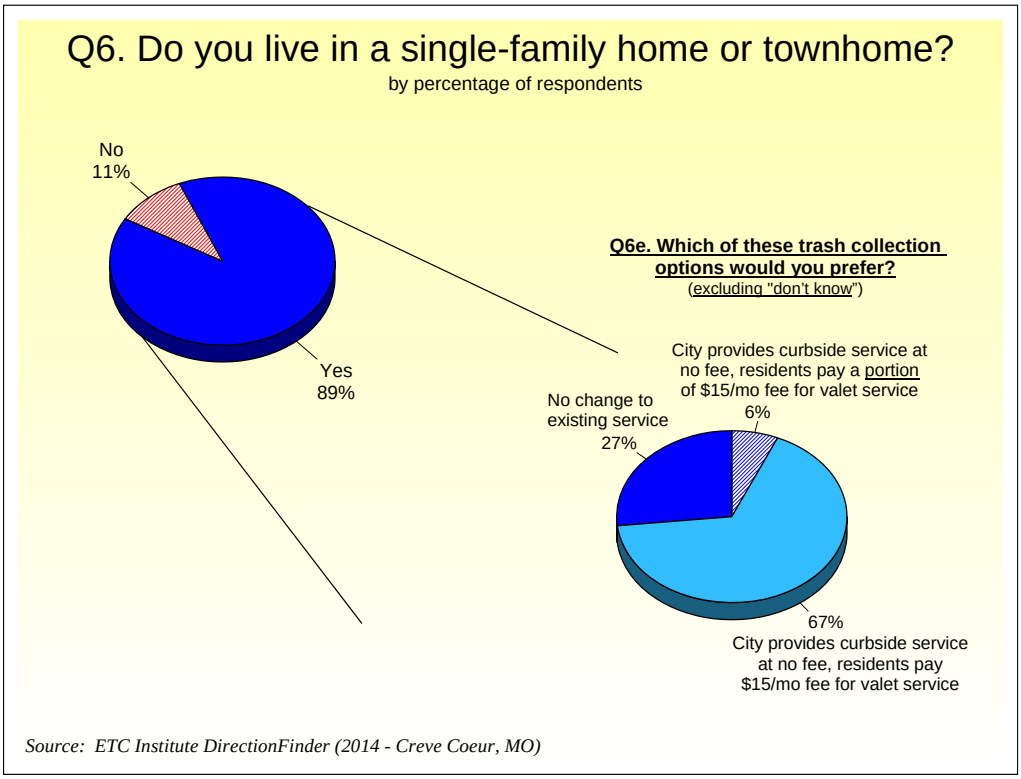
Q6. Do you live in a single-family home or townhome?

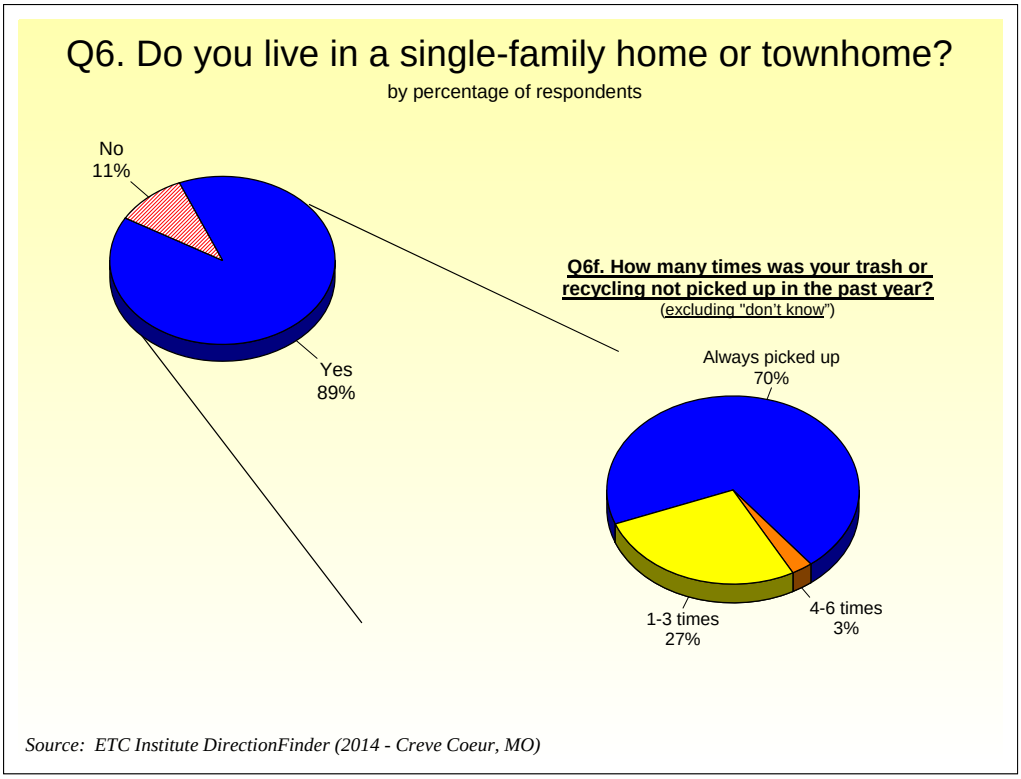
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

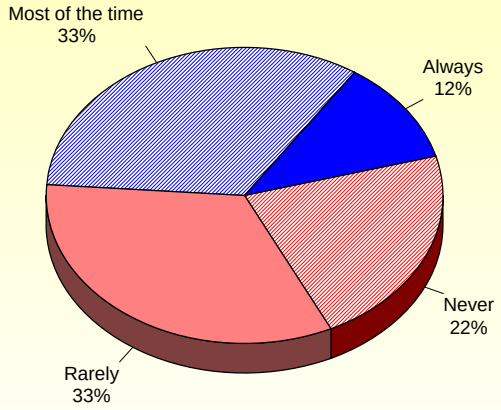




Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q7. How often do you use reusable shopping bags?

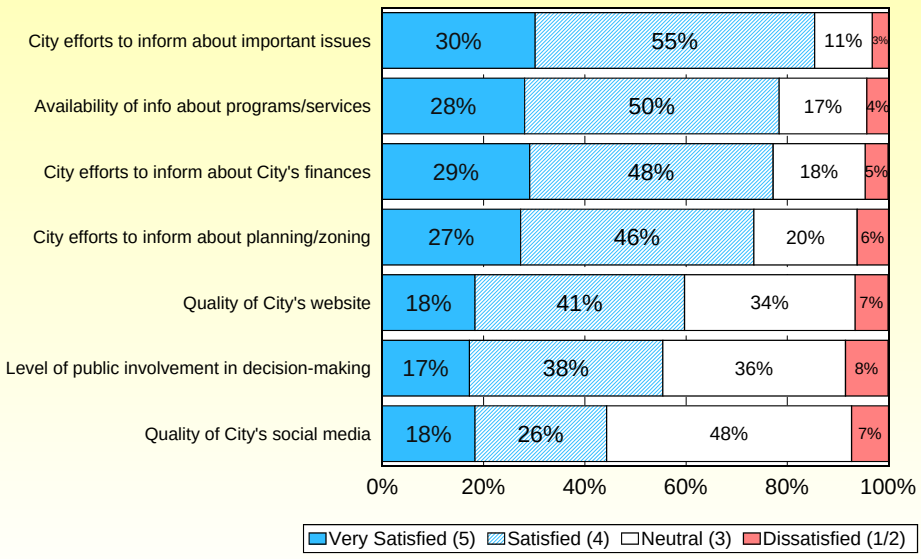
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Q8. 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")

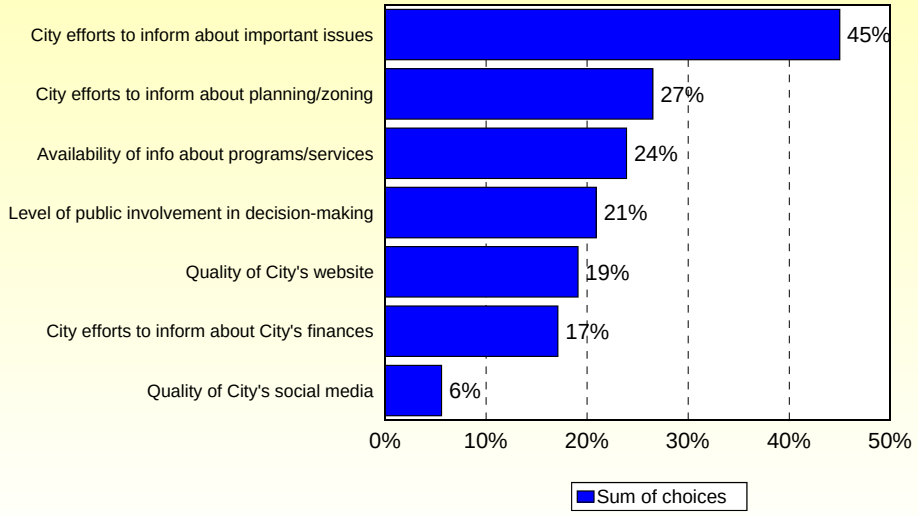


Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q9. Communication Issues That Should Receive the Most Emphasis Over the Next 2 Years

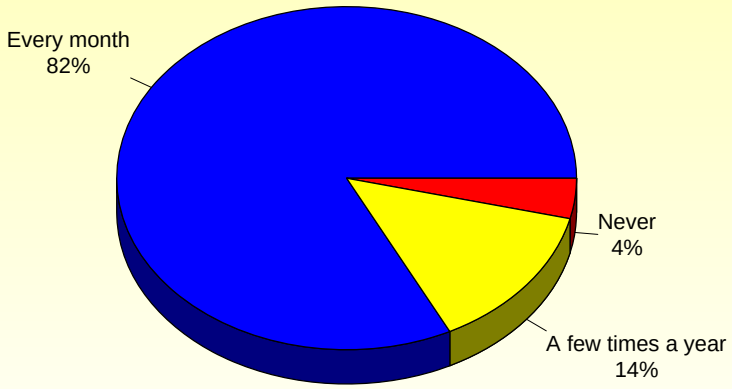
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Q10. How often do you read the City's newsletter?

by percentage of respondents

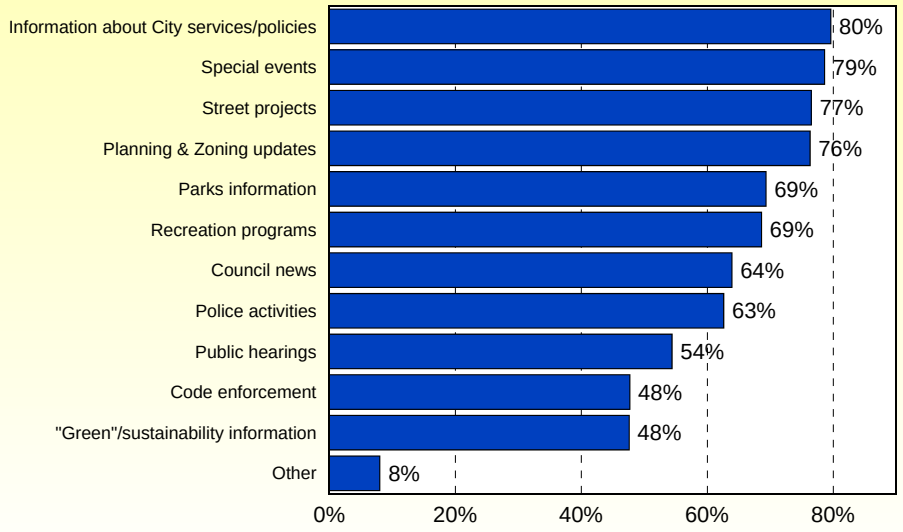


Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q11. Types of Information Residents Prefer to See in the City's Newsletter

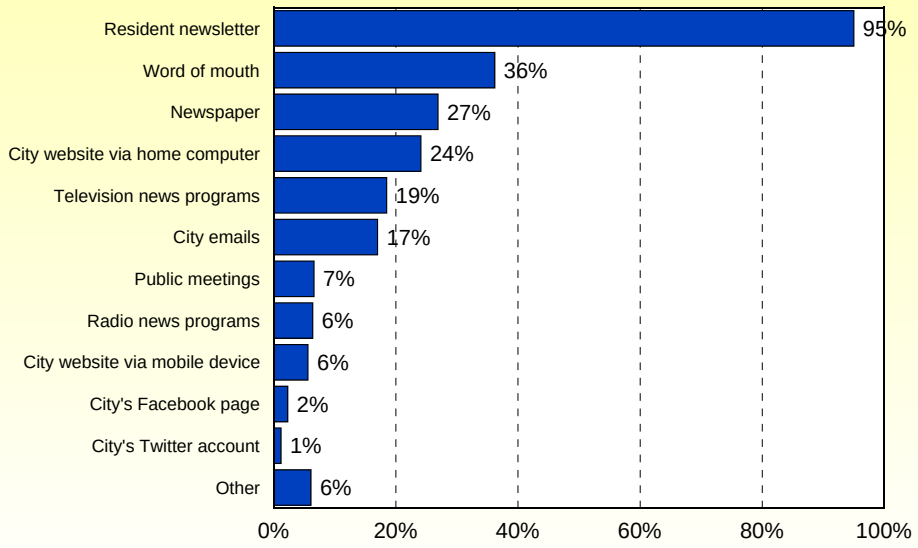
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Q12. Primary Sources of Information About the City's Programs, Services and Events

by percentage of respondents (multiple selections could be made)

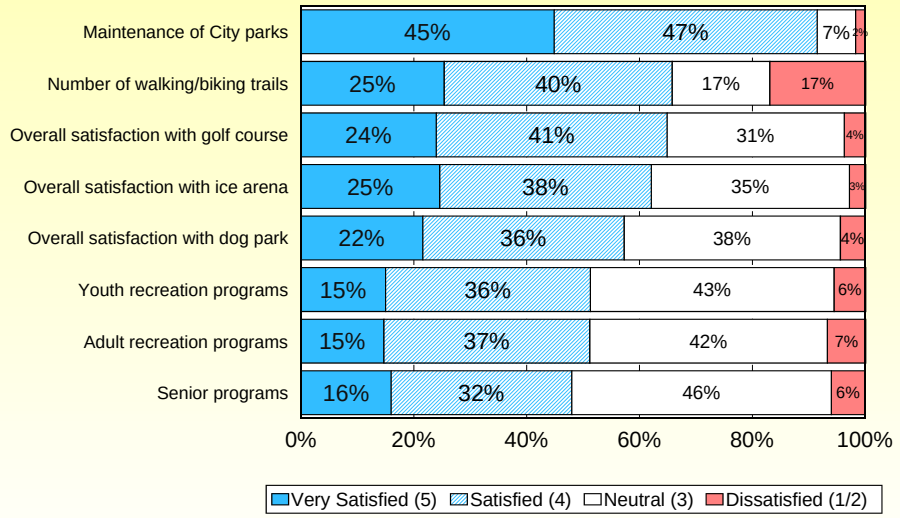


Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q14. Satisfaction With the City's Parks and Recreation

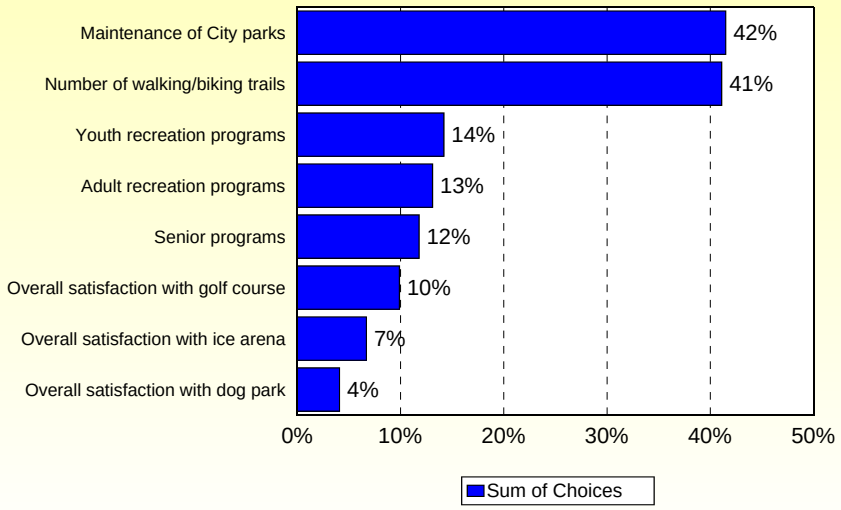
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Q15. 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

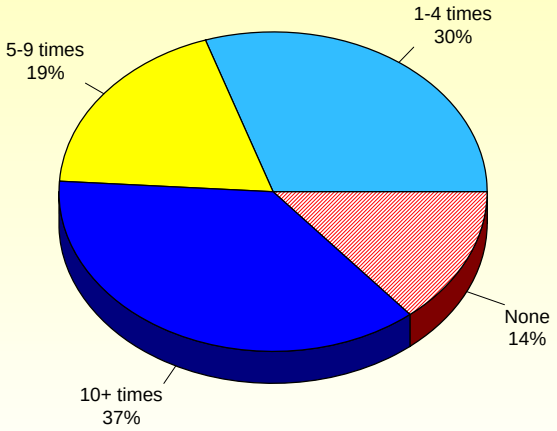


Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q16. How many times have you visited one of the City's parks in the last two years?

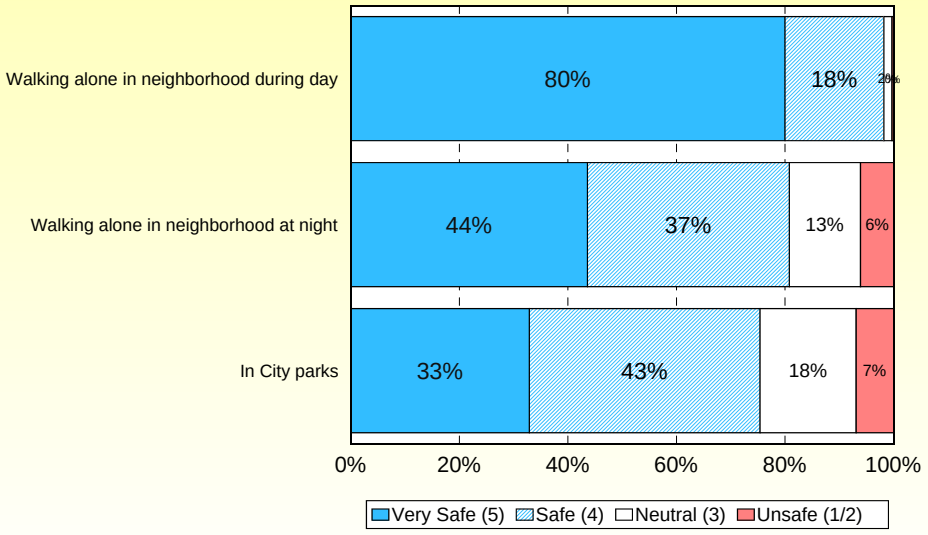
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Q18. 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")

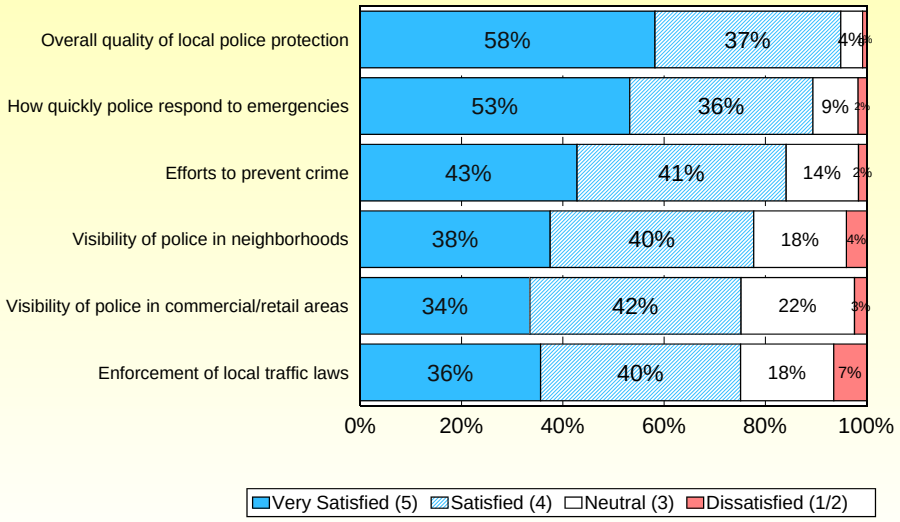


Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q19. Satisfaction With Public Safety

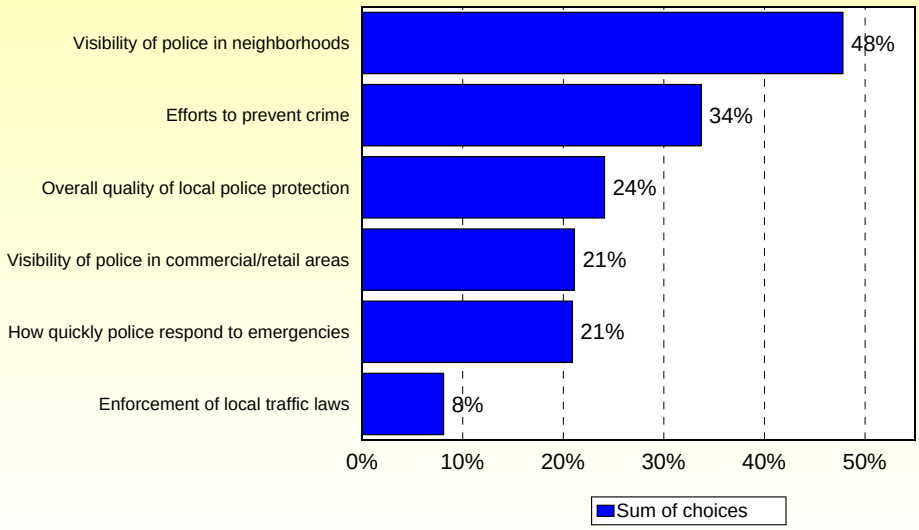
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Q20. 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

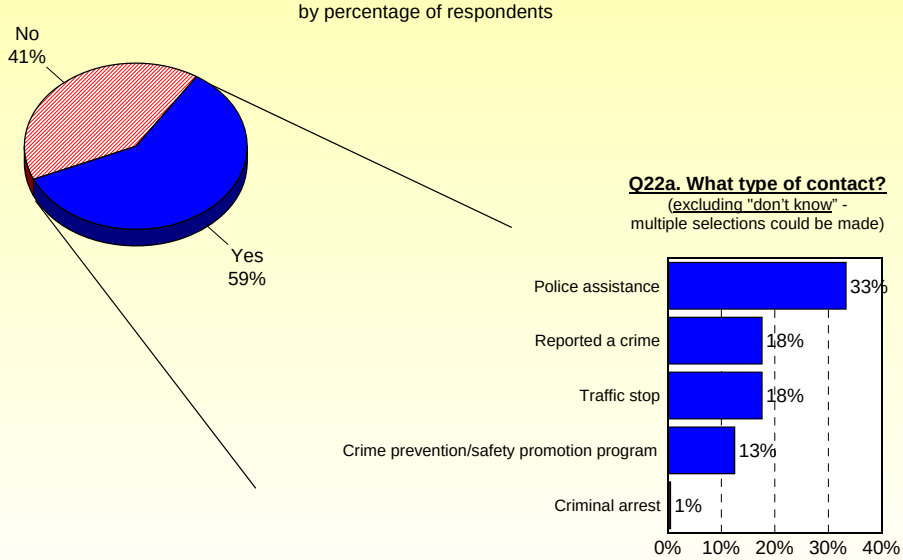


Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q22. Have you had any contact with the Creve Coeur Police Department in the last 3 years?

by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

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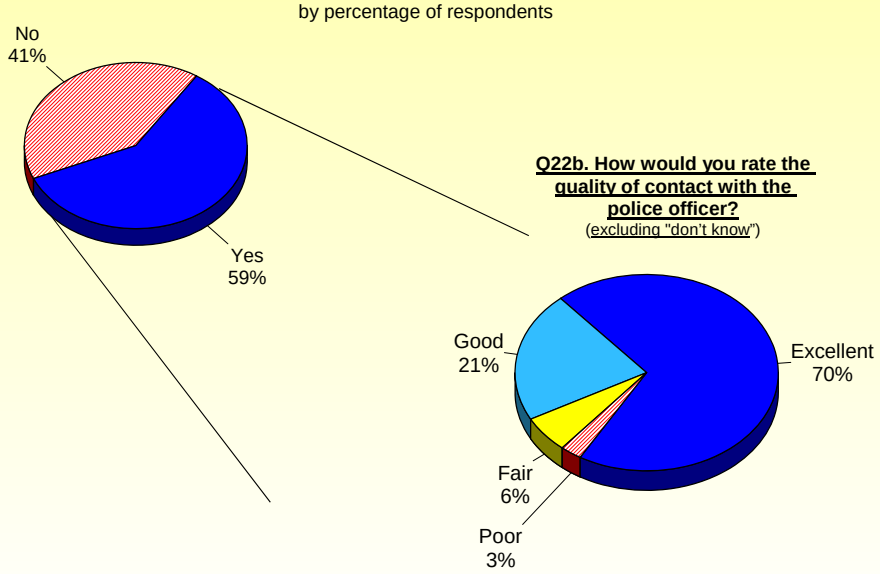
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

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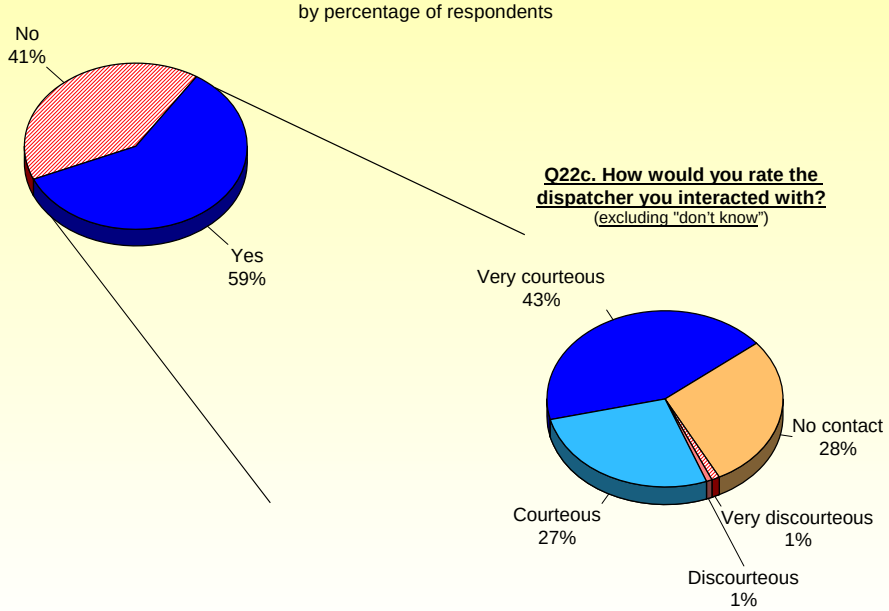
Q22. Have you had any contact with the Creve Coeur Police Department in the last 3 years?

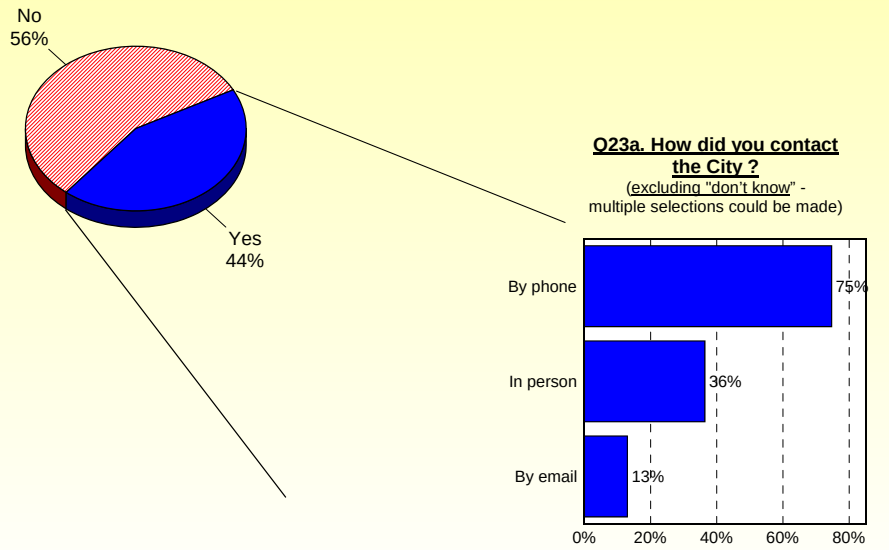
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Q23. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents

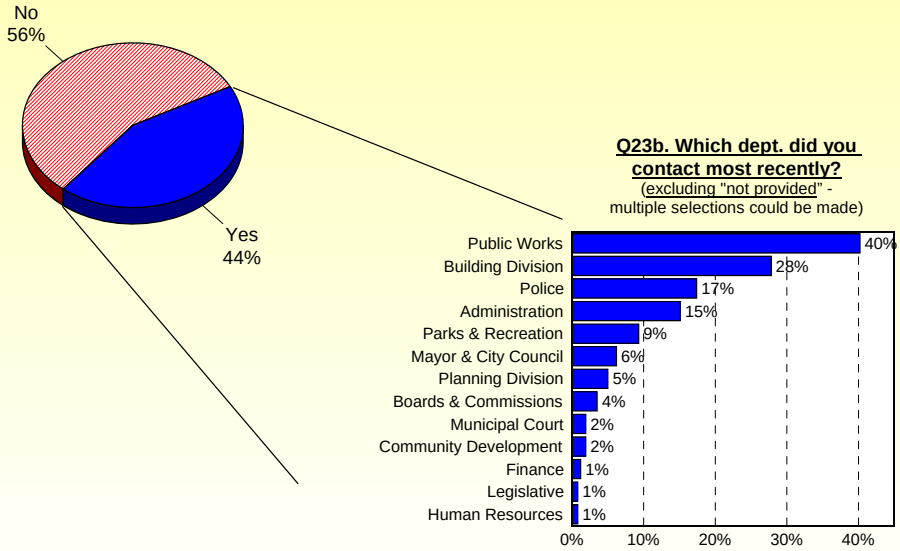


Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q23. Have you called or visited the City with a question, problem, or complaint during the past year?

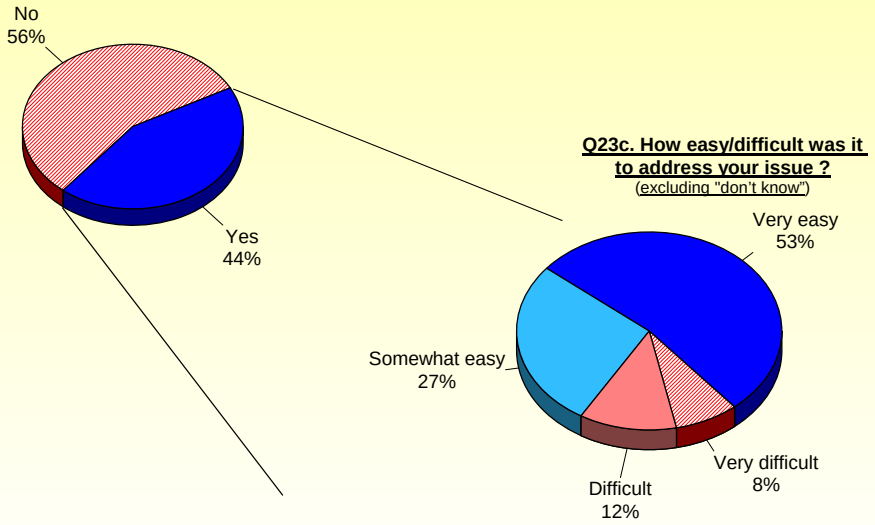
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Q23. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents

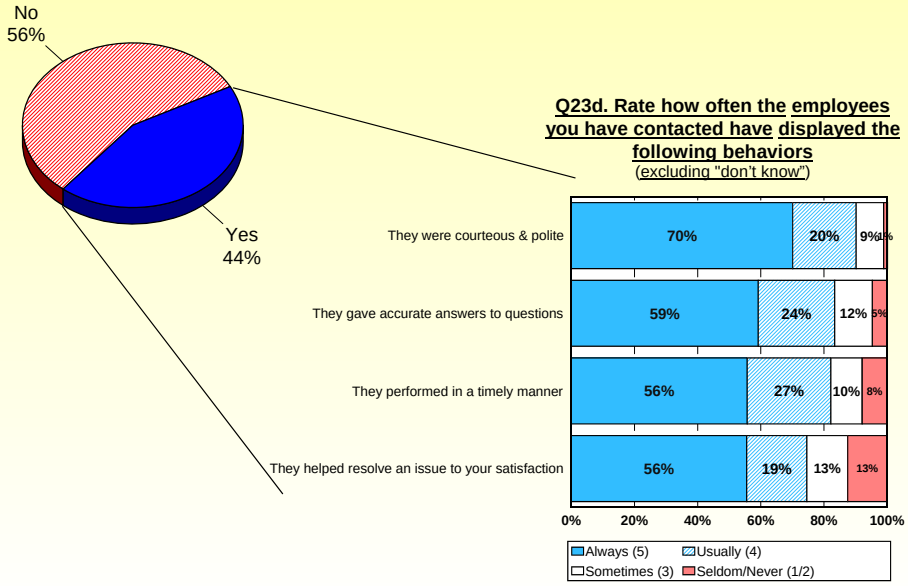


Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q23. Have you called or visited the City with a question, problem, or complaint during the past year?

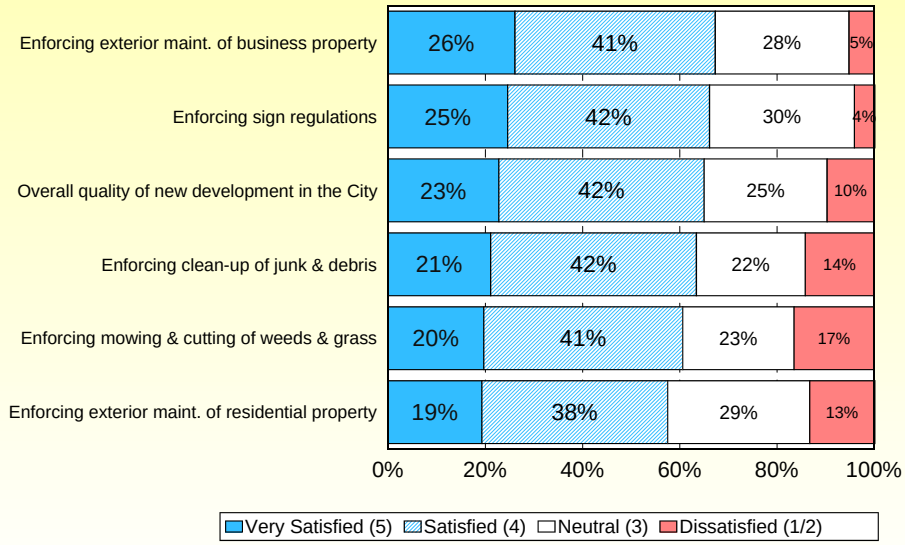
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Q24. 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")

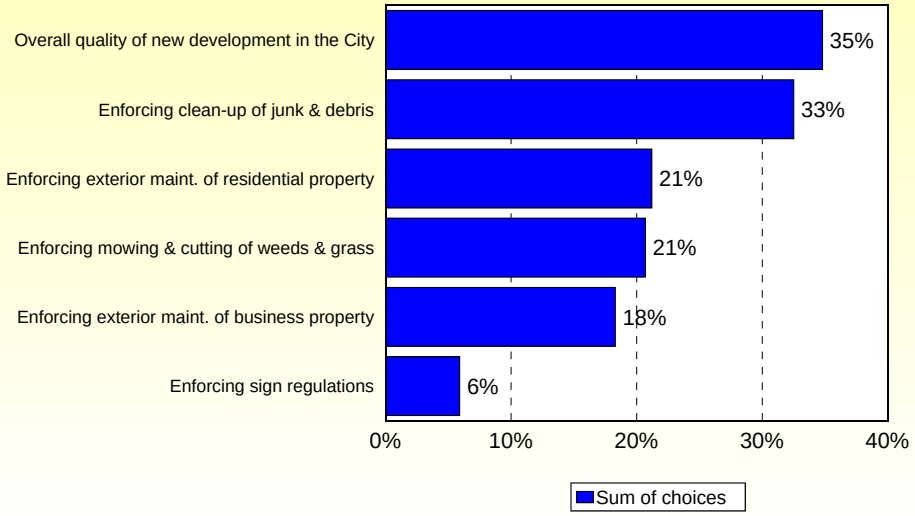


Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q25. Community Development Services That Should Receive the Most Emphasis Over the Next 2 Years

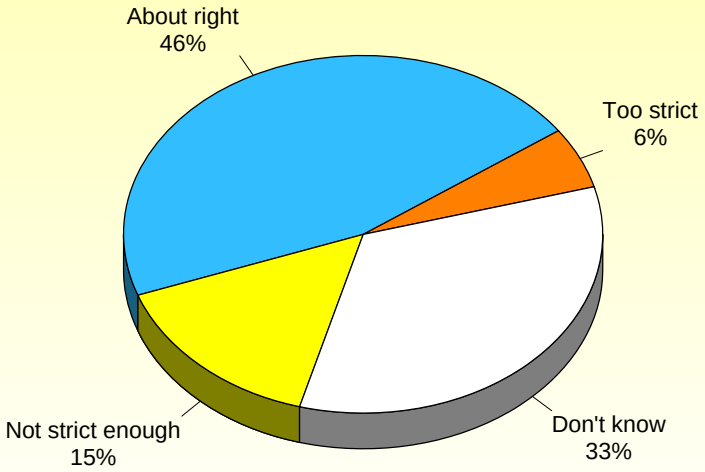
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Q26. How would you rate the City's enforcement of exterior property maintenance?

by percentage of respondents

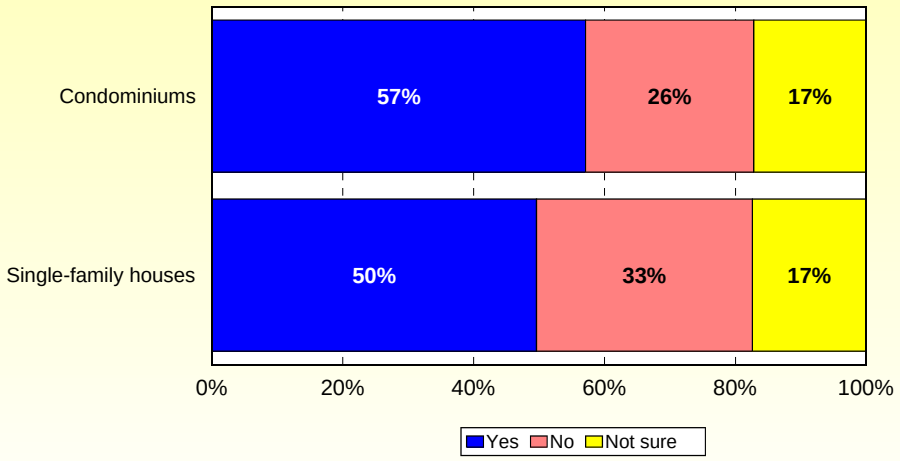


Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q27. Do you believe the City should require occupancy permits for the following:

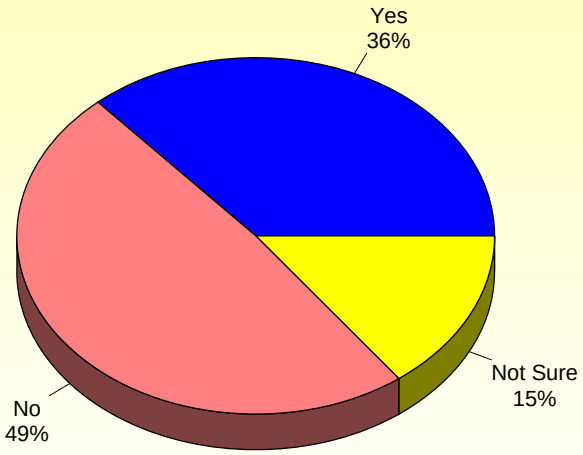
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Q28. Would you be in favor of changing the regulations so that more drive-through restaurants could locate in Creve Coeur?

by percentage of respondents

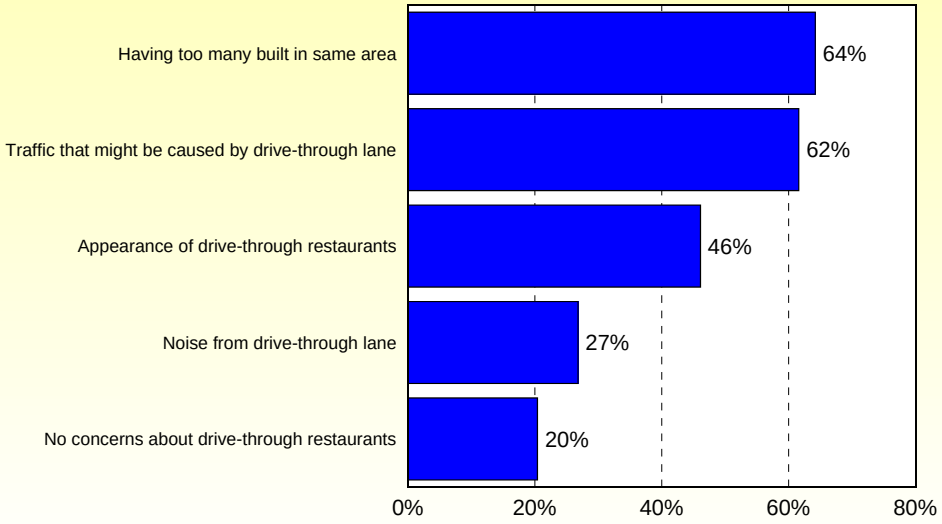


Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q29. Do you share any of the following concerns about drive-through restaurants?

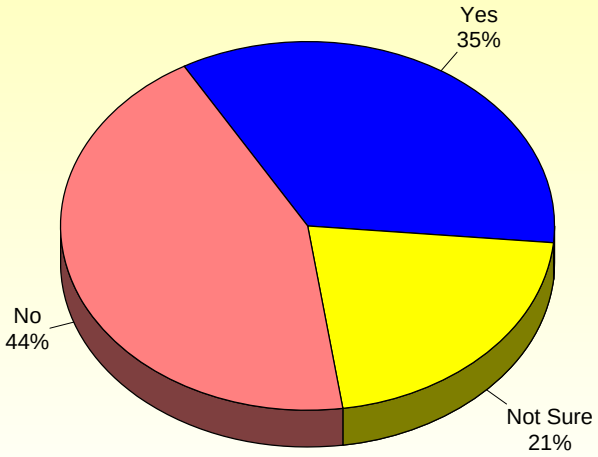
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Q30. If satisfactory solutions could be reached to address your concerns, would you support allowing more drive-through restaurants in Creve Coeur?

by percentage of respondents who shared at least one concern in Question 29

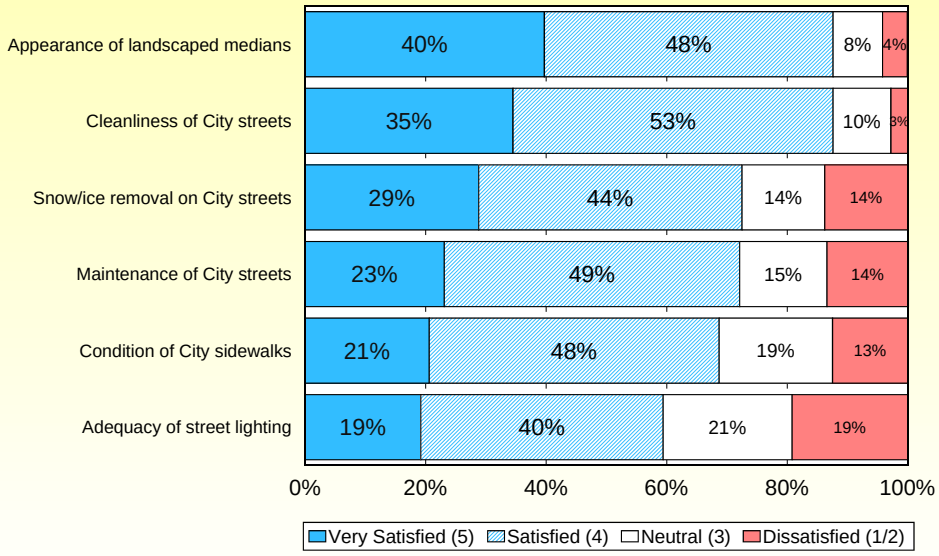


Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q31. Satisfaction with Public Works

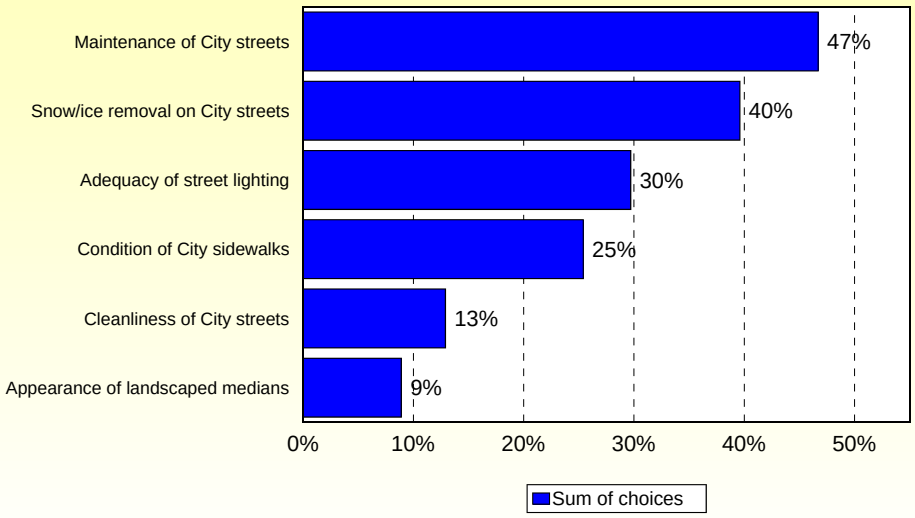
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Q32. 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

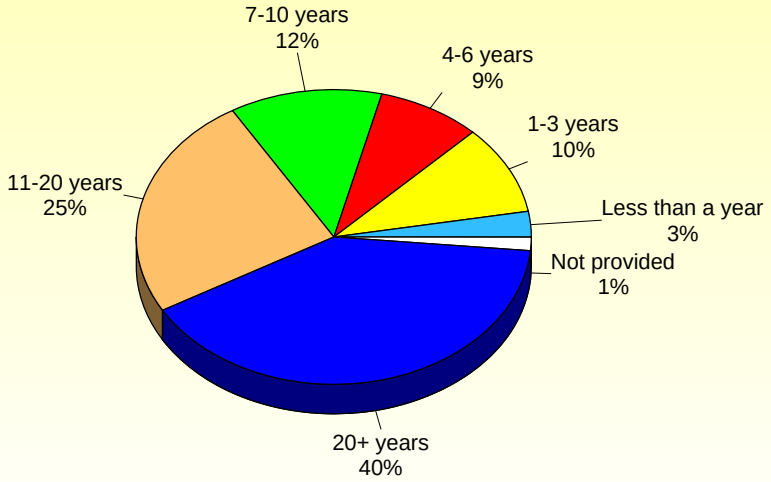


Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q34. How long have you lived in Creve Coeur?

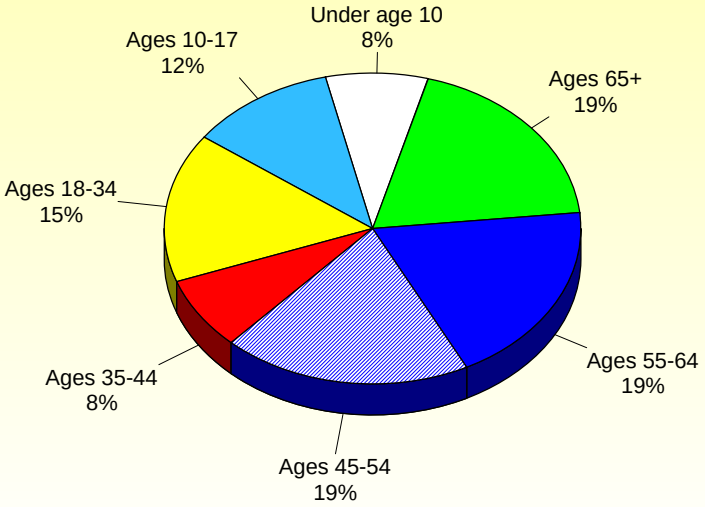
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

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

by percentage of respondents

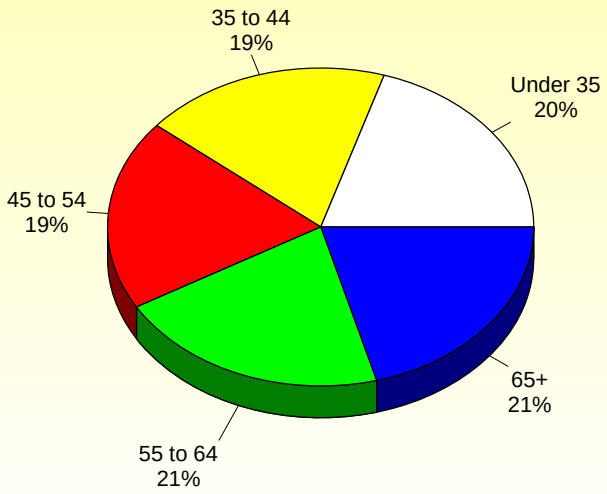


Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q36. What is your age?

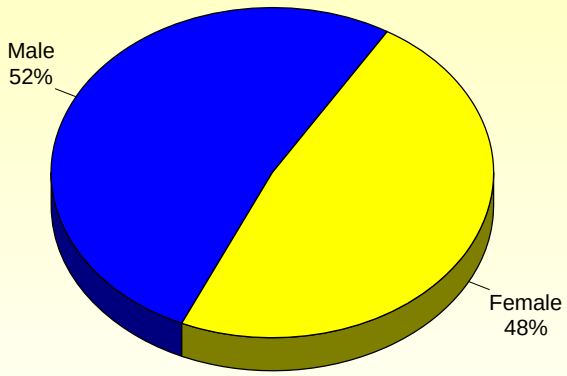
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

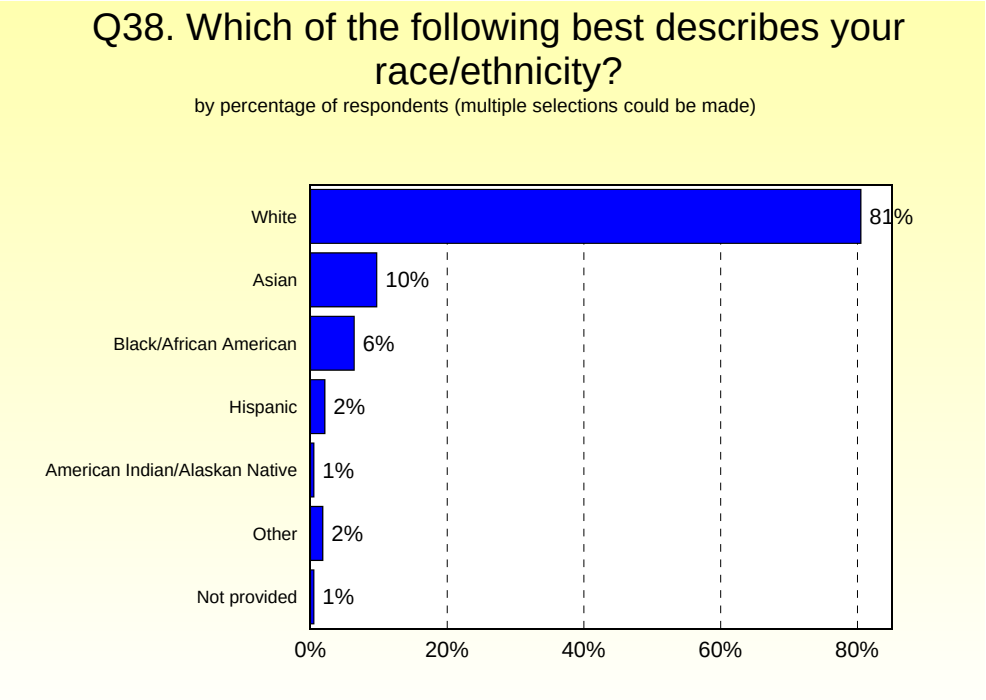
Q37. Gender

by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)



Source: ETC Institute DirectionFinder (2014 - Creve Coeur, MO)

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Section 2: Importance-Satisfaction Analysis

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Importance-Satisfaction Analysis

City of Creve Coeur, MO

Overview

Today, city officials 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 (IS) 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 rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

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 emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that 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 that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the major services they thought were the most important for the City to provide. Approximately twenty percent (20.1%) of residents selected "building permits" as one of the most important major services to provide.

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

With regard to satisfaction, 46.9% of the residents surveyed rated their overall satisfaction with "building permits" as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied"). The I-S rating for "building permits" was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 20.1% was multiplied by 53.1% (1-0.469). This calculation yielded an I-S rating of 0.1067, which ranked first out of eleven major City services.

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 to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one 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 for the City to emphasize over the next two years.

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 .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (IS>=0.20)
- Increase Current Emphasis (0.10<=IS<0.20)
- Maintain Current Emphasis (IS<0.10)

The results for Creve Coeur are provided on the following pages.

Importance-Satisfaction Rating

City of Creve Coeur, MO

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Building permits	20%	**6**	47%	**11**	0.1067	**1**
Medium Priority (IS <.10)						
Overall enforcement of City codes & ordinances	24%	**3**	65%	**9**	0.0844	**2**
Parks & recreation	31%	**2**	86%	**6**	0.0445	**3**
Police services	47%	**1**	91%	**2**	0.0402	**4**
Overall quality of customer service from City	17%	**7**	80%	**8**	0.0341	**5**
Overall effectiveness of City communication	15%	**9**	80%	**7**	0.0301	**6**
Leaf vacuuming	22%	**5**	87%	**4**	0.0285	**7**
Limb chipping	17%	**8**	88%	**3**	0.0196	**8**
Park maintenance	23%	**4**	92%	**1**	0.0178	**9**
Municipal court	4%	**11**	57%	**10**	0.0158	**10**
City newsletter	4%	**10**	86%	**5**	0.0056	**11**

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 items 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 the 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

Category of 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	21%	**4**	55%	**6**	0.0932	**1**
Quality of City's website	19%	**5**	60%	**5**	0.0770	**2**
City efforts to inform about planning/zoning	27%	**2**	73%	**4**	0.0705	**3**
City efforts to inform about important issues	45%	**1**	85%	**1**	0.0657	**4**
Availability of info about programs/services	24%	**3**	78%	**2**	0.0516	**5**
City efforts to inform about City's finances	17%	**6**	77%	**3**	0.0390	**6**
Quality of City's social media	6%	**7**	44%	**7**	0.0312	**7**

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 items 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 the 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

Category of 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	41%	**2**	66%	**2**	0.1406	**1**
Medium Priority (IS <.10)						
Youth recreation programs	14%	**3**	51%	**6**	0.0692	**2**
Adult recreation programs	13%	**4**	51%	**7**	0.0639	**3**
Senior programs	12%	**5**	48%	**8**	0.0614	**4**
Maintenance of City parks	42%	**1**	92%	**1**	0.0353	**5**
Overall satisfaction with golf course	10%	**6**	65%	**3**	0.0347	**6**
Overall satisfaction with ice arena	7%	**7**	62%	**4**	0.0254	**7**
Overall satisfaction with dog park	4%	**8**	57%	**5**	0.0175	**8**

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 items 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 the 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

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Visibility of police in neighborhoods	48%	**1**	78%	**4**	0.1066	**1**
Medium Priority (IS <.10)						
Efforts to prevent crime	34%	**2**	84%	**3**	0.0536	**2**
Visibility of police in commercial/retail areas	21%	**4**	75%	**5**	0.0523	**3**
How quickly police respond to emergencies	21%	**5**	89%	**2**	0.0222	**4**
Enforcement of local traffic laws	8%	**6**	75%	**6**	0.0202	**5**
Overall quality of local police protection	24%	**3**	95%	**1**	0.0123	**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 items 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 the 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

Category of 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 development in the City	35%	**1**	65%	**3**	0.1218	**1**
Enforcing clean-up of junk & debris	33%	**2**	63%	**4**	0.1190	**2**
Medium Priority (IS <.10)						
Enforcing exterior maint. of residential property	21%	**3**	58%	**6**	0.0901	**3**
Enforcing mowing & cutting of weeds & grass	21%	**4**	61%	**5**	0.0816	**4**
Enforcing exterior maint. of business property	18%	**5**	67%	**1**	0.0598	**5**
Enforcing sign regulations	6%	**6**	66%	**2**	0.0200	**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 items 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 the 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

Category of 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	47%	**1**	72%	**4**	0.1303	**1**
Adequacy of street lighting	30%	**3**	59%	**6**	0.1206	**2**
Snow/ice removal on City streets	40%	**2**	73%	**3**	0.1089	**3**
Medium Priority (IS <.10)						
Condition of City sidewalks	25%	**4**	69%	**5**	0.0795	**4**
Cleanliness of City streets	13%	**5**	88%	**2**	0.0160	**5**
Appearance of landscaped medians	9%	**6**	88%	**1**	0.0110	**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 items 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 the 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 Matrix Analysis

The Importance-Satisfaction 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. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.

- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.

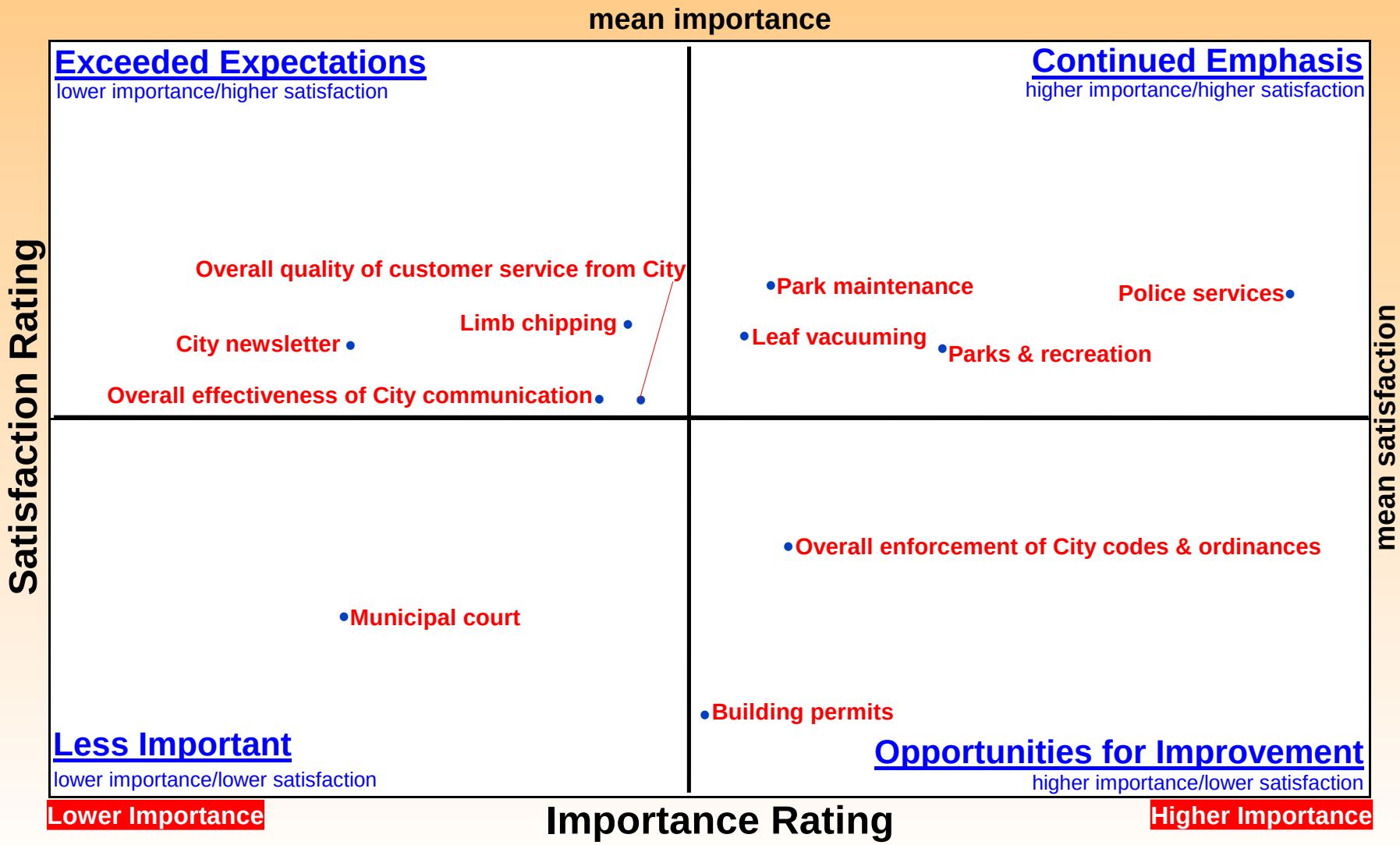
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.

- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for Creve Coeur are provided on the following pages.

2014 City of Creve Coeur DirectionFinder
Importance-Satisfaction Assessment Matrix
-Overall-

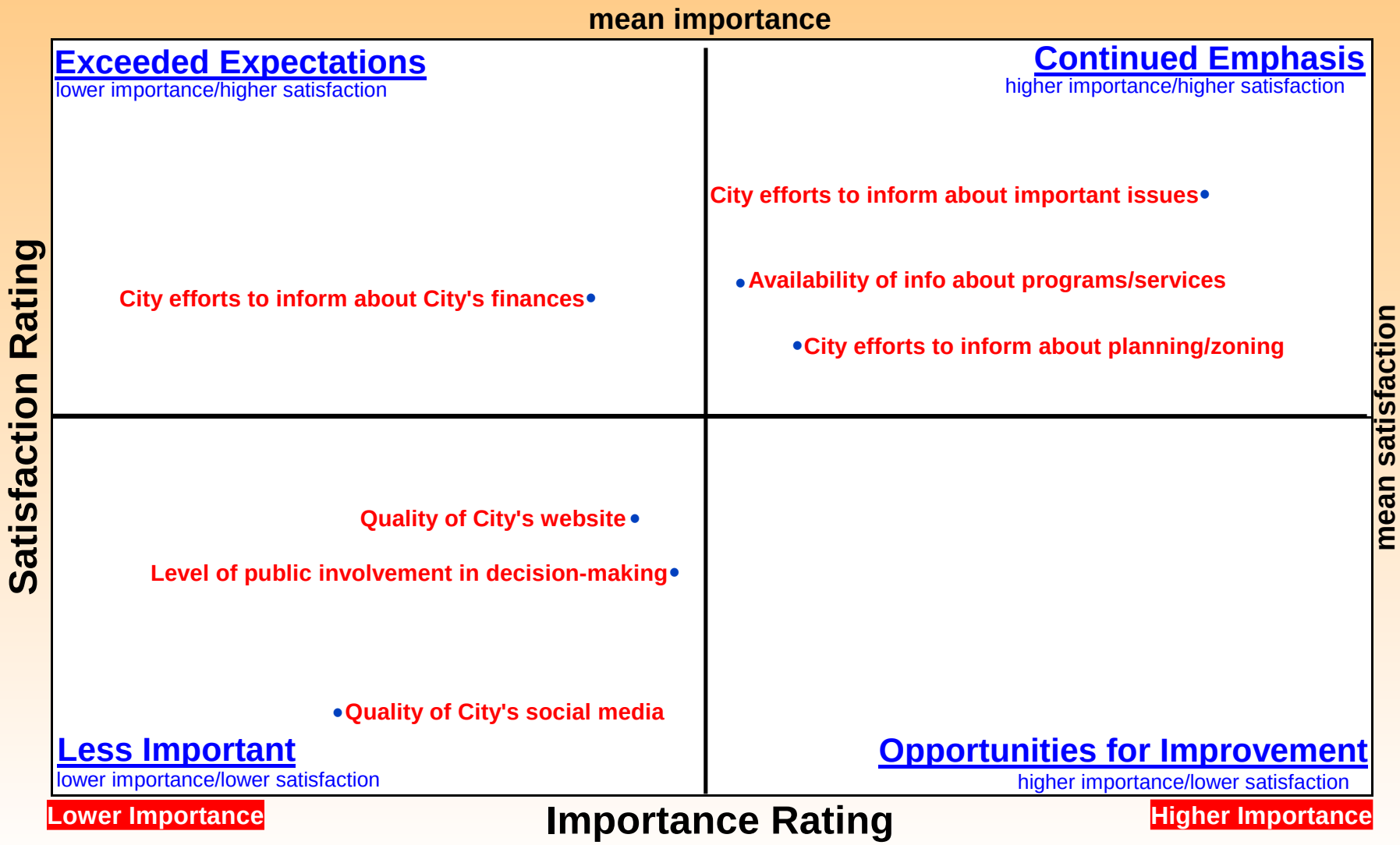
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2014)

2014 City of Creve Coeur DirectionFinder
Importance-Satisfaction Assessment Matrix
-Communication-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

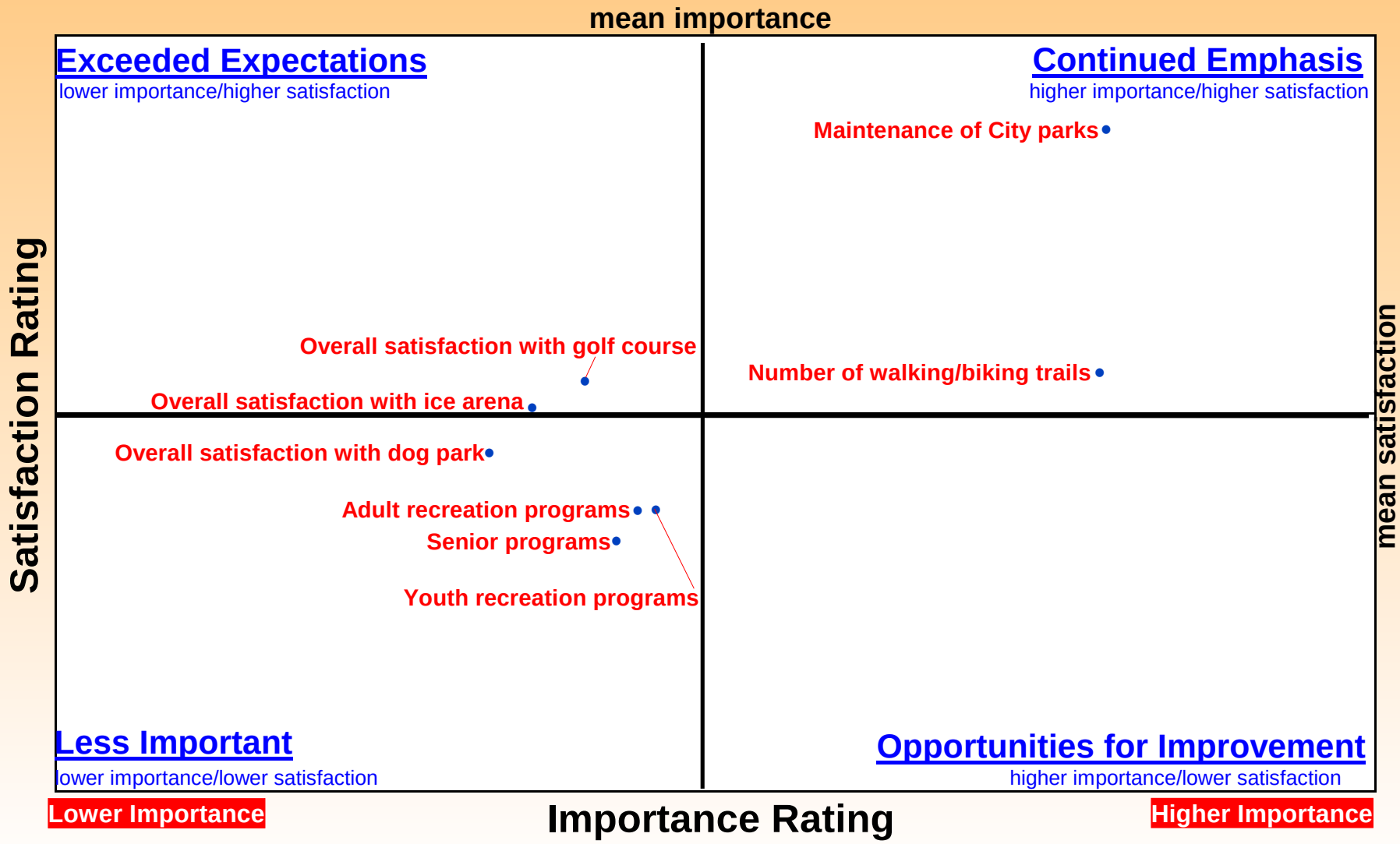


Source: ETC Institute (2014)

2014 City of Creve Coeur DirectionFinder Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

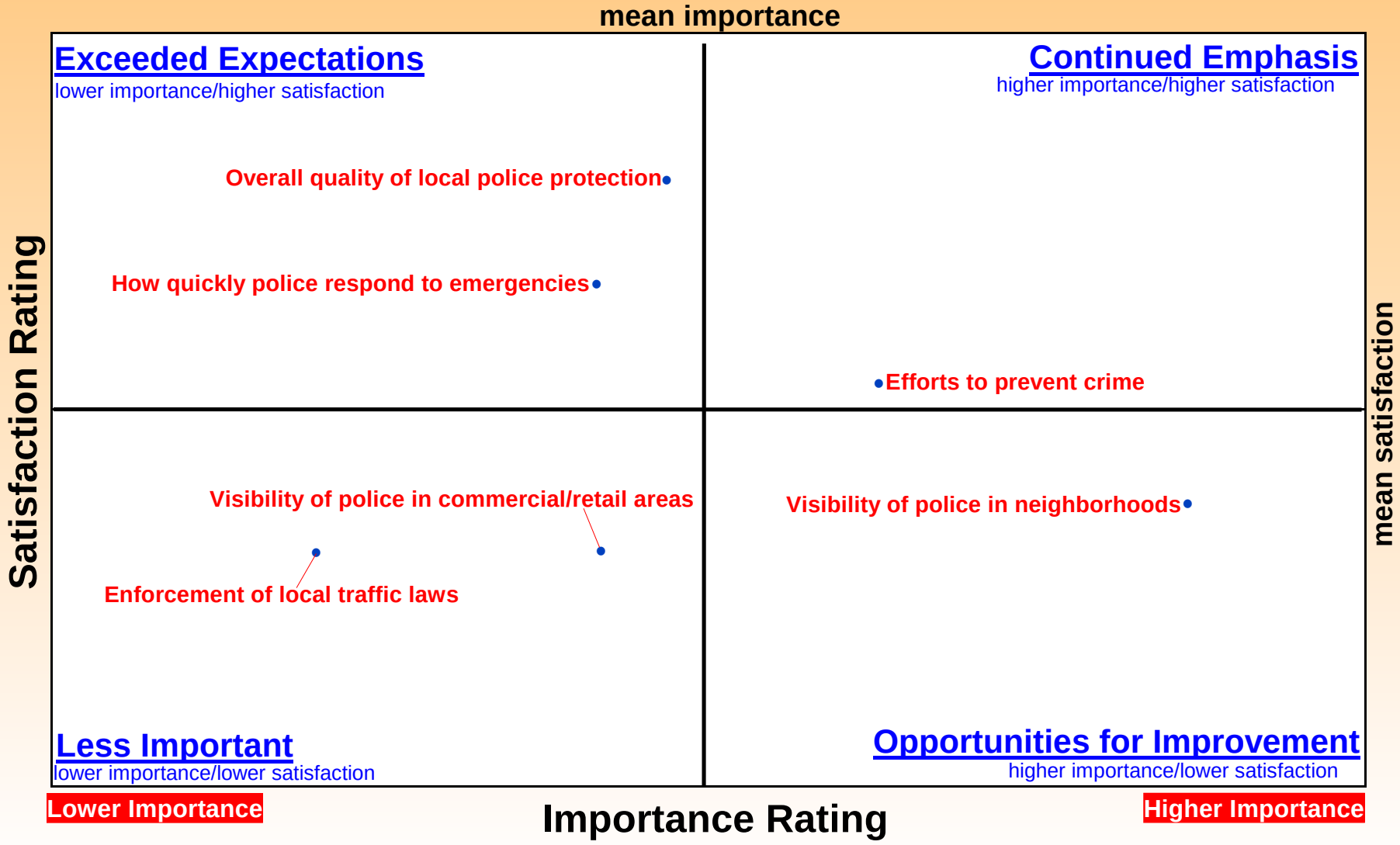


Source: ETC Institute (2014)

2014 City of Creve Coeur DirectionFinder Importance-Satisfaction Assessment Matrix

-Public Safety-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

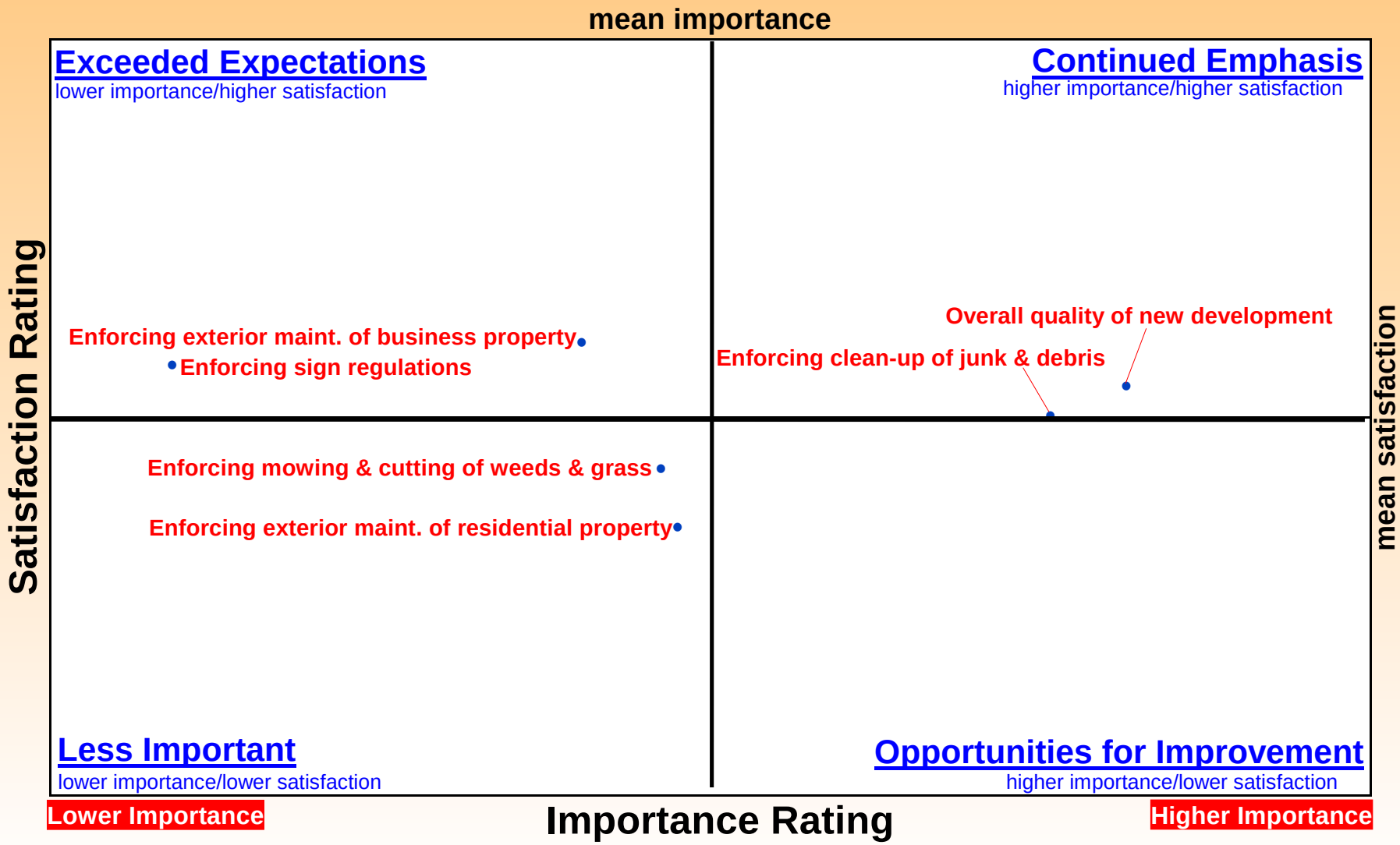


Source: ETC Institute (2014)

2014 City of Creve Coeur DirectionFinder Importance-Satisfaction Assessment Matrix

-Community Development-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

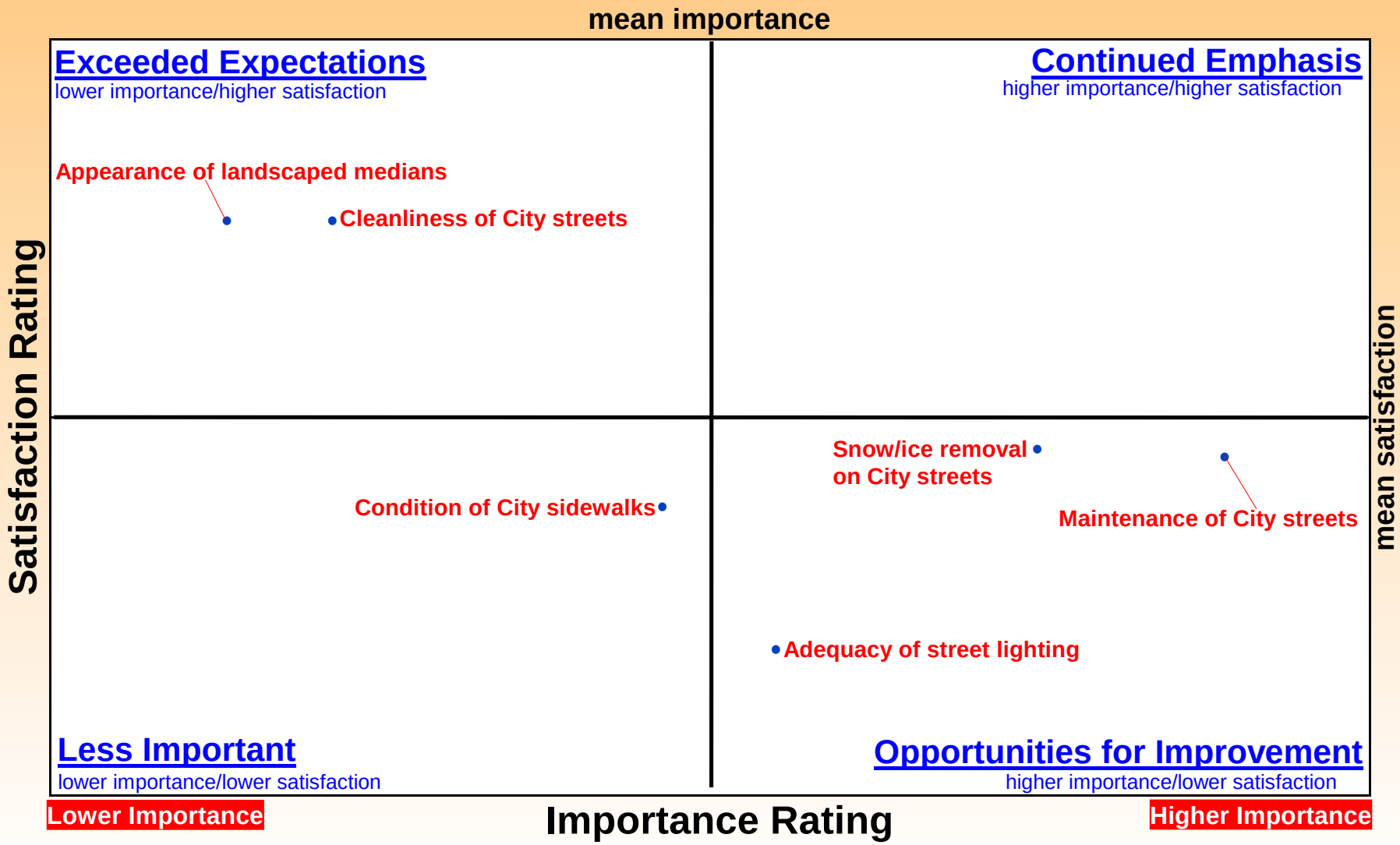


Source: ETC Institute (2014)

2014 City of Creve Coeur DirectionFinder Importance-Satisfaction Assessment Matrix

-Public Works-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2014)

Section 3: Benchmarking Analysis

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

DirectionFinder® Survey

Year 2014 Benchmarking Summary Report

Overview

ETC Institute's DirectionFinder® program was originally developed in 1999 to help community leaders in Kansas and Missouri use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 210 cities and counties in 43 states. This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the Summer of 2012 to a random sample of 3,926 residents in the continental United States, and (2) a regional survey that was administered by ETC Institute in the Summer of 2012 to a random sample of 456 residents in Kansas and Missouri communities

Interpreting the Charts

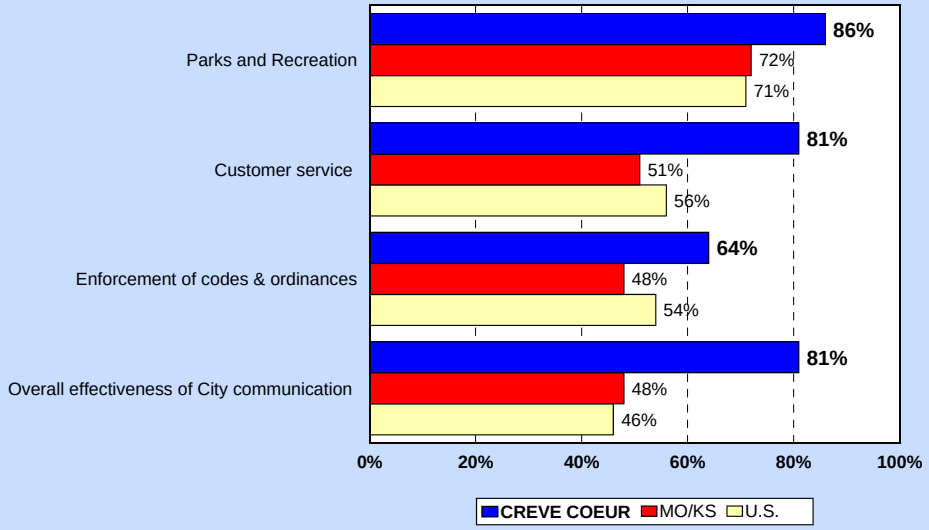
The charts on the following pages provide comparisons for several items that were rated on the survey. The percentages shown reflect the sum of the positive ratings given by respondents excluding "don't knows." The blue bar on the charts shows the results for Creve Coeur, the red bar shows the results for the Kansas/Missouri regional data, and the tan bar shows the results of the national survey.

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.

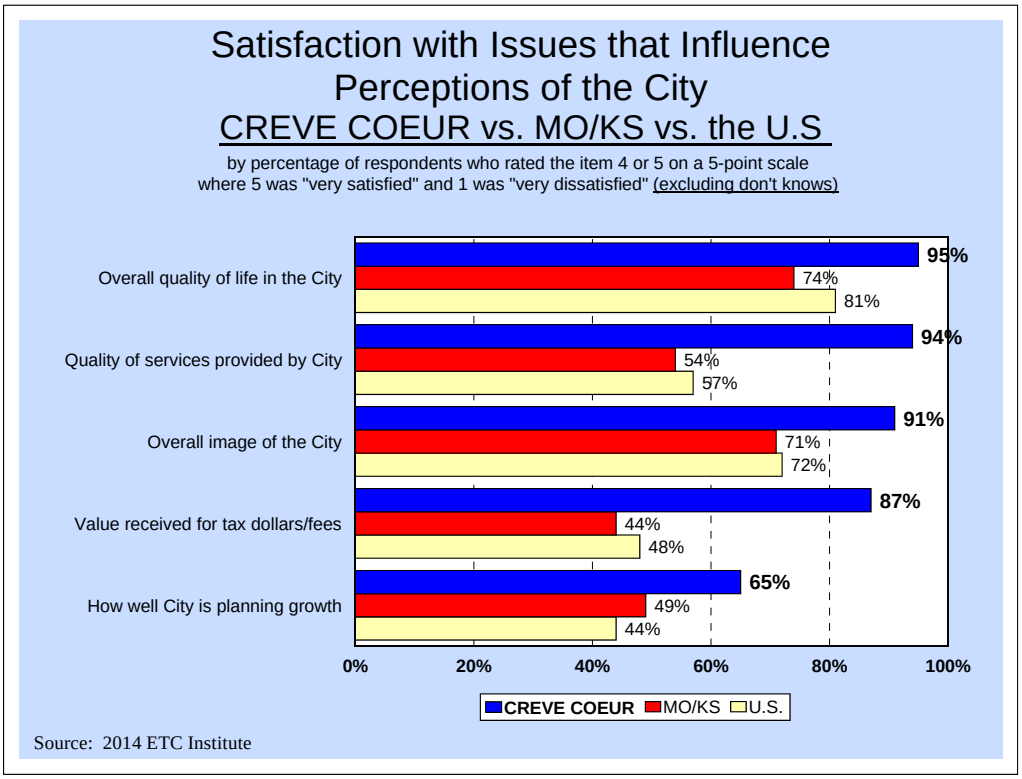
Overall Satisfaction with Various City Services
CREVE COEUR vs. MO/KS vs. the U.S

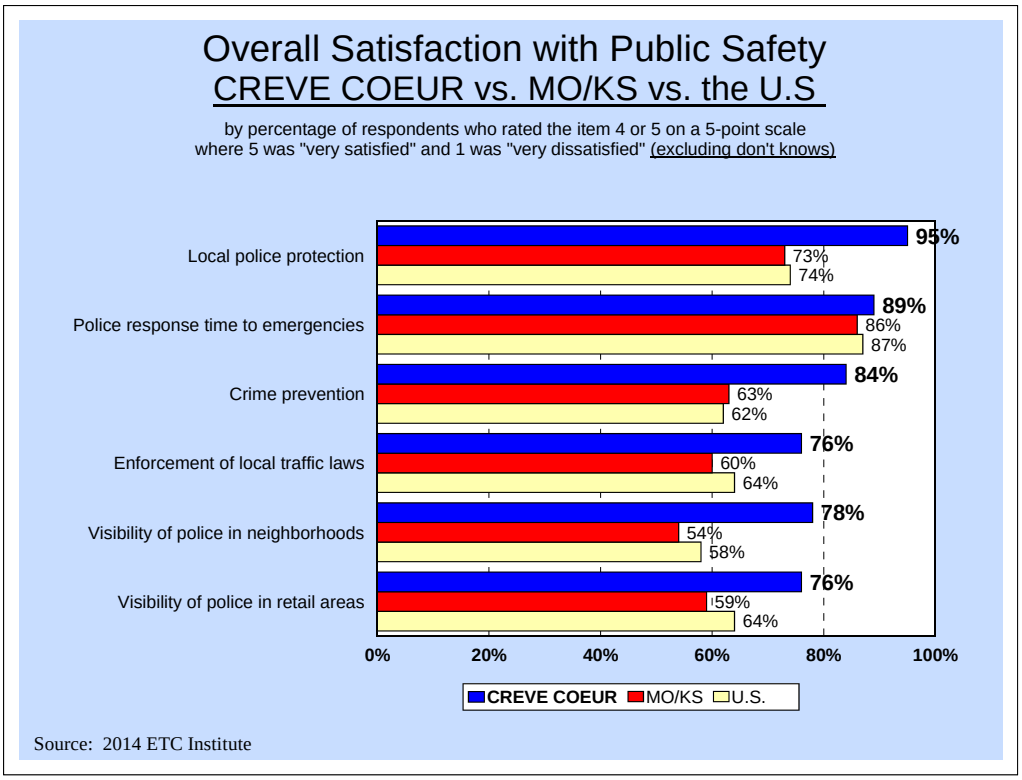
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2014 ETC Institute

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)





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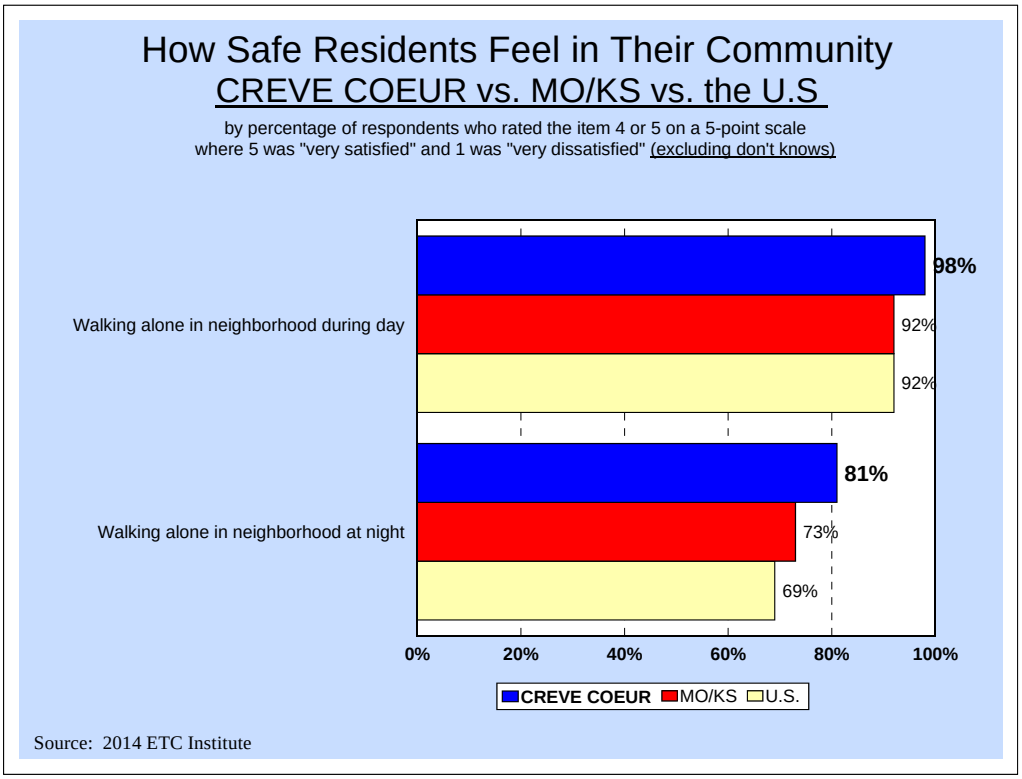
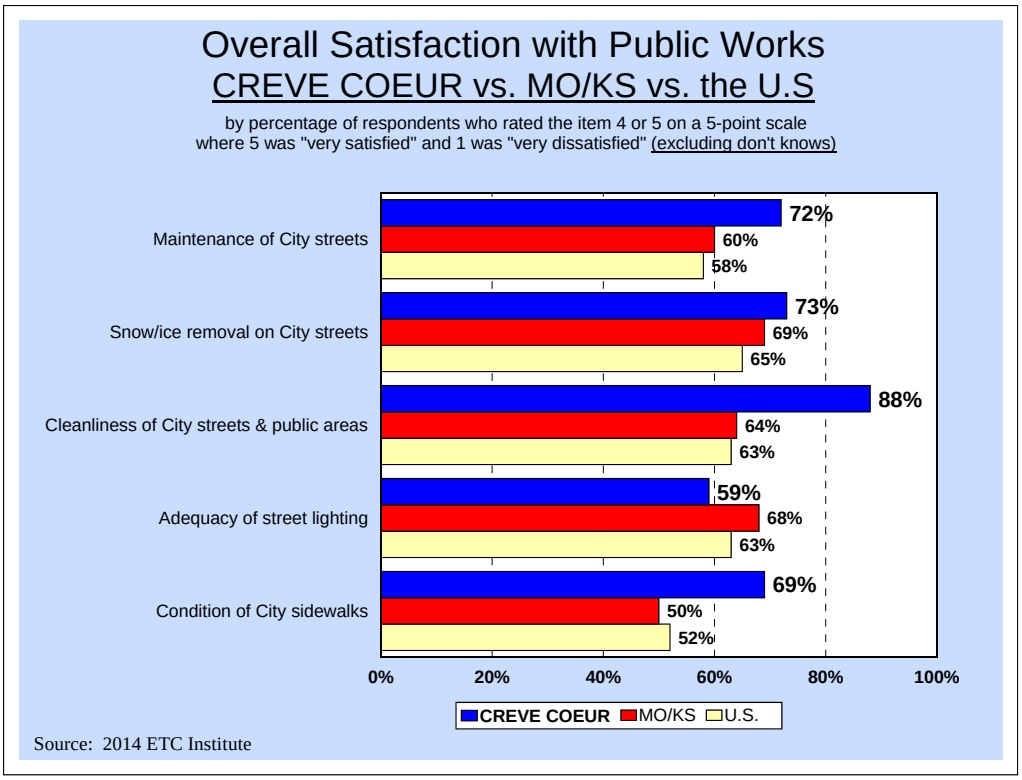
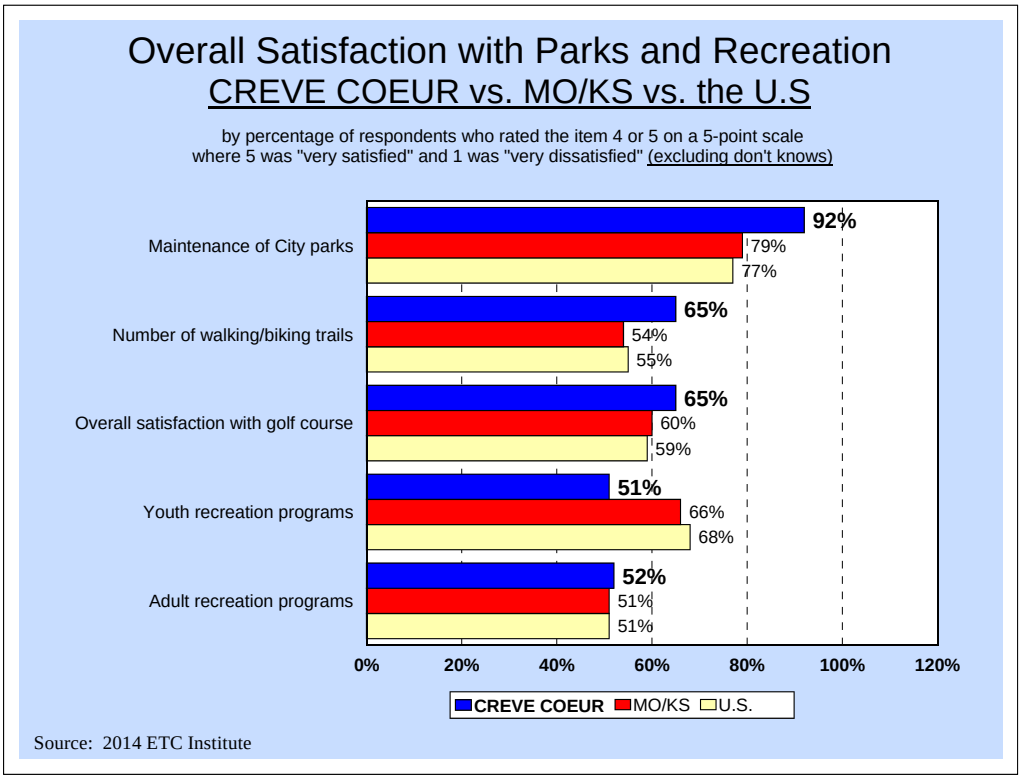
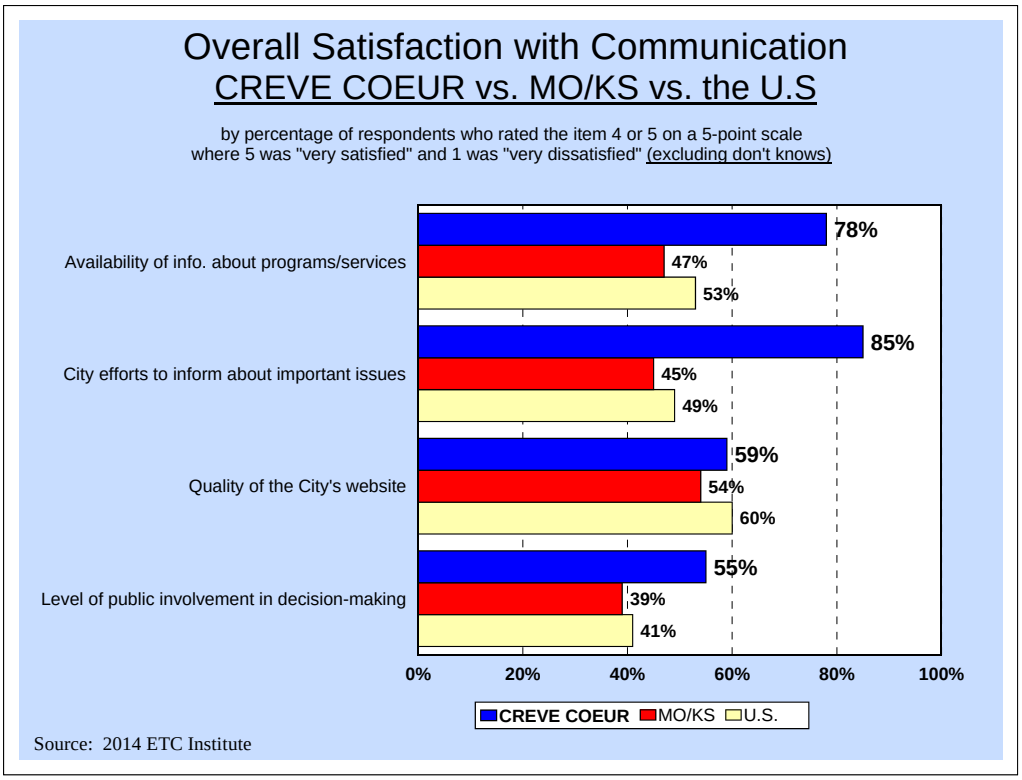




Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)





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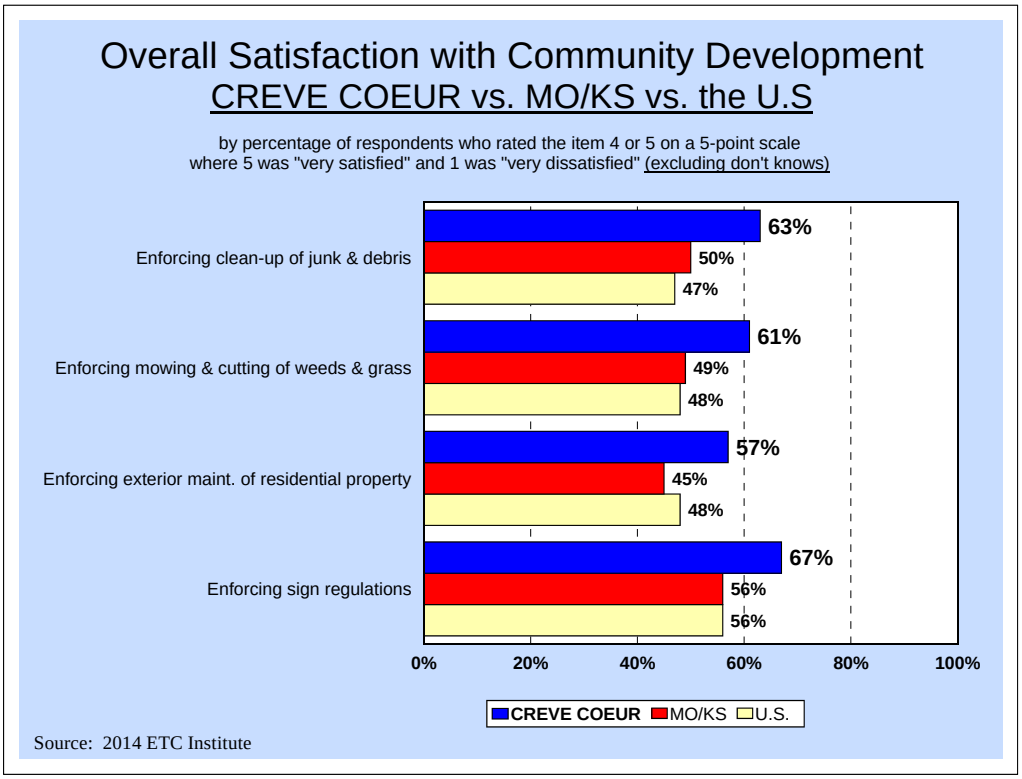

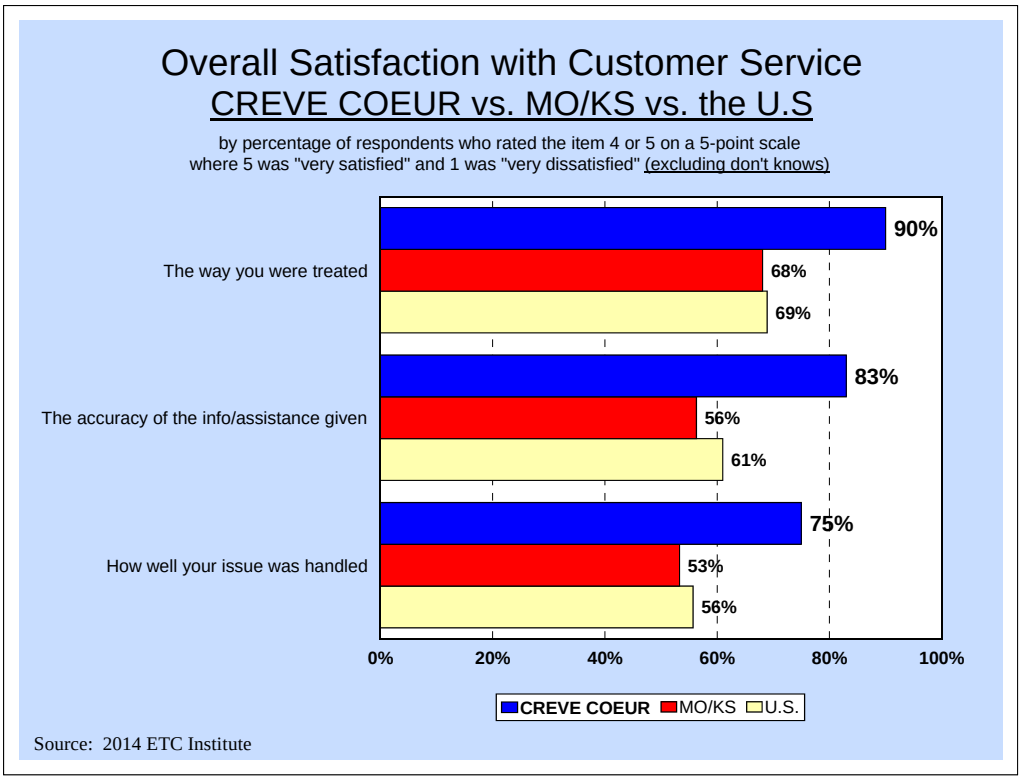

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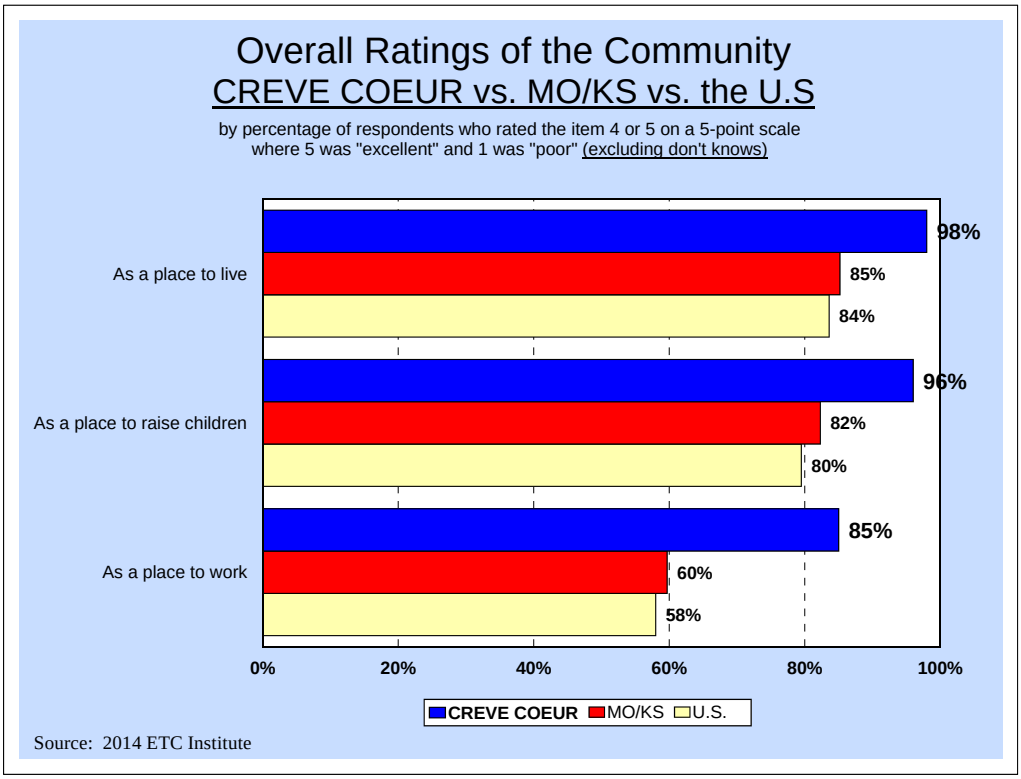

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Section 4: Tabular Data

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q1. RATINGS OF THE CITY. Please rate Creve Coeur on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following:

(N=627)

	Excellent	Good	Neutral	Fair	Poor	Don't know
Q1a. As a place to live	55.8%	39.9%	1.8%	1.0%	0.0%	1.6%
Q1b. As a place to raise children	51.4%	35.2%	3.2%	0.8%	0.2%	9.3%
Q1c. As a place to work	28.9%	21.4%	8.0%	0.6%	0.0%	41.1%
Q1d. As a City that is moving in right direction	27.8%	42.4%	18.3%	3.3%	1.4%	6.7%

WITHOUT DON'T KNOW

Q1. RATINGS OF THE CITY. Please rate Creve Coeur on 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=627)

	Excellent	Good	Neutral	Fair	Poor
Q1a. As a place to live	56.7%	40.5%	1.8%	1.0%	0.0%
Q1b. As a place to raise children	56.6%	38.8%	3.5%	0.9%	0.2%
Q1c. As a place to work	49.1%	36.3%	13.6%	1.1%	0.0%
Q1d. As a City that is moving in right direction	29.7%	45.5%	19.7%	3.6%	1.5%

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

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

(N=627)

	Excellent	Good	Neutral	Fair	Poor	Don't know
Q2a. Overall quality of services provided by City of Creve Coeur	46.3%	45.8%	4.0%	1.8%	0.2%	2.1%
Q2b. Overall image of City	38.9%	50.1%	6.9%	1.4%	0.5%	2.2%
Q2c. Overall quality of life in City	44.0%	49.1%	4.0%	0.8%	0.0%	2.1%
Q2d. Overall value that you receive for your local tax & fees	27.8%	46.4%	15.2%	5.1%	1.4%	4.1%
Q2e. How well your community is planning growth	17.2%	36.8%	20.1%	6.9%	2.9%	16.1%
Q2f. Efforts to conserve energy & protect environment	22.3%	34.1%	20.7%	2.9%	0.3%	19.6%

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 on 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=627)

	Excellent	Good	Neutral	Fair	Poor
Q2a. Overall quality of services provided by City of Creve Coeur	47.2%	46.7%	4.1%	1.8%	0.2%
Q2b. Overall image of City	39.8%	51.2%	7.0%	1.5%	0.5%
Q2c. Overall quality of life in City	45.0%	50.2%	4.1%	0.8%	0.0%
Q2d. Overall value that you receive for your local tax & fees	29.0%	48.4%	15.8%	5.3%	1.5%
Q2e. How well your community is planning growth	20.5%	43.9%	24.0%	8.2%	3.4%
Q2f. Efforts to conserve energy & protect environment	27.8%	42.5%	25.8%	3.6%	0.4%

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q3. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with the major categories of services provided by the City of Creve Coeur on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=627)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3a. Park maintenance	41.6%	41.1%	5.6%	1.3%	0.0%	10.4%
Q3b. Limb chipping	46.7%	36.0%	7.5%	2.9%	0.6%	6.2%
Q3c. Leaf vacuuming	48.8%	33.7%	8.3%	3.0%	1.0%	5.3%
Q3d. Police services	56.1%	31.4%	6.1%	1.6%	0.6%	4.1%
Q3e. Parks & recreation	38.0%	39.4%	11.5%	1.1%	0.5%	9.6%
Q3f. Building permits	11.5%	19.0%	20.3%	9.4%	4.8%	35.1%
Q3g. Municipal court	9.3%	12.1%	13.9%	1.3%	0.8%	62.7%
Q3h. City newsletter	38.6%	43.7%	11.5%	1.8%	0.2%	4.3%
Q3i. Overall enforcement of City codes & ordinances	15.6%	31.6%	18.5%	4.5%	2.7%	27.1%
Q3j. Overall quality of customer service you receive from City employees	32.2%	36.5%	13.9%	2.6%	0.5%	14.4%
Q3k. Overall effectiveness of City communication	30.3%	46.4%	15.2%	2.4%	1.3%	4.5%

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

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 on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=627)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3a. Park maintenance	46.4%	45.9%	6.2%	1.4%	0.0%
Q3b. Limb chipping	49.8%	38.4%	8.0%	3.1%	0.7%
Q3c. Leaf vacuuming	51.5%	35.5%	8.8%	3.2%	1.0%
Q3d. Police services	58.6%	32.8%	6.3%	1.7%	0.7%
Q3e. Parks & recreation	42.0%	43.6%	12.7%	1.2%	0.5%
Q3f. Building permits	17.7%	29.2%	31.2%	14.5%	7.4%
Q3g. Municipal court	24.8%	32.5%	37.2%	3.4%	2.1%
Q3h. City newsletter	40.3%	45.7%	12.0%	1.8%	0.2%
Q3i. Overall enforcement of City codes & ordinances	21.4%	43.3%	25.4%	6.1%	3.7%
Q3j. Overall quality of customer service you receive from City employees	37.6%	42.6%	16.2%	3.0%	0.6%
Q3k. Overall effectiveness of City communication	31.7%	48.6%	15.9%	2.5%	1.3%

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q4. Which THREE of the MAJOR CATEGORIES OF CITY SERVICES in Question 3 do you think should receive the most emphasis from City leaders over the next TWO years?

Q4. 1st Choice	Number	Percent
Park Maintenance	40	6.4 %
Limb chipping	23	3.7 %
Leaf vacuuming	36	5.7 %
Police services	197	31.4 %
Parks & recreation	60	9.6 %
Building permits	47	7.5 %
Municipal court	2	0.3 %
City newsletter	4	0.6 %
Enforcement of City codes & ordinances	44	7.0 %
Quality of customer service you receive from City employees	22	3.5 %
Effectiveness of City communication	25	4.0 %
None chosen	127	20.3 %
Total	627	100.0 %

Q4. Which THREE of the MAJOR CATEGORIES OF CITY SERVICES in Question 3 do you think should receive the most emphasis from City leaders over the next TWO years?

Q4. 2nd Choice	Number	Percent
Park Maintenance	44	7.0 %
Limb chipping	48	7.7 %
Leaf vacuuming	53	8.5 %
Police services	51	8.1 %
Parks & recreation	85	13.6 %
Building permits	49	7.8 %
Municipal court	8	1.3 %
City newsletter	8	1.3 %
Enforcement of City codes & ordinances	64	10.2 %
Quality of customer service you receive from City employees	42	6.7 %
Effectiveness of City communication	26	4.1 %
None chosen	149	23.8 %
Total	627	100.0 %

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q4. Which THREE of the MAJOR CATEGORIES OF CITY SERVICES in Question 3 do you think should receive the most emphasis from City leaders over the next TWO years?

Q4. 3rd Choice	Number	Percent
Park Maintenance	61	9.7 %
Limb chipping	33	5.3 %
Leaf vacuuming	48	7.7 %
Police services	45	7.2 %
Parks & recreation	49	7.8 %
Building permits	30	4.8 %
Municipal court	13	2.1 %
City newsletter	13	2.1 %
Enforcement of City codes & ordinances	42	6.7 %
Quality of customer service you receive from City employees	44	7.0 %
Effectiveness of City communication	45	7.2 %
None chosen	204	32.5 %
Total	627	100.0 %

Q4. Which THREE of the MAJOR CATEGORIES OF CITY SERVICES in Question 3 do you think should receive the most emphasis from City leaders over the next TWO years? (Sum of Top 3 Choices)

Q4. Sum of Top 3 Choices	Number	Percent
Park Maintenance	145	23.1 %
Limb chipping	104	16.6 %
Leaf vacuuming	137	21.9 %
Police services	293	46.7 %
Parks & recreation	194	30.9 %
Building permits	126	20.1 %
Municipal court	23	3.7 %
City newsletter	25	4.0 %
Enforcement of City codes & ordinances	150	23.9 %
Quality of customer service you receive from City employees	108	17.2 %
Effectiveness of City communication	96	15.3 %
None chosen	127	20.3 %
Total	1528	

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

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

Q6. Do you live in a single-family home or townhome?	Number	Percent
Yes	561	89.5 %
No	66	10.5 %
Total	627	100.0 %

Q6a. (If YES to Question 6) How satisfied are you with the City's trash service?

Q6a. How satisfied are you with City's trash service?	Number	Percent
Very satisfied	387	69.0 %
Satisfied	143	25.5 %
Neutral	13	2.3 %
Dissatsified	9	1.6 %
Very dissatisfied	3	0.5 %
Don't know	6	1.1 %
Total	561	100.0 %

WITHOUT DON'T KNOW

Q6a. (If YES to Question 6) How satisfied are you with the City's trash service? (without "don't know")

Q6a. How satisfied are you with City's trash service?	Number	Percent
Very satisfied	387	69.7 %
Satisfied	143	25.8 %
Neutral	13	2.3 %
Dissatsified	9	1.6 %
Very dissatisfied	3	0.5 %
Total	555	100.0 %

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q6b. (If YES to Question 6) How satisfied are you with the City's recycling service?

Q6b. How satisfied are you with City's recycling service?	Number	Percent
Very satisfied	378	67.4 %
Satisfied	151	26.9 %
Neutral	17	3.0 %
Dissatsified	7	1.2 %
Very dissatisfied	2	0.4 %
Don't know	6	1.1 %
Total	561	100.0 %

WITHOUT DON'T KNOW

Q6b. (If YES to Question 6) How satisfied are you with the City's recycling service? (without "don't know")

Q6b. How satisfied are you with City's recycling service?	Number	Percent
Very satisfied	378	68.1 %
Satisfied	151	27.2 %
Neutral	17	3.1 %
Dissatsified	7	1.3 %
Very dissatisfied	2	0.4 %
Total	555	100.0 %

Q6c. (If YES to Question 6) The City provides "valet" trash service, whereby trash is picked up near the house in the front or rear yard, not at the curb. Are you aware that valet trash pick-up is currently available to all single-family homes and townhomes?

Q6c. Are you aware that valet trash pick-up is currently available?	Number	Percent
Yes	476	84.8 %
No	82	14.6 %
Don't Know	3	0.5 %
Total	561	100.0 %

WITHOUT DON'T KNOW

Q6c. (If YES to Question 6) The City provides "valet" trash service, whereby trash is picked up near the house in the front or rear yard, not at the curb. Are you aware that valet trash pick-up is currently available to all single-family homes and townhomes? (without "don't know")

Q6c. Are you aware that valet trash pick-up is currently available?	Number	Percent
Yes	476	85.3 %
No	82	14.7 %
Total	558	100.0 %

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q6d. (If YES to Question 6) Do you use the City's valet trash service or do you place your trash at the curb?

Q6d. Do you use City's valet trash service or place trash at curb?	Number	Percent
City's valet trash service	289	51.5 %
City's curbside trash service	274	48.8 %
Don't know	6	1.1 %
Total	569	

WITHOUT DON'T KNOW

Q6d. (If YES to Question 6) Do you use the City's valet trash service or do you place your trash at the curb? (without "don't know")

Q6d. Do you use City's valet trash service or place trash at curb?	Number	Percent
City's valet trash service	289	52.1 %
City's curbside trash service	274	49.4 %
Total	563	

Q6e. (If YES to Question 6) The City studied the issue of trash collection extensively in 2013. By changing service from valet to curbside, the City could save $600,000 annually, or 40% of the cost, and reduce the environmental impact of the service. Residents would be able to receive valet service for $15 per month, except for individuals with disabilities who would continue to receive valet service at no cost. Given this information, which of the following options would you prefer?

Q6e. Which of trash collection options would you prefer?	Number	Percent
No change to existing service & City should continue to pay 100% of cost of valet service for all residents	146	26.0 %
City provides curbside service at no fee to residents & residents desiring valet service will pay $15 fee per month. Residents with disabilities would not be charged a fee	368	65.6 %
City provides curbside service at no fee to residents, & residents desiring valet service will pay a portion of $15 fee, with City also paying a portion. Residents with disabilities would not be charged a fee	35	6.2 %
Don't know	12	2.1 %
Total	561	100.0 %

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

WITHOUT DON'T KNOW

Q6e. (If YES to Question 6) The City studied the issue of trash collection extensively in 2013. By changing service from valet to curbside, the City could save $600,000 annually, or 40% of the cost, and reduce the environmental impact of the service. Residents would be able to receive valet service for $15 per month, except for individuals with disabilities who would continue to receive valet service at no cost. Given this information, which of the following options would you prefer? (without "don't know")

Q6e. Which of trash collection options would you prefer?	Number	Percent
No change to existing service & City should continue to pay 100% of cost of valet service for all residents	146	26.6 %
City provides curbside service at no fee to residents & residents desiring valet service will pay $15 fee per month. Residents with disabilities would not be charged a fee	368	67.0 %
City provides curbside service at no fee to residents, & residents desiring valet service will pay a portion of $15 fee, with City also paying a portion. Residents with disabilities would not be charged a fee	35	6.4 %
Total	549	100.0 %

Q6f. (If YES to Question 6) To the best of your recollection, how many times, if ever, was your trash or recycling not picked up in the past year?

Q6f. How many times was your trash or recycling not picked up in past year?	Number	Percent
It was always picked up	384	68.4 %
1-3 times	148	26.4 %
4-6 times	15	2.7 %
7+ times	2	0.4 %
Don't know	12	2.1 %
Total	561	100.0 %

WITHOUT DON'T KNOW

Q6f. (If YES to Question 6) To the best of your recollection, how many times, if ever, was your trash or recycling not picked up in the past year? (without "don't know")

Q6f. How many times was your trash or recycling not picked up in past year?	Number	Percent
It was always picked up	384	69.9 %
1-3 times	148	27.0 %
4-6 times	15	2.7 %
7+ times	2	0.4 %
Total	549	100.0 %

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q7. In lieu of utilizing bags provided by grocery stores, how often do you use reusable shopping bags?

Q7. How often do you use reusable shopping bags?	Number	Percent
Always	72	11.5 %
Most of time	207	33.0 %
Rarely	210	33.5 %
Never	138	22.0 %
Total	627	100.0 %

Q8. COMMUNICATION. Please rate your satisfaction on 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=627)

	Very satisfied	Satisfied	Neutral	Dissatsified	Very dissatisfied	Don't know
Q8a. City efforts to keep you informed about important issues	29.2%	53.3%	11.0%	2.4%	0.6%	3.5%
Q8b. City efforts to keep you informed about City's finances	27.4%	45.5%	17.2%	3.3%	1.0%	5.6%
Q8c. City efforts to keep you informed about planning & zoning efforts	25.8%	43.7%	19.3%	4.6%	1.3%	5.3%
Q8d. Availability of information about City programs & services	26.6%	47.7%	16.4%	3.7%	0.5%	5.1%
Q8e. Level of public involvement in local decision making	14.4%	31.9%	30.1%	4.9%	2.1%	16.6%
Q8f. Quality of City's social media	7.2%	10.2%	19.0%	2.2%	0.6%	60.8%
Q8g. Quality of City's website	12.1%	27.4%	22.3%	3.5%	0.8%	33.8%

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

WITHOUT DON'T KNOW

Q8. COMMUNICATION. Please rate your satisfaction on 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=627)

	Very satisfied	Satisfied	Neutral	Dissatsified	Very dissatisfied
Q8a. City efforts to keep you informed about important issues	30.2%	55.2%	11.4%	2.5%	0.7%
Q8b. City efforts to keep you informed about City's finances	29.1%	48.1%	18.2%	3.5%	1.0%
Q8c. City efforts to keep you informed about planning & zoning efforts	27.3%	46.1%	20.4%	4.9%	1.3%
Q8d. Availability of information about City programs & services	28.1%	50.3%	17.3%	3.9%	0.5%
Q8e. Level of public involvement in local decision making	17.2%	38.2%	36.1%	5.9%	2.5%
Q8f. Quality of City's social media	18.3%	26.0%	48.4%	5.7%	1.6%
Q8g. Quality of City's website	18.3%	41.4%	33.7%	5.3%	1.2%

Q9. Which TWO of the COMMUNICATION services in Question 8 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q9. 1st Choice	Number	Percent
City efforts to keep you informed about important issues	202	32.2 %
City efforts to keep you informed about City's finances	30	4.8 %
City efforts to keep you informed about planning & zoning efforts	65	10.4 %
Availability of information about City programs & services	62	9.9 %
Level of public involvement in local decision making	56	8.9 %
Quality of City's social media	14	2.2 %
Quality of City's website	78	12.4 %
None chosen	120	19.1 %
Total	627	100.0 %

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q9. Which TWO of the COMMUNICATION services in Question 8 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q9. 2nd Choice	Number	Percent
City efforts to keep you informed about important issues	80	12.8 %
City efforts to keep you informed about City's finances	77	12.3 %
City efforts to keep you informed about planning & zoning efforts	101	16.1 %
Availability of information about City programs & services	88	14.0 %
Level of public involvement in local decision making	75	12.0 %
Quality of City's social media	21	3.3 %
Quality of City's website	42	6.7 %
None chosen	143	22.8 %
Total	627	100.0 %

Q9. Which TWO of the COMMUNICATION services in Question 8 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 2 Choices)

Q9. Sum of Top 2 Choices	Number	Percent
City efforts to keep you informed about important issues	282	45.0 %
City efforts to keep you informed about City's finances	107	17.1 %
City efforts to keep you informed about planning & zoning efforts	166	26.5 %
Availability of information about City programs & services	150	23.9 %
Level of public involvement in local decision making	131	20.9 %
Quality of City's social media	35	5.6 %
Quality of City's website	120	19.1 %
None chosen	120	19.1 %
Total	1111	

Q10. How often would you say you read the City's newsletter?

Q10. How often do you read City's newsletter?	Number	Percent
Every month	516	82.3 %
A few times a year	88	14.0 %
Never	23	3.7 %
Total	627	100.0 %

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q11. What types of information would you prefer to see in the City's newsletter?

Q11. What types of information would you prefer to see in City's newsletter?	Number	Percent
Information about City services & policies	477	76.1 %
Council news	383	61.1 %
Planning & Zoning updates	457	72.9 %
Street projects	458	73.0 %
Code enforcement	286	45.6 %
Public hearings	326	52.0 %
Parks information	415	66.2 %
Recreation programs	411	65.6 %
Special events	471	75.1 %
Police activities	375	59.8 %
"Green"/sustainability information	285	45.5 %
Other	48	7.7 %
None chosen	28	4.5 %
Total	4420	

WITHOUT NONE CHOSEN

Q11. What types of information would you prefer to see in the City's newsletter? (without "none chosen")

Q11. What types of information would you prefer to see in City's newsletter?	Number	Percent
Information about City services & policies	477	79.6 %
Special events	471	78.6 %
Street projects	458	76.5 %
Planning & Zoning updates	457	76.3 %
Parks information	415	69.3 %
Recreation programs	411	68.6 %
Council news	383	63.9 %
Police activities	375	62.6 %
Public hearings	326	54.4 %
Code enforcement	286	47.7 %
"Green"/sustainability information	285	47.6 %
Other	48	8.0 %
Total	4392	

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q11. Other

Q11. Other	Number	Percent
ALL	3	9.1 %
SENIOR CITIZEN PROGRAMS	1	3.0 %
ALL OF THE ABOVE	1	3.0 %
LET RES PUT IN NON-CITY ANNOUN	1	3.0 %
ALL AREAS	1	3.0 %
MORE DETAIL OF CRIME	1	3.0 %
WHAT COUNCIL PERSON REPS AREA	1	3.0 %
ART COMMITTEE PROGESS	1	3.0 %
SECTION HONORING FIRST RESPOND	1	3.0 %
MAINT ISSUES THAT ARE ADDRESSED	1	3.0 %
WE HAVE A NEWSLETTER?	1	3.0 %
BURGLARIES, FIRES, ETC.	1	3.0 %
MORE PROACTIVE INFO	1	3.0 %
IN-DEPTH RPTS OF COMM CONTROVERSIES	1	3.0 %
FIRE DEPT, DISTRICT ACTIVITIES	1	3.0 %
I SHOULD LIKE TO BE KEPT INFORMED	1	3.0 %
CRIME REPORTS	1	3.0 %
CRIME ACTIVITY	1	3.0 %
DATA/NOT STATISTICS	1	3.0 %
ENFORCE USE OF SIDEWALKS	1	3.0 %
MORE NEWS ABOUT CRIME REPORTS!	1	3.0 %
MORE DETAIL, NUMBER TO CALL FOR INFO	1	3.0 %
EXACT DATES OF LIMB-CHIPPING	1	3.0 %
LIKE IT ALL	1	3.0 %
TORNADO ALARMS	1	3.0 %
MORE INFO ON RECYCLING	1	3.0 %
JOBS AVAIL,INTERNSHIPS,MENTOR	1	3.0 %
LIMB & LEAF DATES	1	3.0 %
NEW HOUSE BLDG PROJECTS	1	3.0 %
CRIME	1	3.0 %
18 ARREST ARE MADE AS 18	1	3.0 %
Total	33	100.0 %

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q12. Which of the following are your primary sources of information about the City's programs, services, and events?

Q12. Your primary sources of information about City's programs, services, & events	Number	Percent
Resident newsletter	575	91.7 %
City website via home computer	146	23.3 %
City website via mobile device	34	5.4 %
Newspaper	163	26.0 %
Television news programs	112	17.9 %
Public meetings	40	6.4 %
Radio news programs	39	6.2 %
City's Facebook page	14	2.2 %
City's Twitter account	7	1.1 %
Word of mouth	219	34.9 %
City emails	103	16.4 %
Other	37	5.9 %
None chosen	22	3.5 %
Total	1511	

WITHOUT NONE CHOSEN

Q12. Which of the following are your primary sources of information about the City's programs, services, and events? (without "none chosen")

Q12. Your primary sources of information about City's programs, services, & events	Number	Percent
Resident newsletter	575	95.0 %
Word of mouth	219	36.2 %
Newspaper	163	26.9 %
City website via home computer	146	24.1 %
Television news programs	112	18.5 %
City emails	103	17.0 %
Public meetings	40	6.6 %
Radio news programs	39	6.4 %
Other	37	6.1 %
City website via mobile device	34	5.6 %
City's Facebook page	14	2.3 %
City's Twitter account	7	1.2 %
Total	1489	

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q12. Other

Q12. Other	Number	Percent
COUNCIL EMAILS	3	8.1 %
BLOCK PERSONWHO LIKES TO DO THIS	1	2.7 %
COUNCILPERSONS EMAIL NEWSLTR	1	2.7 %
COUNCIL MEMBER E-MAIL	1	2.7 %
OUR WARD COUNCILMAN EMAIL	1	2.7 %
NEIGHBORHOOD EMAILS	1	2.7 %
COUNCILMAN'S NEWSLETTER	1	2.7 %
PHONE MSGS	1	2.7 %
ALDERMAN'S NEWSLETTER WARD IV	1	2.7 %
WARD III REP EMAIL	1	2.7 %
MAIL	1	2.7 %
SIGNS POSTED	1	2.7 %
SUBDIVISION TRUSTEES	1	2.7 %
NEIGHBORS	1	2.7 %
COUNCIL PERSONS EMAILS	1	2.7 %
PHONE MESSAGES	1	2.7 %
AUTOMATED POLICE MESSAGES	1	2.7 %
POLICE AND ALDERMAN EMAIL	1	2.7 %
WARD EMAILS FROM COUNCILPERSON	1	2.7 %
CREVE COEUR PATCH	1	2.7 %
EMAILS FROM COUNCIL MEMBERS	1	2.7 %
SIGNS	1	2.7 %
CITY STREETS POSTED BY STREETS	1	2.7 %
SCOTT SANDER'S UPDATES	1	2.7 %
WARD REP	1	2.7 %
SECONDARY #10,#7, #5	1	2.7 %
COUNCIL REPRESENTATIVES LETTER	1	2.7 %
AUTO PHONE CALLS	1	2.7 %
TELEPHONE CALLS	1	2.7 %
SCOTT SAUNDERS EMAIL	1	2.7 %
I LOVE THE NEWSLETTER	1	2.7 %
SUBDIVISION EMAIL	1	2.7 %
E-MAIL	1	2.7 %
SIGNS AROUND TOWN	1	2.7 %
EMAIL FROM ELECTED MEMBERS	1	2.7 %
Total	37	100.0 %

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q14. PARKS AND RECREATION. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following parks and recreation services:

(N=627)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14a. Maintenance of City parks	37.8%	39.2%	5.7%	1.3%	0.2%	15.8%
Q14b. Number of walking/biking trails	20.6%	32.7%	14.0%	11.8%	1.9%	19.0%
Q14c. Overall satisfaction with ice arena	11.2%	17.1%	15.9%	0.5%	0.8%	54.5%
Q14d. Overall satisfaction with golf course	11.3%	19.3%	14.8%	0.6%	1.1%	52.8%
Q14e. Overall satisfaction with dog park	7.8%	12.9%	13.9%	1.3%	0.3%	63.8%
Q14f. Youth recreation programs	5.6%	13.6%	16.1%	1.8%	0.3%	62.7%
Q14g. Adult recreation programs	6.2%	15.5%	17.9%	1.9%	1.0%	57.6%
Q14h. Senior programs	5.1%	10.2%	14.7%	1.1%	0.8%	68.1%

WITHOUT DON'T KNOW

Q14. PARKS AND RECREATION. Please rate your satisfaction on 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=627)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14a. Maintenance of City parks	44.9%	46.6%	6.8%	1.5%	0.2%
Q14b. Number of walking/biking trails	25.4%	40.4%	17.3%	14.6%	2.4%
Q14c. Overall satisfaction with ice arena	24.6%	37.5%	35.1%	1.1%	1.8%
Q14d. Overall satisfaction with golf course	24.0%	40.9%	31.4%	1.4%	2.4%
Q14e. Overall satisfaction with dog park	21.6%	35.7%	38.3%	3.5%	0.9%
Q14f. Youth recreation programs	15.0%	36.3%	43.2%	4.7%	0.9%
Q14g. Adult recreation programs	14.7%	36.5%	42.1%	4.5%	2.3%
Q14h. Senior programs	16.0%	32.0%	46.0%	3.5%	2.5%

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q15. Which TWO of the PARKS AND RECREATION services in Question 14 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q15. 1st Choice	Number	Percent
Maintenance of City parks	178	28.4 %
Number of walking/biking trails	141	22.5 %
Overall satisfaction with ice arena	18	2.9 %
Overall satisfaction with golf course	26	4.1 %
Overall satisfaction with dog park	12	1.9 %
Youth recreation programs	39	6.2 %
Adult recreation programs	30	4.8 %
Senior programs	30	4.8 %
None chosen	153	24.4 %
Total	627	100.0 %

Q15. Which TWO of the PARKS AND RECREATION services in Question 14 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q15. 2nd Choice	Number	Percent
Maintenance of City parks	82	13.1 %
Number of walking/biking trails	117	18.7 %
Overall satisfaction with ice arena	24	3.8 %
Overall satisfaction with golf course	36	5.7 %
Overall satisfaction with dog park	14	2.2 %
Youth recreation programs	50	8.0 %
Adult recreation programs	52	8.3 %
Senior programs	44	7.0 %
None chosen	208	33.2 %
Total	627	100.0 %

Q15. Which TWO of the PARKS AND RECREATION services in Question 14 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 2 Choices)

Q15. Sum of Top 2 Choices	Number	Percent
Maintenance of City parks	260	41.5 %
Number of walking/biking trails	258	41.1 %
Overall satisfaction with ice arena	42	6.7 %
Overall satisfaction with golf course	62	9.9 %
Overall satisfaction with dog park	26	4.1 %
Youth recreation programs	89	14.2 %
Adult recreation programs	82	13.1 %
Senior programs	74	11.8 %
None chosen	153	24.4 %
Total	1046	

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q16. How many times have you visited one of the City's parks in the last two years?

Q16. How many times have you visited one of City's parks in last two years?	Number	Percent
None	85	13.6 %
1-4 times	180	28.7 %
5-9 times	116	18.5 %
10+ times	229	36.5 %
Don't know	17	2.7 %
Total	627	100.0 %

WITHOUT DON'T KNOW

Q16. How many times have you visited one of the City's parks in the last two years? (without "don't know")

Q16. How many times have you visited one of City's parks in last two years?	Number	Percent
None	85	13.9 %
1-4 times	180	29.5 %
5-9 times	116	19.0 %
10+ times	229	37.5 %
Total	610	100.0 %

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q18. FEELING OF SAFETY. On 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=627)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q18a. Walking alone in your neighborhood during the day	78.6%	17.9%	1.4%	0.3%	0.0%	1.8%
Q18b. Walking alone in your neighborhood at night	41.5%	35.4%	12.4%	4.8%	1.1%	4.8%
Q18c. In City parks	24.6%	31.7%	13.2%	4.5%	0.6%	25.4%

WITHOUT DON'T KNOW

Q18. FEELING OF SAFETY. On 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=627)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q18a. Walking alone in your neighborhood during the day	80.0%	18.2%	1.5%	0.3%	0.0%
Q18b. Walking alone in your neighborhood at night	43.6%	37.2%	13.1%	5.0%	1.2%
Q18c. In City parks	32.9%	42.5%	17.7%	6.0%	0.9%

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q19. PUBLIC SAFETY. Please rate your satisfaction on 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=627)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19a. Overall quality of local police protection	55.7%	35.1%	4.1%	0.6%	0.2%	4.3%
Q19b. Visibility of police in neighborhoods	35.9%	38.4%	17.5%	3.5%	0.3%	4.3%
Q19c. Visibility of police in commercial & retail areas	30.5%	38.0%	20.4%	2.1%	0.2%	8.9%
Q19d. How quickly police respond to emergencies	39.9%	27.1%	6.7%	1.1%	0.2%	25.0%
Q19e. Efforts to prevent crime	34.8%	33.5%	11.6%	0.6%	0.6%	18.8%
Q19f. Enforcement of local traffic laws	31.4%	34.9%	16.3%	4.5%	1.3%	11.6%

WITHOUT DON'T KNOW

Q19. PUBLIC SAFETY. Please rate your satisfaction on 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=627)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19a. Overall quality of local police protection	58.2%	36.7%	4.3%	0.7%	0.2%
Q19b. Visibility of police in neighborhoods	37.5%	40.2%	18.3%	3.7%	0.3%
Q19c. Visibility of police in commercial & retail areas	33.5%	41.7%	22.4%	2.3%	0.2%
Q19d. How quickly police respond to emergencies	53.2%	36.2%	8.9%	1.5%	0.2%
Q19e. Efforts to prevent crime	42.8%	41.3%	14.3%	0.8%	0.8%
Q19f. Enforcement of local traffic laws	35.6%	39.5%	18.4%	5.1%	1.4%

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q20. Which TWO of the PUBLIC SAFETY services listed in Question 19 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q20. 1st Choice	Number	Percent
Quality of local police protection	110	17.5 %
Visibility of police in neighborhoods	189	30.1 %
Visibility of police in commercial & retail areas	38	6.1 %
How quickly police respond to emergencies	45	7.2 %
Efforts to prevent crime	92	14.7 %
Enforcement of local traffic laws	31	4.9 %
None chosen	122	19.5 %
Total	627	100.0 %

Q20. Which TWO of the PUBLIC SAFETY services listed in Question 19 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q20. 2nd Choice	Number	Percent
Quality of local police protection	41	6.5 %
Visibility of police in neighborhoods	111	17.7 %
Visibility of police in commercial & retail areas	94	15.0 %
How quickly police respond to emergencies	86	13.7 %
Efforts to prevent crime	119	19.0 %
Enforcement of local traffic laws	20	3.2 %
None chosen	156	24.9 %
Total	627	100.0 %

Q20. Which TWO of the PUBLIC SAFETY services listed in Question 19 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 2 Choices)

Q20. Sum of Top 2 Choices	Number	Percent
Quality of local police protection	151	24.1 %
Visibility of police in neighborhoods	300	47.8 %
Visibility of police in commercial & retail areas	132	21.1 %
How quickly police respond to emergencies	131	20.9 %
Efforts to prevent crime	211	33.7 %
Enforcement of local traffic laws	51	8.1 %
None chosen	122	19.5 %
Total	1098	

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q22. Have you had any contact with the Creve Coeur Police Department in the last 3 years?

Q22. Had any contact with Creve Coeur Police Department in last 3 years?	Number	Percent
Yes	373	59.5 %
No	254	40.5 %
Total	627	100.0 %

Q22a. (If YES to Question 22) What type of contact have you had with the Creve Coeur Police Department most recently?

Q22a. What type of contact?	Number	Percent
Reported a crime	65	17.4 %
Traffic stop	65	17.4 %
Criminal arrest	2	0.5 %
Crime prevention or safety promotion program	46	12.3 %
Police assistance	123	33.0 %
Other	155	41.6 %
Don't know	4	1.1 %
Total	460	

WITHOUT DON'T KNOW

Q22a. (If YES to Question 22) What type of contact have you had with the Creve Coeur Police Department most recently? (without "don't know")

Q22a. What type of contact?	Number	Percent
Other	155	42.0 %
Police assistance	123	33.3 %
Reported a crime	65	17.6 %
Traffic stop	65	17.6 %
Crime prevention or safety promotion program	46	12.5 %
Criminal arrest	2	0.5 %
Total	456	

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q22a. Other

Q22a. Other	Number	Percent
DUI CHECKPOINT	2	1.3 %
RED LIGHT TICKET	2	1.3 %
WATCH HOUSE WHILE OUT OF TOWN	2	1.3 %
911	2	1.3 %
IDENTITY THEFT	2	1.3 %
MEDICAL EMERGENCY	2	1.3 %
REPORTED SUSPICIOUS ACTIVITY	2	1.3 %
NEIGHBORHOOD NIGHT OUT	2	1.3 %
BURGLAR ALARM	1	0.7 %
STRANGER NEIGHBORHOOD BY KIDS	1	0.7 %
DOGS RUNNING LOOSE	1	0.7 %
LADUE EARLY CHILDHOOD VISIT	1	0.7 %
ACCIDENT ON BALLAS	1	0.7 %
NEEDED PAPER WORK COMPLETED	1	0.7 %
VERY FRIGHTENING PHONE CALL	1	0.7 %
ELDERLY FATHER HAD PROBLEMS	1	0.7 %
REPORTED LOST INDIVIDUAL	1	0.7 %
DRIVING TICKET	1	0.7 %
WORRIED ABOUT MY NEIGHBOR	1	0.7 %
RECOVERED STOLEN PURSE FOR ME	1	0.7 %
CAME TO HOME WHEN I CALLED 911	1	0.7 %
CALLED ABOUT A SUSPICIOUS CAR	1	0.7 %
NOTIFIED ME OF SPOUSE HEART ATTACK	1	0.7 %
ACCUSED OF DRIVING AWAY W/O PAYING	1	0.7 %
AMBULANCE NEEDED, STREET FIGHT	1	0.7 %
STOP AND TALK IN NEIGHBORHOOD	1	0.7 %
ACCIDENT INFO/PARKING ASST REQ	1	0.7 %
REPORTED SUSPICIOUS PERSON	1	0.7 %
MONITORING WHILE WE WERE AWAY	1	0.7 %
TO ASK A QUESTION	1	0.7 %
IN PASSING	1	0.7 %
FOUND CREDIT CARD ON MY LAWN	1	0.7 %
WATER MAIN BREAK	1	0.7 %
HOME ALARM	1	0.7 %
RESPONSE TO BURGLARY ALARM	1	0.7 %
CITIZEN POLICE ACADEMY	1	0.7 %
WOUNDED DEER IN FRONT YARD	1	0.7 %
THEY HELPED W/MY BAD CHECK	1	0.7 %
ELDERLY NEIGHBOR FELL IN YARD	1	0.7 %
ASKED A QUESTION	1	0.7 %
MINOR INCIDENT	1	0.7 %
CHECKED ON HOME WHILE GONE	1	0.7 %
THOUGHT WE HAD AN INTRUDER	1	0.7 %
SUSPICIOUS ACTIVITY	1	0.7 %
WATCH HOME WHEN ON VACATION	1	0.7 %
CYBER CRIME QUESTION	1	0.7 %
PHONE SCAM	1	0.7 %
VISITING NEIGHBOR	1	0.7 %
PSYCHO WOMAN IN OUR FRONT YARD	1	0.7 %
POLICE CHIEF-1ST CLASS COMMUNITY	1	0.7 %
REPORT NOISE DISTURBANCE	1	0.7 %
PAID TRAFFIC TICKET	1	0.7 %

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q22a. Other

Q22a. Other	Number	Percent
REPORTING VANDALISM	1	0.7 %
DESTRUCTION OF PROP BY NEIGHBOR	1	0.7 %
ACCIDENT	1	0.7 %
HIRED OFF-DUTY OFFICERS	1	0.7 %
VACATION	1	0.7 %
REPORTED IDENTITY THEFT	1	0.7 %
CHECKING ON A PARKED CAR	1	0.7 %
EMT	1	0.7 %
DETECTIVES ASKED FOR INFO@CRIME	1	0.7 %
AMBULANCE CALLS	1	0.7 %
SALES PEOPLE W/O PERMIT	1	0.7 %
INDENTITY THEFT	1	0.7 %
GENERAL NOISE PROBLEM	1	0.7 %
TALKED AT STORE	1	0.7 %
SCAM PHONE CALLS	1	0.7 %
WATCH HOUSE WHEN OUT OF TOWN	1	0.7 %
VACATION WATCH OF HOME	1	0.7 %
BEAT AMBULANCE ON SEVERALCALLS	1	0.7 %
AT ACCIDENT WHEN CAR TOTALED	1	0.7 %
GREAT WHEN CAME TO HOME FRM 911 CALLS	1	0.7 %
ASSIST IN DEER INCIDENT	1	0.7 %
JUST SAYING HI WHEN SEEING THEM	1	0.7 %
REPORT OF POTENTIAL THREAT	1	0.7 %
CAR SKIDDED OFF ROAD IN SNOW	1	0.7 %
RESPONSE TO SECURITY CONCERN	1	0.7 %
IDENTITY THIEF	1	0.7 %
POSSIBLE CRIME	1	0.7 %
GOT TICKET FOR WHEELS OVERLINE	1	0.7 %
CALLER IMPERSONATING POLICEOFF	1	0.7 %
SPOKE W/OFFICER	1	0.7 %
REPORTED A DEAD DEER ON ROAD	1	0.7 %
DIFFERENCE BETWEEN NEIGHBOR	1	0.7 %
CERT TRAINING	1	0.7 %
RESPONSE TO SON WHO WANDERED OFF	1	0.7 %
DOG LOCKED IN CAR	1	0.7 %
TELEPHONE SCAM ALERT	1	0.7 %
MEDICAL - 911	1	0.7 %
ALARM ISSUES	1	0.7 %
SEAT BELT/DUI CHECKPOINT	1	0.7 %
DAUGHTER WAS IN ACCIDENT	1	0.7 %
VACATION CHECKS-THANK YOU!	1	0.7 %
CREDIT CARD ID STOLEN	1	0.7 %
ACCIDENT IN MY NEIGHBORHOOD	1	0.7 %
GENERAL DISCUSSION	1	0.7 %
CAME TO NEIGHBORHOOD PICNIC	1	0.7 %
HELP NEIGHBOR WHO WAS SCAMMED	1	0.7 %
REPORT A TRAFFIC ACCIDENT	1	0.7 %
PARKED ON OUR ST ON CERTAIN EVENINGS	1	0.7 %
A LADY WAS FOLLOWING US	1	0.7 %
AMB	1	0.7 %
RESPONDING TO BURGLARY IN NBHD	1	0.7 %
SOCIAL	1	0.7 %

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q22a. Other

Q22a. Other	Number	Percent
CARS PARKED IN NO PARKING ZONE	1	0.7 %
NEIGHBOR HITTING GOLFBALLS IN YARD	1	0.7 %
I HAD AN ACCIDENT	1	0.7 %
CONTACT IF LEAVING FOR FEW DAYS	1	0.7 %
USING PUBLIC RD – CHASSELLE	1	0.7 %
MONITORED HOME WHILE OUT OF TOWN	1	0.7 %
ABOUT PEOPLE GOING DOORTO DOOR	1	0.7 %
PERMIT	1	0.7 %
BURGLARY ALARM IN HOUSE	1	0.7 %
VACATION CHECKS	1	0.7 %
VACATION NOTIFICATION	1	0.7 %
RAPID RESPONSE TO STRANGE CARS	1	0.7 %
SOMEONE RAN INTO MY CAR/VACAYCHECK	1	0.7 %
PERSONAL MTG TO DISCUSS CONCERN	1	0.7 %
TRAFFIC ACCIDENT ON OUR BLOCK	1	0.7 %
TALKED TO POLICE ON PATROL	1	0.7 %
NEIGHBOR LEFT DOORS OPEN & LEFT	1	0.7 %
ILLNESS IN THE HOME	1	0.7 %
DISCUSSION ABOUT NBHD SPEED LMT	1	0.7 %
QUESTION ABOUT A TICKET	1	0.7 %
MY NEIGHBOR WAS ROBBED	1	0.7 %
HOME ALARM WENT OFF	1	0.7 %
RESPONDED WITH AMBULANCE	1	0.7 %
REPORTING STRANGE CARS IN AREA	1	0.7 %
MINOR ACCIDENT	1	0.7 %
TRASH DUMP ON A COMMON GROUND	1	0.7 %
BARKING DOGS	1	0.7 %
STOPPING US 3 TIMES W/O REASON	1	0.7 %
LOST RESIDENT	1	0.7 %
PERSONAL CONTACT W/OLDER OFFICERS	1	0.7 %
REPORT PEOPLE RUNNING STOPLIGHT	1	0.7 %
RESPOND TO HOUSE ALARM	1	0.7 %
CALLED ABOUT CRIME INVESTIGATION	1	0.7 %
NBHD BURGLARIES IN QUESTOVER	1	0.7 %
NOISE DISTURBANCE COMPLAINTS	1	0.7 %
TRAFFIC	1	0.7 %
PERSON LEFT A PORN TAPE IN YARD	1	0.7 %
PROPERTY DAMAGE	1	0.7 %
Total	150	100.0 %

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q22b. (If YES to Question 22) How would you rate the quality of your contact with the police officer?

Q22b. How would you rate quality of contact with police officer?	Number	Percent
Excellent	257	68.9 %
Good	79	21.2 %
Fair	23	6.2 %
Poor	10	2.7 %
Don't know	4	1.1 %
Total	373	100.0 %

WITHOUT DON'T KNOW

Q22b. (If YES to Question 22) How would you rate the quality of your contact with the police officer? (without "don't know")

Q22b. How would you rate quality of contact with police officer?	Number	Percent
Excellent	257	69.6 %
Good	79	21.4 %
Fair	23	6.2 %
Poor	10	2.7 %
Total	369	100.0 %

Q22c. (If YES to Question 22) How would you rate the dispatcher you interacted with?

Q22c. How would you rate dispatcher you interacted with?	Number	Percent
Very courteous	154	41.3 %
Courteous	97	26.0 %
Discourteous	3	0.8 %
Very discourteous	4	1.1 %
Did not have contact with a dispatcher	102	27.3 %
Don't know	13	3.5 %
Total	373	100.0 %

WITHOUT DON'T KNOW

Q22c. (If YES to Question 22) How would you rate the dispatcher you interacted with? (without "don't know")

Q22c. How would you rate dispatcher you interacted with?	Number	Percent
Very courteous	154	42.8 %
Courteous	97	26.9 %
Discourteous	3	0.8 %
Very discourteous	4	1.1 %
Did not have contact with a dispatcher	102	28.3 %
Total	360	100.0 %

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q23. CUSTOMER SERVICE. Have you called or visited the City with a question, problem, or complaint during the past year?

Q23. Have you called or visited City with a question, problem, or complaint during past year?	Number	Percent
Yes	273	43.5 %
No	354	56.5 %
Total	627	100.0 %

Q23a. (If YES to Question 23) How did you contact the City?

Q23a. How did you contact City?	Number	Percent
By phone	201	73.6 %
By email	35	12.8 %
In person	98	35.9 %
Don't know	4	1.5 %
Total	338	

WITHOUT DON'T KNOW

Q23a. (If YES to Question 23) How did you contact the City? (without "don't know")

Q23a. How did you contact City?	Number	Percent
By phone	201	74.7 %
In person	98	36.4 %
By email	35	13.0 %
Total	334	

Q23b. (If YES to Question 23) Which Department did you contact the City about most recently?

Q23b. Which Department?	Number	Percent
Administration	39	14.3 %
Boards & Commissions	9	3.3 %
Building Division	72	26.4 %
Community Development	5	1.8 %
Finance	3	1.1 %
Human Resources	2	0.7 %
Legislative	2	0.7 %
Mayor & City Council	16	5.9 %
Municipal Court	5	1.8 %
Parks & Recreation	24	8.8 %
Planning Division	13	4.8 %
Police	45	16.5 %
Public Works	104	38.1 %
Not provided	14	5.1 %
Total	353	

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

WITHOUT NOT PROVIDED

Q23b. (If YES to Question 23) Which Department did you contact the City about most recently? (without "not provided")

Q23b. Which Department?	Number	Percent
Public Works	104	40.2 %
Building Division	72	27.8 %
Police	45	17.4 %
Administration	39	15.1 %
Parks & Recreation	24	9.3 %
Mayor & City Council	16	6.2 %
Planning Division	13	5.0 %
Boards & Commissions	9	3.5 %
Municipal Court	5	1.9 %
Community Development	5	1.9 %
Finance	3	1.2 %
Legislative	2	0.8 %
Human Resources	2	0.8 %
Total	339	

Q23c. (If YES to Question 23) How easy/difficult was it to address your issue?

Q23c. How easy/difficult was it to address your issue?	Number	Percent
Very easy	141	51.6 %
Somewhat easy	73	26.7 %
Difficult	31	11.4 %
Very difficult	21	7.7 %
Don't know	7	2.6 %
Total	273	100.0 %

WITHOUT DON'T KNOW

Q23c. (If YES to Question 23) How easy/difficult was it to address your issue? (without "don't know")

Q23c. How easy/difficult was it to address your issue?	Number	Percent
Very easy	141	53.0 %
Somewhat easy	73	27.4 %
Difficult	31	11.7 %
Very difficult	21	7.9 %
Total	266	100.0 %

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q23d. (If YES to Question 23) 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 on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

(N=273)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q23d-a. They were courteous & polite	67.8%	19.4%	8.4%	0.7%	0.4%	3.3%
Q23d-b. They gave accurate answers to your questions	56.4%	23.1%	11.4%	4.0%	0.4%	4.8%
Q23d-c. They did what they said they would do in a timely manner	51.6%	24.5%	9.2%	4.8%	2.6%	7.3%
Q23d-d. They helped you resolve an issue to your satisfaction	52.0%	17.9%	12.1%	5.5%	6.2%	6.2%

WITHOUT DON'T KNOW

Q23d. (If YES to Question 23) 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 on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

(N=273)

	Always	Usually	Sometimes	Seldom	Never
Q23d-a. They were courteous & polite	70.1%	20.1%	8.7%	0.8%	0.4%
Q23d-b. They gave accurate answers to your questions	59.2%	24.2%	11.9%	4.2%	0.4%
Q23d-c. They did what they said they would do in a timely manner	55.7%	26.5%	9.9%	5.1%	2.8%
Q23d-d. They helped you resolve an issue to your satisfaction	55.5%	19.1%	12.9%	5.9%	6.6%

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q24. COMMUNITY DEVELOPMENT. Please rate your satisfaction on 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=627)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q24a. Enforcing clean-up of junk & debris on private property in your community	15.3%	30.8%	16.3%	7.7%	2.7%	27.3%
Q24b. Enforcing mowing & cutting of weeds & grass on private property	14.7%	30.5%	17.1%	9.4%	2.9%	25.5%
Q24c. Enforcing exterior maintenance of residential property	14.0%	27.8%	21.2%	6.7%	3.0%	27.3%
Q24d. Enforcing exterior maintenance of commercial/business property	17.5%	27.8%	18.5%	2.7%	0.8%	32.7%
Q24e. Enforcing sign regulations	16.1%	27.1%	19.5%	1.8%	1.0%	34.6%
Q24f. Overall quality of new development in City	18.7%	34.6%	20.7%	5.9%	2.1%	18.0%

WITHOUT DON'T KNOW

Q24. COMMUNITY DEVELOPMENT. Please rate your satisfaction on 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=627)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24a. Enforcing clean-up of junk & debris on private property in your community	21.1%	42.3%	22.4%	10.5%	3.7%
Q24b. Enforcing mowing & cutting of weeds & grass on private property	19.7%	40.9%	22.9%	12.6%	3.9%
Q24c. Enforcing exterior maintenance of residential property	19.3%	38.2%	29.2%	9.2%	4.2%
Q24d. Enforcing exterior maintenance of commercial/business property	26.1%	41.2%	27.5%	4.0%	1.2%
Q24e. Enforcing sign regulations	24.6%	41.5%	29.8%	2.7%	1.5%
Q24f. Overall quality of new development in City	22.8%	42.2%	25.3%	7.2%	2.5%

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q25. Which TWO of the COMMUNITY DEVELOPMENT services listed above do you think should receive the most emphasis from City leaders over the next TWO years?

Q25. 1st Choice	Number	Percent
Enforcing clean-up of junk & debris on private property in your community	128	20.4 %
Enforcing mowing & cutting of weeds & grass on private property	44	7.0 %
Enforcing exterior maintenance of residential property	58	9.3 %
Enforcing exterior maintenance of commercial/business property	35	5.6 %
Enforcing sign regulations	19	3.0 %
Overall quality of new development in City	155	24.7 %
None chosen	188	30.0 %
Total	627	100.0 %

Q25. Which TWO of the COMMUNITY DEVELOPMENT services listed above do you think should receive the most emphasis from City leaders over the next TWO years?

Q25. 2nd Choice	Number	Percent
Enforcing clean-up of junk & debris on private property in your community	76	12.1 %
Enforcing mowing & cutting of weeds & grass on private property	86	13.7 %
Enforcing exterior maintenance of residential property	75	12.0 %
Enforcing exterior maintenance of commercial/business property	80	12.8 %
Enforcing sign regulations	18	2.9 %
Overall quality of new development in City	63	10.0 %
None chosen	229	36.5 %
Total	627	100.0 %

Q25. Which TWO of the COMMUNITY DEVELOPMENT services listed above do you think should receive the most emphasis from City leaders over the next TWO years? (Sum of Top 2 Choices)

Q25. Sum of Top 2 Choices	Number	Percent
Enforcing clean-up of junk & debris on private property in your community	204	32.5 %
Enforcing mowing & cutting of weeds & grass on private property	130	20.7 %
Enforcing exterior maintenance of residential property	133	21.2 %
Enforcing exterior maintenance of commercial/business property	115	18.3 %
Enforcing sign regulations	37	5.9 %
Overall quality of new development in City	218	34.8 %
None chosen	188	30.0 %
Total	1025	

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q26. City ordinances contain standards for the condition of residential properties. How would you rate the City's enforcement of exterior property maintenance?

Q26. How would you rate City's enforcement of exterior property maintenance?	Number	Percent
Too strict	35	5.6 %
About right	286	45.6 %
Not strict enough	97	15.5 %
Don't know	209	33.3 %
Total	627	100.0 %

WITHOUT DON'T KNOW

Q26. 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")

Q26. How would you rate City's enforcement of exterior property maintenance?	Number	Percent
Too strict	35	8.4 %
About right	286	68.4 %
Not strict enough	97	23.2 %
Total	418	100.0 %

Q27. The City of Creve Coeur requires occupancy permits for apartments to ensure code compliance before new occupants can move in. Please indicate whether or not you believe that the City should require such permits for the following:

(N=627)

	Yes	No	Not sure
Q27a. Condominiums	57.1%	25.7%	17.2%
Q27b. Single-family houses	49.6%	33.0%	17.4%

WITHOUT NOT SURE

Q27. The City of Creve Coeur requires occupancy permits for apartments to ensure code compliance before new occupants can move in. Please indicate whether or not you believe that the City should require such permits for the following: (without "not sure")

(N=627)

	Yes	No
Q27a. Condominiums	69.0%	31.0%
Q27b. Single-family houses	60.0%	40.0%

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q28. Current regulations in the City's zoning code have resulted in very few (one) drive-through restaurants in Creve Coeur. Please answer the following questions regarding this issue. Would you be in favor of changing the regulations so that more drive-through restaurants could locate in Creve Coeur?

Q28. Would you be in favor of changing regulations?	Number	Percent
Yes	229	36.5 %
No	305	48.6 %
Not sure	93	14.8 %
Total	627	100.0 %

WITHOUT NOT SURE

Q28. Current regulations in the City's zoning code have resulted in very few (one) drive-through restaurants in Creve Coeur. Please answer the following questions regarding this issue. Would you be in favor of changing the regulations so that more drive-through restaurants could locate in Creve Coeur? (without "not sure")

Q28. Would you be in favor of changing regulations?	Number	Percent
Yes	229	42.9 %
No	305	57.1 %
Total	534	100.0 %

Q29. Do you share any of the following concerns about drive-through restaurants?

Q29. Your concerns about drive-through restaurants	Number	Percent
Appearance of drive-through restaurants	282	45.0 %
Traffic that might be caused by drive-through lane	377	60.1 %
Noise from drive-through lane	164	26.2 %
Having too many drive-through restaurants built in same area	393	62.7 %
Other concern	90	14.4 %
I have no concerns about drive-through restaurants	125	19.9 %
Don't know	15	2.4 %
Total	1446	

WITHOUT DON'T KNOW

Q29. Do you share any of the following concerns about drive-through restaurants? (without "don't know")

Q29. Your concerns about drive-through restaurants	Number	Percent
Having too many drive-through restaurants built in same area	393	64.2 %
Traffic that might be caused by drive-through lane	377	61.6 %
Appearance of drive-through restaurants	282	46.1 %
Noise from drive-through lane	164	26.8 %
I have no concerns about drive-through restaurants	125	20.4 %
Other concern	90	14.7 %
Total	1431	

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q29. Other

Q29. Other	Number	Percent
CRIME	2	2.3 %
TRASH	2	2.3 %
NOT HEALTHY FOOD	2	2.3 %
PREFER QUALITY RETAIL	1	1.1 %
HEALTHY EATING HABITS	1	1.1 %
TACKY	1	1.1 %
CRIME & LOWERING OF PROP VALUE	1	1.1 %
MUST HAVE ACCESS TO TRF LIGHT	1	1.1 %
TRAFFIC JAMS	1	1.1 %
SAFETY	1	1.1 %
ODOR FROM TRASH DUMPSTERS	1	1.1 %
HAVING OUR AREA LOOK JUNKY	1	1.1 %
OLIVE BECOMING LIKE MANCHESTER	1	1.1 %
TRASH UNCONTROLLED	1	1.1 %
THEIR PRODUCT IS NOT HEALTHY	1	1.1 %
LOWERS PERCEPTION OF THE CITY	1	1.1 %
WE HAVE ENOUGH FAST FOOD!	1	1.1 %
TURN INTO ANOTHER MANCHESTERRD	1	1.1 %
CC ISNT MANCHESTER-KEEP IT THAT WAY	1	1.1 %
POLLUTION CAUSED BY CARS IDLING	1	1.1 %
CARS IDLING WILL CAUSE POLLUTION	1	1.1 %
FAST-FOOD IS SO UNHEALTHY	1	1.1 %
CAREFULLYADDRESS EACH ITEM ABOVE	1	1.1 %
CULTURE	1	1.1 %
BECOMING TO CONGESTED COMMERCIALLY	1	1.1 %
THEY ARE ALSO UNHEALTHY	1	1.1 %
EXTRA TRASH	1	1.1 %
DECREASE PROPERTY VALUES	1	1.1 %
MAKES CITY LOOK LOW-CLASS	1	1.1 %
MAYATTRACT MISCHIEF IF OPEN LATE	1	1.1 %
TYPE OF RESTAURANTS FOR AREA	1	1.1 %
POOR QUAL OF FOOD. NOT HEALTHY	1	1.1 %
LOSS OF BUSINESS IN SIT-DOWN REST	1	1.1 %
NOT TOO CLASSY	1	1.1 %
FAST FOOD MAKES US LIKE BRENTWOOD	1	1.1 %
NOT ENOUGH SPACE TO DO ONE	1	1.1 %
SAFETY AROUND DRIVE-THRU REST	1	1.1 %
NOT HEALTHY	1	1.1 %
GAUDY BUILDINGS	1	1.1 %
LIKELY TO MAKE OLIVE BLVD WORSE	1	1.1 %
LOOKS TRASHY-TOO MUCH TRAFFIC	1	1.1 %
EXTREMELY LOW CLASS-KEEP OUT!	1	1.1 %
AVOID MEETING EACH OTHER INSIDE	1	1.1 %
TRAFFIC CAUSED BY TOO MANY	1	1.1 %
WE DON'T NEED ANYMORE	1	1.1 %
NEED GOOD ITALIAN, MEX REST	1	1.1 %
BRINGS IN WRONG ELEMENT	1	1.1 %
DILUTING NBHD CHARACTER	1	1.1 %
SIGNAGE WOULD BECOME TACKY	1	1.1 %
INCREASE IN "CRUISING" CAUSES CONGESTION	1	1.1 %
QUALITY OF RESTAURANTS	1	1.1 %
CARS NOT MOVING CAUSE OF BAD AIR QUAL	1	1.1 %

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q29. Other

Q29. Other	Number	Percent
CONGREGATING YOUTH	1	1.1 %
TOO MUCH REST & TOO MUCH TRAFFIC	1	1.1 %
WANT BETTER QUALITY	1	1.1 %
NOT HEALTHY CHOICES	1	1.1 %
TRASH & RODENT ATTRACTION	1	1.1 %
ENVIRONMENTAL IMPACT	1	1.1 %
TAKES AWAY FRM RESI ASPECT OF CITY	1	1.1 %
TOO MANY OUTSIDERS COMFORTABLE	1	1.1 %
TRASH THROWN FRM CARS/CLEANLINESS	1	1.1 %
DRIVING & EATING=DISTRACTED DRIVER	1	1.1 %
THE UNIQUENESS OF THE RESTAURANT	1	1.1 %
GHS FRM IDLING IN OUR GREEN CITY	1	1.1 %
CHAIN/FRANCHISE REST ARE AWFUL	1	1.1 %
I HATE THE COOKING SMELLS	1	1.1 %
LOOKS TRASHY	1	1.1 %
OFFER POOR NUTRITIONAL VALUE	1	1.1 %
ATTRACT SOLICITORS	1	1.1 %
TRASH, LITTER	1	1.1 %
QUALITY OF RESTAURANT	1	1.1 %
POLLUTION	1	1.1 %
SAFETY-WOULD PREFER NO DRIVE-THRUS	1	1.1 %
UNSIGHTLY	1	1.1 %
INCREASING CRIME & TRAFFIC JAMS	1	1.1 %
LAND HAS MORE MEANINGFUL USE	1	1.1 %
FOOD IS NOT GOOD	1	1.1 %
LONG-TERM DETERIORATION OF PROP	1	1.1 %
RATHER HAVE BETTER ORGANIC RES	1	1.1 %
EFFECT ON PROPERTY VALUE	1	1.1 %
ATTRACTS OUT OF TOWN VISITORS @ NITE	1	1.1 %
IT WOULD JUNK UP THE AREA	1	1.1 %
CONCERNEDABOUTTOOMANYFASTFOOD	1	1.1 %
EMPTY LOCATIONSWHEN OUT OF BUS	1	1.1 %
FOOD QUALITY OF DRIVETHRU REST	1	1.1 %
Total	88	100.0 %

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q30. If satisfactory solutions could be reached to address the concerns you identified above (in Question 29), would you support allowing more drive-through restaurants in Creve Coeur?

Q30. Would you support allowing more drive-through restaurants?	Number	Percent
Yes	169	34.6 %
No	214	43.9 %
Not sure	105	21.5 %
Total	488	100.0 %

WITHOUT NOT SURE

Q30. If satisfactory solutions could be reached to address the concerns you identified above (in Question 29), would you support allowing more drive-through restaurants in Creve Coeur? (without "not sure")

Q30. Would you support allowing more drive through restaurants?	Number	Percent
Yes	169	44.1 %
No	214	55.9 %
Total	383	100.0 %

Q31. PUBLIC WORKS. Please rate your satisfaction on 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=627)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q31a. Maintenance of City streets	22.2%	47.0%	13.9%	11.8%	1.1%	4.0%
Q31b. Condition of City sidewalks	18.8%	44.0%	17.2%	9.1%	2.4%	8.5%
Q31c. Adequacy of street lighting	18.5%	38.8%	20.6%	14.5%	4.0%	3.7%
Q31d. Snow/ice removal on City streets	27.9%	42.3%	13.2%	10.4%	3.0%	3.2%
Q31e. Appearance of landscaped medians	38.6%	46.6%	8.0%	3.0%	1.0%	2.9%
Q31f. Cleanliness of City streets	33.7%	51.8%	9.4%	2.1%	0.6%	2.4%

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

WITHOUT DON'T KNOW

Q31. PUBLIC WORKS. Please rate your satisfaction on 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=627)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q31a. Maintenance of City streets	23.1%	49.0%	14.5%	12.3%	1.2%
Q31b. Condition of City sidewalks	20.6%	48.1%	18.8%	9.9%	2.6%
Q31c. Adequacy of street lighting	19.2%	40.2%	21.4%	15.1%	4.1%
Q31d. Snow/ice removal on City streets	28.8%	43.7%	13.7%	10.7%	3.1%
Q31e. Appearance of landscaped medians	39.7%	47.9%	8.2%	3.1%	1.0%
Q31f. Cleanliness of City streets	34.5%	53.1%	9.6%	2.1%	0.7%

Q32. Which TWO of the PUBLIC WORKS services listed in Question 31 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q32. 1st Choice	Number	Percent
Maintenance of City streets	202	32.2 %
Condition of City sidewalks	70	11.2 %
Adequacy of street lighting	86	13.7 %
Snow/ice removal on City streets	133	21.2 %
Appearance of landscaped medians	20	3.2 %
Cleanliness of City streets	22	3.5 %
None chosen	94	15.0 %
Total	627	100.0 %

Q32. Which TWO of the PUBLIC WORKS services listed in Question 31 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q32. 2nd Choice	Number	Percent
Maintenance of City streets	91	14.5 %
Condition of City sidewalks	89	14.2 %
Adequacy of street lighting	100	15.9 %
Snow/ice removal on City streets	115	18.3 %
Appearance of landscaped medians	36	5.7 %
Cleanliness of City streets	59	9.4 %
None chosen	137	21.9 %
Total	627	100.0 %

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q32. Which TWO of the PUBLIC WORKS services listed in Question 31 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 2 Choices)

Q32. Sum of Top 2 Choices	Number	Percent
Maintenance of City streets	293	46.7 %
Condition of City sidewalks	159	25.4 %
Adequacy of street lighting	186	29.7 %
Snow/ice removal on City streets	248	39.6 %
Appearance of landscaped medians	56	8.9 %
Cleanliness of City streets	81	12.9 %
None chosen	94	15.0 %
Total	1117	

Q34. How long have you lived in Creve Coeur?

Q34. How long have you lived in Creve Coeur?	Number	Percent
Less than a year	17	2.7 %
1-3 years	62	9.9 %
4-6 years	54	8.6 %
7-10 years	77	12.3 %
11-20 years	155	24.7 %
20+ years	253	40.4 %
Not provided	9	1.4 %
Total	627	100.0 %

Q35. How many (counting yourself) people in your household are?

	Mean
number	2.6
Under age 10	0.2
Ages 10-17	0.3
Ages 18-34	0.4
Ages 35-44	0.2
Ages 45-54	0.5
Ages 55-64	0.5
Ages 65+	0.5

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q36. What is your age?

Q36. Your age	Number	Percent
Under 35	126	20.3 %
35 to 44	116	18.7 %
45 to 54	120	19.3 %
55 to 64	129	20.8 %
65+	130	20.9 %
Total	621	100.0 %

Q37. Your gender:

Q37. Your gender	Number	Percent
Male	326	52.0 %
Female	301	48.0 %
Total	627	100.0 %

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

Q38. Your race/ethnicity	Number	Percent
White	505	80.5 %
Black/African American	40	6.4 %
American Indian or Alaskan Native	3	0.5 %
Asian	61	9.7 %
Hispanic	13	2.1 %
Other	11	1.8 %
Not provided	3	0.5 %
Total	636	

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Section 5: Survey Instrument

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

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.creve-coeur.org

Dear Creve Coeur Resident,

This letter is a request for your assistance in building an even better Creve Coeur. Your input on the enclosed survey is extremely important, and will assist the City Council in setting priorities and making service improvements over the next three years.

We realize the survey takes time to complete, but every question is important and the time you invest will influence many of the decisions that will be made about the City's future. Your responses also will allow Creve Coeur leadership and staff to identify and address the opportunities and challenges facing our community.

Please complete the enclosed questionnaire and return in the provided postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS. 66061. The 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 Theresa Bradshaw, 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. Thank you for taking the time to share your thoughts with us!

Barry Glantz
Mayor

2014 City of Creve Coeur, Missouri Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort improve the quality of City services and to identify priorities for the community. If you have questions, please conta the Office of the City Administrator at 872-2511. THANK YOU!

1. RATINGS OF THE CITY. Please rate Creve Coeur on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following:

Ratings of the City	Excellent	Good	Neutral	Fair	Poor	Don't Know
A. As a place to live	5	4	3	2	1	9
B. As a place to raise children	5	4	3	2	1	9
C. As a place to work	5	4	3	2	1	9
D. 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 on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following:

Perceptions of the City	Excellent	Good	Neutral	Fair	Poor	Don't Know
A. Overall quality of services provided by the City of Creve Coeur	5	4	3	2	1	9
B. Overall image of the City	5	4	3	2	1	9
C. Overall quality of life in the City	5	4	3	2	1	9
D. Overall value that you receive for your local tax dollars and fees	5	4	3	2	1	9
E. How well your community is planning growth	5	4	3	2	1	9
F. 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 service provided by the City of Creve Coeur on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Major Categories of City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Park maintenance	5	4	3	2	1	9
B. Limb chipping	5	4	3	2	1	9
C. Leaf vacuuming	5	4	3	2	1	9
D. Police services	5	4	3	2	1	9
E. Parks and recreation	5	4	3	2	1	9
F. Building permits	5	4	3	2	1	9
G. Municipal court	5	4	3	2	1	9
H. City newsletter	5	4	3	2	1	9
I. Overall enforcement of City codes and ordinances	5	4	3	2	1	9
J. Overall quality of customer service you receive from City employees	5	4	3	2	1	9
K. Overall effectiveness of City communication	5	4	3	2	1	9

4. Which THREE of the MAJOR CATEGORIES OF CITY SERVICES do you think should receive the most emphasis from City lea over the next TWO years? [Enter the letters for your top choices using the list in Question 3 above.]

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

5. What can the City do to improve customer service? [Write your answer in the space provided below.]

_____

_____

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

6. Do you live in a single-family home or townhome (not in a condo or apartment)?
____(1) Yes [Answer Q6a-Q6f] ____(2) No [Go to Q7]

6a. How satisfied are you with the City's trash service?
___(5) Very satisfied ___(2) Dissatisfied
___(4) Satisfied ___(1) Very dissatisfied
___(3) Neutral ___(9) Don't know

6b. How satisfied are you with the City's recycling service?
___(5) Very satisfied ___(2) Dissatisfied
___(4) Satisfied ___(1) Very dissatisfied
___(3) Neutral ___(9) Don't know

6c. The City provides "valet" trash service, whereby trash is picked up near the house in the front or rear yard, not at the curb. Are you aware that valet trash pick-up is currently available to all single-family homes and townhomes?
___(1) Yes ___(2) No

6d. Do you use the City's valet trash service or do you place your trash at the curb?
___(1) City's valet trash service ___(2) City's curbside trash service

6e. The City studied the issue of trash collection extensively in 2013. By changing service from valet to curbside the City could save $600,000 annually, or 40% of the cost, and reduce the environmental impact of the service. Residents would be able to receive valet service for $15 per month, except for individuals with disabilities who would continue to receive valet service at no cost. Given this information, which of the following options would you prefer?
___(1) No change to the existing service and the City should continue to pay 100% of the cost of valet service for all residents.
___(2) City provides curbside service at no fee to residents, and residents desiring valet service will pay a $15 fee per month. Residents with disabilities would not be charged a fee.
___(3) City provides curbside service at no fee to residents, and residents desiring valet service will pay a portion of the $15 fee, with the City also paying a portion. Residents with disabilities would not be charged a fee.

6f. To the best of your recollection, how many times, if ever, was your trash or recycling not picked up in the past year?
___(1) It was always picked up. ___(3) 4-6 times
___(2) 1-3 times ___(4) 7 or more times

7. In lieu of utilizing bags provided by grocery stores, how often do you use reusable shopping bags?
____(1) Always ____(3) Rarely
____(2) Most of the time ____(4) Never

8. COMMUNICATION. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Ver Dissatisfied," with the following aspects of communication provided by the City of Creve Coeur:

City Communications	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don Kno
A. City efforts to keep you informed about important issues	5	4	3	2	1	9
B. City efforts to keep you informed about the City's finances	5	4	3	2	1	9
C. City efforts to keep you informed about planning and zoning efforts	5	4	3	2	1	9
D. The availability of information about City programs and services	5	4	3	2	1	9
E. The level of public involvement in local decision making	5	4	3	2	1	9
F. The quality of the City's social media (Facebook, Twitter, etc.)	5	4	3	2	1	9
G. The quality of the City's website	5	4	3	2	1	9

9. Which TWO of the COMMUNICATION services do you think should receive the most emphasis from City leaders over the next TWO Years? [Enter the letters for your top choices using the list in Question 8 above.]

1st: ____ 2nd: ____

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

10. How often would you say you read the City's newsletter?
____(1) Every month ____(2) A few times a year ____(3) Never

11. What types of information would you prefer to see in the City's newsletter? [Check all that apply]
____(01) Information about City services and policies
____(02) Council news
____(03) Planning and Zoning updates
____(04) Street projects
____(05) Code enforcement (property maintenance, building requirements, etc.)
____(06) Public hearings
____(07) Parks information
____(08) Recreation programs
____(09) Special events
____(10) Police activities
____(11) "Green"/sustainability information
____(12) Other _____

12. Which of the following are your primary sources of information about the City's programs, services, and events? [Check all that apply]
____(01) Resident newsletter
____(02) City website via home computer (desktop, laptop)
____(03) City website via mobile device (phone, tablet)
____(04) Newspaper
____(05) Television news programs
____(06) Public meetings
____(07) Radio news programs
____(08) City's Facebook page
____(09) City's Twitter account
____(10) Word of mouth (friends, neighbors)
____(11) City emails (Notify Me)
____(12) Other _____

13. What can the city do to improve communication with residents? [Write your answer in the space provided below.]

_____

_____

14. PARKS AND RECREATION. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 mean "Very Dissatisfied," with the following parks and recreation services:

Parks and Recreation	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Maintenance of City parks	5	4	3	2	1	9
B. Number of walking/biking trails	5	4	3	2	1	9
C. Overall satisfaction with the ice arena	5	4	3	2	1	9
D. Overall satisfaction with the golf course	5	4	3	2	1	9
E. Overall satisfaction with the dog park	5	4	3	2	1	9
F. Youth recreation programs	5	4	3	2	1	9
G. Adult recreation programs	5	4	3	2	1	9
H. Senior programs	5	4	3	2	1	9

15. Which TWO of the PARKS AND RECREATION services do you think should receive the most emphasis from City leaders over the next TWO Years? [Enter the letters for your top choices using the list in Question 14 above.]

1st: ____ 2nd: ____

16. 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

17. If you could propose only one thing to improve City parks, recreation facilities, equipment or services, what would it be? [Write your answer in the space provided below.]

_____

_____

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

18. FEELING OF SAFETY. On 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:

Feeling of Safety	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
A. Walking alone in your neighborhood during the day	5	4	3	2	1	9
B. Walking alone in your neighborhood at night	5	4	3	2	1	9
C. In City parks	5	4	3	2	1	9

19. PUBLIC SAFETY. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Ver Dissatisfied," with the following public safety services provided by the City of Creve Coeur:

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

20. Which TWO of the PUBLIC SAFETY services listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Enter the letters for your top choices using the list in Question 19 above.]

1st: ____ 2nd: ____

21. If you could recommend one thing for the City's Police Department to do to improve its service, what would it be? [Write you answer in the space provided below.]

_____

_____

22. Have you had any contact with the Creve Coeur Police Department in the last 3 years?

____(1) Yes [answer Q22a-c] ____(2) No [skip to Q23]

22a. IF YES: What type of contact have you had with the Creve Coeur Police Department most recently?

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

22b. IF YES: How would you rate the quality of your contact with the police officer?

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

22c. IF YES: How would you rate the dispatcher you interacted with?

___(4) Very courteous ___(1) Very discourteous
___(3) Courteous ___(9) Did not have contact with a dispatcher
___(2) Discourteous

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

23. CUSTOMER SERVICE. Have you called or visited the City with a question, problem, or complaint during the past year?
___(1) Yes [answer Q23a-d] ___(2) No [go to Q24]

23a. If YES: How did you contact the City?
____(1) By phone
____(2) By email
____(3) By social media
____(4) In person

23b. If YES: Which Department did you contact the City about most recently?
____(01) Administration
____(02) Boards & Commissions
____(03) Building Division
____(04) Community Development
____(05) Finance
____(06) Human Resources
____(07) Legislative
____(08) Mayor and City Council
____(09) Municipal Court
____(10) Parks and Recreation
____(11) Planning Division
____(12) Police
____(13) Public Works

23c. If YES: How easy/difficult was it to address your issue?
____(4) Very easy
____(3) Somewhat easy
____(2) Difficult
____(1) Very difficult
____(9) Don't know

23d. If YES: 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 on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

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

24. COMMUNITY DEVELOPMENT. Please rate your satisfaction on 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
A. Enforcing the clean-up of junk and debris on private property in your community	5	4	3	2	1	9
B. Enforcing the mowing and cutting of weeds and grass on private property	5	4	3	2	1	9
C. Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
D. Enforcing the exterior maintenance of commercial/business property	5	4	3	2	1	9
E. Enforcing sign regulations	5	4	3	2	1	9
F. Overall quality of new development in the City	5	4	3	2	1	9

25. Which TWO of the COMMUNITY DEVELOPMENT services listed above do you think should receive the most emphasis from City leaders over the next TWO years? [Enter the letters for your top choices using the list in Question 24 above.]
1st: ____ 2nd: ____

26. 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
____(4) Don't know

27. The City of Creve Coeur requires occupancy permits for apartments to ensure code compliance before new occupants can move in. Please indicate whether or not you believe that the City should require such permits for the following:

Do you believe that the City should require such permits for:	Yes	No	Not Sure
A. Condominiums	1	2	9
B. Single-family houses	1	2	9

28. Current regulations in the City's zoning code have resulted in very few (one) drive-through restaurants in Creve Coeur. Please answer the following questions regarding this issue. Would you be in favor of changing the regulations so that more drive-through restaurants could locate in Creve Coeur?
____(1) Yes ____(2) No ____(3) Not Sure

29. Do you share any of the following concerns about drive-through restaurants? [Check all that apply]
___(1) The appearance of drive-through restaurants
___(2) The traffic that might be caused by the drive-through lane
___(3) The noise from the drive-through lane
___(4) Having too many drive-through restaurants built in the same area
___(5) Other concern:_____
___(6) I have no concerns about drive-through restaurants [skip to Q31]

30. If satisfactory solutions could be reached to address the concerns you identified above (in Q29), would you support allowing more drive through restaurants in Creve Coeur?
____(1) Yes ____(2) No ____(3) Not Sure

31. PUBLIC WORKS. Please rate your satisfaction on 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:

Streets and Sidewalks	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Do Kn
A. 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	
B. Condition of City sidewalks	5	4	3	2	1	
C. Adequacy of street lighting	5	4	3	2	1	
D. Snow/ice removal on City streets	5	4	3	2	1	
E. Appearance of landscaped medians	5	4	3	2	1	
F. Cleanliness of City streets	5	4	3	2	1	

32. Which TWO of the PUBLIC WORKS services listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Enter the letters for your top choices using the list in Question 31 above.]
1st: ____ 2nd: ____

33. Do you have any other suggestions for the city? [Write your answer in the space provided below.]

_____

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. How many (counting yourself) 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 ____

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

36. What is your age? _____ years

37. Your gender: ____(1) Male ____(2) Female

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

____(1) White
____(2) Black/African American
____(3) American Indian or Alaskan Native
____(4) Asian
____(5) Hispanic
____(6) Other: _____

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!

2014 City of Creve Coeur Community Survey

Appendix A – Crosstabular Data

...helping organizations make better decisions since 1982

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Submitted to the City of Creve Coeur, MO by:
ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

July 2014

Crosstabular Data by: Number of Years in Creve Coeur

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q1. RATINGS OF THE CITY. Please rate Creve Coeur on 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=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q1a. As a place to live								
Excellent	35.3%	59.0%	54.7%	48.7%	51.9%	63.5%	57.1%	56.7%
Good	58.8%	39.3%	45.3%	44.7%	44.8%	34.5%	42.9%	40.5%
Neutral	5.9%	1.6%	0.0%	2.6%	1.9%	1.6%	0.0%	1.8%
Fair	0.0%	0.0%	0.0%	3.9%	1.3%	0.4%	0.0%	1.0%
Q1b. As a place to raise children								
Excellent	50.0%	59.3%	63.8%	40.9%	50.7%	63.6%	28.6%	56.6%
Good	50.0%	40.7%	27.7%	51.5%	44.5%	33.1%	42.9%	38.8%
Neutral	0.0%	0.0%	8.5%	4.5%	4.1%	2.1%	28.6%	3.5%
Fair	0.0%	0.0%	0.0%	3.0%	0.0%	1.3%	0.0%	0.9%
Poor	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.2%

Q1. RATINGS OF THE CITY. Please rate Creve Coeur on 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=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q1c. As a place to work								
Excellent	60.0%	52.9%	57.1%	41.2%	48.4%	50.0%	33.3%	49.1%
Good	40.0%	29.4%	32.1%	35.3%	39.8%	36.2%	50.0%	36.3%
Neutral	0.0%	17.6%	10.7%	21.6%	10.8%	12.5%	16.7%	13.6%
Fair	0.0%	0.0%	0.0%	2.0%	1.1%	1.3%	0.0%	1.1%
Q1d. As a City that is moving in right direction								
Excellent	30.0%	32.1%	34.6%	29.2%	26.0%	31.1%	14.3%	29.7%
Good	70.0%	45.3%	46.2%	51.4%	45.3%	42.3%	57.1%	45.5%
Neutral	0.0%	20.8%	17.3%	18.1%	22.7%	19.5%	14.3%	19.7%
Fair	0.0%	0.0%	1.9%	0.0%	4.7%	5.0%	14.3%	3.6%
Poor	0.0%	1.9%	0.0%	1.4%	1.3%	2.1%	0.0%	1.5%

Q2. PERCEPTIONS. Several items that may influence your perception of the City of Creve Coeur are listed below. Please rate Creve Coeur on 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=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q2a. Overall quality of services provided by City of Creve Coeur								
Excellent	35.3%	40.7%	48.1%	47.4%	46.4%	51.0%	12.5%	47.2%
Good	64.7%	55.9%	50.0%	43.4%	45.0%	44.6%	50.0%	46.7%
Neutral	0.0%	1.7%	0.0%	6.6%	4.6%	4.0%	25.0%	4.1%
Fair	0.0%	1.7%	1.9%	2.6%	3.3%	0.4%	12.5%	1.8%
Poor	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.2%
Q2b. Overall image of City								
Excellent	47.1%	44.1%	40.4%	35.5%	37.1%	41.6%	25.0%	39.8%
Good	47.1%	50.8%	51.9%	52.6%	51.0%	50.4%	75.0%	51.2%
Neutral	5.9%	5.1%	7.7%	7.9%	9.9%	5.6%	0.0%	7.0%
Fair	0.0%	0.0%	0.0%	2.6%	1.3%	2.0%	0.0%	1.5%
Poor	0.0%	0.0%	0.0%	1.3%	0.7%	0.4%	0.0%	0.5%

Q2. PERCEPTIONS. Several items that may influence your perception of the City of Creve Coeur are listed below. Please rate Creve Coeur on 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=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q2c. Overall quality of life in City								
Excellent	29.4%	44.8%	47.2%	40.8%	42.5%	48.6%	37.5%	45.0%
Good	70.6%	51.7%	50.9%	51.3%	51.0%	47.4%	50.0%	50.2%
Neutral	0.0%	3.4%	1.9%	5.3%	5.2%	3.6%	12.5%	4.1%
Fair	0.0%	0.0%	0.0%	2.6%	1.3%	0.4%	0.0%	0.8%
Q2d. Overall value that you receive for your local tax & fees								
Excellent	20.0%	19.3%	30.2%	20.0%	26.2%	36.3%	14.3%	29.0%
Good	60.0%	59.6%	49.1%	52.0%	43.0%	47.3%	42.9%	48.4%
Neutral	6.7%	17.5%	17.0%	21.3%	20.1%	10.6%	42.9%	15.8%
Fair	13.3%	3.5%	3.8%	4.0%	7.4%	4.9%	0.0%	5.3%
Poor	0.0%	0.0%	0.0%	2.7%	3.4%	0.8%	0.0%	1.5%

Q2. PERCEPTIONS. Several items that may influence your perception of the City of Creve Coeur are listed below. Please rate Creve Coeur on 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=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q2e. How well your community is planning growth								
Excellent	0.0%	23.9%	32.6%	16.4%	16.1%	22.0%	20.0%	20.5%
Good	87.5%	41.3%	50.0%	50.8%	43.8%	40.4%	20.0%	43.9%
Neutral	12.5%	28.3%	8.7%	24.6%	26.3%	24.7%	40.0%	24.0%
Fair	0.0%	2.2%	4.3%	6.6%	10.2%	9.4%	20.0%	8.2%
Poor	0.0%	4.3%	4.3%	1.6%	3.6%	3.6%	0.0%	3.4%
Q2f. Efforts to conserve energy & protect environment								
Excellent	20.0%	36.4%	26.2%	18.8%	23.6%	32.7%	0.0%	27.8%
Good	60.0%	29.5%	42.9%	48.4%	44.1%	41.2%	50.0%	42.5%
Neutral	10.0%	34.1%	31.0%	25.0%	26.8%	22.7%	50.0%	25.8%
Fair	0.0%	0.0%	0.0%	7.8%	4.7%	3.3%	0.0%	3.6%
Poor	10.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.4%

Q3. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with the major categories of services provided by the City of Creve Coeur on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q3a. Park maintenance								
Very satisfied	61.5%	54.7%	62.0%	44.3%	40.4%	44.7%	42.9%	46.4%
Satisfied	38.5%	43.4%	32.0%	50.0%	48.9%	47.4%	28.6%	45.9%
Neutral	0.0%	0.0%	4.0%	5.7%	7.8%	7.0%	28.6%	6.2%
Dissatisfied	0.0%	1.9%	2.0%	0.0%	2.8%	0.9%	0.0%	1.4%
Q3b. Limb chipping								
Very satisfied	28.6%	37.0%	55.1%	50.7%	49.7%	53.5%	16.7%	49.8%
Satisfied	64.3%	38.9%	38.8%	33.3%	37.1%	38.8%	50.0%	38.4%
Neutral	7.1%	14.8%	4.1%	13.0%	7.9%	5.3%	33.3%	8.0%
Dissatisfied	0.0%	7.4%	2.0%	2.9%	4.0%	2.0%	0.0%	3.1%
Very dissatisfied	0.0%	1.9%	0.0%	0.0%	1.3%	0.4%	0.0%	0.7%

Q3. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with the major categories of services provided by the City of Creve Coeur on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q3c. Leaf vacuuming								
Very satisfied	31.3%	43.9%	56.0%	52.9%	52.0%	54.1%	14.3%	51.5%
Satisfied	56.3%	38.6%	32.0%	30.0%	32.4%	37.4%	42.9%	35.5%
Neutral	6.3%	14.0%	12.0%	14.3%	6.8%	6.1%	28.6%	8.8%
Dissatisfied	6.3%	1.8%	0.0%	2.9%	6.1%	2.0%	14.3%	3.2%
Very dissatisfied	0.0%	1.8%	0.0%	0.0%	2.7%	0.4%	0.0%	1.0%
Q3d. Police services								
Very satisfied	38.5%	36.4%	54.9%	49.3%	60.3%	68.3%	14.3%	58.6%
Satisfied	30.8%	49.1%	33.3%	42.7%	31.1%	25.7%	85.7%	32.8%
Neutral	23.1%	10.9%	11.8%	5.3%	6.0%	4.0%	0.0%	6.3%
Dissatisfied	7.7%	3.6%	0.0%	2.7%	2.0%	0.8%	0.0%	1.7%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.7%	1.2%	0.0%	0.7%

Q3. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with the major categories of services provided by the City of Creve Coeur on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q3e. Parks & recreation								
Very satisfied	46.2%	41.1%	57.7%	36.6%	37.3%	43.4%	28.6%	42.0%
Satisfied	30.8%	48.2%	36.5%	42.3%	44.4%	44.7%	42.9%	43.6%
Neutral	15.4%	10.7%	5.8%	15.5%	16.2%	11.1%	28.6%	12.7%
Dissatisfied	7.7%	0.0%	0.0%	4.2%	2.1%	0.0%	0.0%	1.2%
Very dissatisfied	0.0%	0.0%	0.0%	1.4%	0.0%	0.9%	0.0%	0.5%
Q3f. Building permits								
Very satisfied	33.3%	27.6%	13.3%	17.6%	16.5%	17.3%	0.0%	17.7%
Satisfied	33.3%	17.2%	43.3%	29.4%	24.8%	30.7%	66.7%	29.2%
Neutral	16.7%	48.3%	16.7%	29.4%	32.1%	31.3%	33.3%	31.2%
Dissatisfied	16.7%	3.4%	10.0%	11.8%	21.1%	14.0%	0.0%	14.5%
Very dissatisfied	0.0%	3.4%	16.7%	11.8%	5.5%	6.7%	0.0%	7.4%

Q3. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with the major categories of services provided by the City of Creve Coeur on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q3g. Municipal court								
Very satisfied	0.0%	30.0%	21.4%	17.6%	33.3%	23.1%	0.0%	24.8%
Satisfied	0.0%	10.0%	50.0%	29.4%	29.8%	36.5%	50.0%	32.5%
Neutral	100.0%	60.0%	21.4%	41.2%	35.1%	34.6%	25.0%	37.2%
Dissatisfied	0.0%	0.0%	0.0%	5.9%	1.8%	3.8%	25.0%	3.4%
Very dissatisfied	0.0%	0.0%	7.1%	5.9%	0.0%	1.9%	0.0%	2.1%
Q3h. City newsletter								
Very satisfied	40.0%	39.7%	35.3%	47.3%	33.1%	44.7%	14.3%	40.3%
Satisfied	46.7%	44.8%	54.9%	41.9%	53.0%	39.8%	71.4%	45.7%
Neutral	6.7%	15.5%	7.8%	9.5%	13.9%	11.9%	14.3%	12.0%
Dissatisfied	6.7%	0.0%	2.0%	1.4%	0.0%	3.3%	0.0%	1.8%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.2%

Q3. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with the major categories of services provided by the City of Creve Coeur on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q3i. Overall enforcement of City codes & ordinances								
Very satisfied	25.0%	27.0%	15.8%	18.0%	19.7%	24.4%	0.0%	21.4%
Satisfied	25.0%	37.8%	50.0%	52.5%	42.7%	40.4%	57.1%	43.3%
Neutral	50.0%	32.4%	23.7%	23.0%	23.9%	25.4%	28.6%	25.4%
Dissatisfied	0.0%	2.7%	5.3%	3.3%	9.4%	5.7%	14.3%	6.1%
Very dissatisfied	0.0%	0.0%	5.3%	3.3%	4.3%	4.1%	0.0%	3.7%
Q3j. Overall quality of customer service you receive from City employees								
Very satisfied	50.0%	32.6%	20.9%	37.9%	34.1%	43.4%	28.6%	37.6%
Satisfied	33.3%	48.8%	60.5%	37.9%	40.6%	40.4%	71.4%	42.6%
Neutral	16.7%	14.0%	18.6%	22.7%	18.8%	13.2%	0.0%	16.2%
Dissatisfied	0.0%	4.7%	0.0%	1.5%	6.5%	1.8%	0.0%	3.0%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.6%

Q3. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with the major categories of services provided by the City of Creve Coeur on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q3k. Overall effectiveness of City communication								
Very satisfied	25.0%	32.1%	25.5%	31.0%	28.9%	35.8%	14.3%	31.7%
Satisfied	56.3%	42.9%	56.9%	47.9%	49.3%	46.7%	71.4%	48.6%
Neutral	12.5%	21.4%	13.7%	19.7%	18.4%	12.6%	14.3%	15.9%
Dissatisfied	6.3%	1.8%	0.0%	1.4%	2.6%	3.3%	0.0%	2.5%
Very dissatisfied	0.0%	1.8%	3.9%	0.0%	0.7%	1.6%	0.0%	1.3%

Q4. Which THREE of the MAJOR CATEGORIES OF CITY SERVICES in Question 3 do you think should receive the most emphasis from City leaders over the next TWO years? (Sum of Top 3 Choices)

N=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q4. Sum of Top 3 Choices								
Park Maintenance	35.3%	25.8%	35.2%	24.7%	20.0%	20.6%	22.2%	23.1%
Limb chipping	0.0%	22.6%	11.1%	10.4%	17.4%	18.6%	22.2%	16.6%
Leaf vacuuming	0.0%	17.7%	14.8%	26.0%	23.9%	23.7%	11.1%	21.9%
Police services	47.1%	48.4%	40.7%	50.6%	43.2%	49.0%	33.3%	46.7%
Parks & recreation	29.4%	43.5%	42.6%	32.5%	31.0%	24.9%	33.3%	30.9%
Building permits	0.0%	11.3%	22.2%	24.7%	19.4%	22.9%	0.0%	20.1%
Municipal court	0.0%	6.5%	3.7%	5.2%	4.5%	2.4%	0.0%	3.7%
City newsletter	11.8%	6.5%	3.7%	3.9%	4.5%	2.8%	0.0%	4.0%
Enforcement of City codes & ordinances	29.4%	22.6%	9.3%	29.9%	23.9%	26.1%	0.0%	23.9%
Quality of customer service you receive from City employees	11.8%	11.3%	22.2%	18.2%	18.1%	17.8%	0.0%	17.2%
Effectiveness of City communication	11.8%	9.7%	16.7%	13.0%	14.8%	18.2%	0.0%	15.3%
None chosen	41.2%	22.6%	18.5%	14.3%	20.0%	19.4%	55.6%	20.3%

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

N=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q6. Do you live in a single-family home or townhome?								
Yes	76.5%	74.2%	79.6%	85.7%	94.8%	95.3%	55.6%	89.5%
No	23.5%	25.8%	20.4%	14.3%	5.2%	4.7%	44.4%	10.5%

Q6a. (If YES to Question 6) How satisfied are you with the City's trash service? (without "don't know")

N=561	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q6a. How satisfied are you with City's trash service?								
Very satisfied	69.2%	62.8%	68.3%	70.8%	68.7%	71.4%	80.0%	69.7%
Satisfied	30.8%	32.6%	31.7%	23.1%	22.4%	26.1%	20.0%	25.8%
Neutral	0.0%	2.3%	0.0%	4.6%	3.4%	1.7%	0.0%	2.3%
Dissatisfied	0.0%	2.3%	0.0%	1.5%	3.4%	0.8%	0.0%	1.6%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.5%

Q6b. (If YES to Question 6) How satisfied are you with the City's recycling service? (without "don't know")

N=561	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q6b. How satisfied are you with City's recycling service?								
Very satisfied	61.5%	53.3%	66.7%	69.7%	70.1%	69.6%	80.0%	68.1%
Satisfied	30.8%	40.0%	33.3%	25.8%	24.3%	25.8%	20.0%	27.2%
Neutral	7.7%	4.4%	0.0%	0.0%	2.8%	4.2%	0.0%	3.1%
Dissatisfied	0.0%	2.2%	0.0%	3.0%	2.1%	0.4%	0.0%	1.3%
Very dissatisfied	0.0%	0.0%	0.0%	1.5%	0.7%	0.0%	0.0%	0.4%

Q6c. (If YES to Question 6) The City provides "valet" trash service, whereby trash is picked up near the house in the front or rear yard, not at the curb. Are you aware that valet trash pick-up is currently available to all single-family homes and townhomes? (without "don't know")

N=561	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q6c. Are you aware that valet trash pick-up is currently available?								
Yes	76.9%	73.3%	76.2%	83.3%	87.7%	88.4%	100.0%	85.3%
No	23.1%	26.7%	23.8%	16.7%	12.3%	11.6%	0.0%	14.7%

Q6d. (If YES to Question 6) Do you use the City's valet trash service or do you place your trash at the curb? (without "don't know")

N=555	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q6d. Do you use City's valet trash service or place trash at curb?								
City's valet trash service	30.8%	44.4%	42.9%	49.2%	49.3%	58.6%	60.0%	52.1%
City's curbside trash service	69.2%	57.8%	57.1%	50.8%	52.7%	43.1%	40.0%	49.4%

Q6e. (If YES to Question 6) The City studied the issue of trash collection extensively in 2013. By changing service from valet to curbside, the City could save $600,000 annually, or 40% of the cost, and reduce the environmental impact of the service. Residents would be able to receive valet service for $15 per month, except for individuals with disabilities who would continue to receive valet service at no cost. Given this information, which of the following options would you prefer? (without "don't know")

N=561	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q6e. Which of trash collection options would you prefer?								
No change to existing service & City should continue to pay 100% of cost of valet service for all residents	23.1%	20.0%	19.0%	15.9%	19.6%	36.6%	20.0%	26.6%
City provides curbside service at no fee to residents & residents desiring valet service will pay $15 fee per month. Residents with disabilities would not be charged a fee	61.5%	77.8%	78.6%	77.8%	74.1%	55.9%	80.0%	67.0%
City provides curbside service at no fee to residents, & residents desiring valet service will pay a portion of $15 fee, with City also paying a portion. Residents with disabilities would not be charged a fee	15.4%	2.2%	2.4%	6.3%	6.3%	7.6%	0.0%	6.4%

Q6f. (If YES to Question 6) To the best of your recollection, how many times, if ever, was your trash or recycling not picked up in the past year? (without "don't know")

N=561	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q6f. How many times was your trash or recycling not picked up in past year?								
It was always picked up	84.6%	71.7%	72.5%	74.6%	65.1%	70.0%	75.0%	69.9%
1-3 times	15.4%	28.3%	25.0%	20.6%	31.5%	27.0%	0.0%	27.0%
4-6 times	0.0%	0.0%	2.5%	3.2%	2.7%	3.0%	25.0%	2.7%
7+ times	0.0%	0.0%	0.0%	1.6%	0.7%	0.0%	0.0%	0.4%

Q7. In lieu of utilizing bags provided by grocery stores, how often do you use reusable shopping bags?

N=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q7. How often do you use reusable shopping bags?								
Always	23.5%	11.3%	11.1%	13.0%	9.7%	10.7%	33.3%	11.5%
Most of time	41.2%	30.6%	37.0%	32.5%	36.8%	31.2%	0.0%	33.0%
Rarely	35.3%	37.1%	29.6%	36.4%	31.0%	34.0%	33.3%	33.5%
Never	0.0%	21.0%	22.2%	18.2%	22.6%	24.1%	33.3%	22.0%

Q8. COMMUNICATION. Please rate your satisfaction on 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=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q8a. City efforts to keep you informed about important issues								
Very satisfied	25.0%	15.0%	28.3%	33.3%	27.2%	35.9%	16.7%	30.2%
Satisfied	43.8%	70.0%	60.4%	48.0%	58.5%	52.0%	33.3%	55.2%
Neutral	18.8%	13.3%	9.4%	14.7%	8.8%	10.5%	50.0%	11.4%
Dissatisfied	12.5%	1.7%	1.9%	2.7%	4.8%	0.8%	0.0%	2.5%
Very dissatisfied	0.0%	0.0%	0.0%	1.3%	0.7%	0.8%	0.0%	0.7%
Q8b. City efforts to keep you informed about City's finances								
Very satisfied	16.7%	16.7%	25.5%	31.5%	28.4%	33.3%	20.0%	29.1%
Satisfied	25.0%	50.0%	62.7%	49.3%	46.6%	46.9%	20.0%	48.1%
Neutral	41.7%	30.0%	7.8%	15.1%	20.3%	15.2%	60.0%	18.2%
Dissatisfied	16.7%	3.3%	2.0%	2.7%	4.1%	3.3%	0.0%	3.5%
Very dissatisfied	0.0%	0.0%	2.0%	1.4%	0.7%	1.2%	0.0%	1.0%

Q8. COMMUNICATION. Please rate your satisfaction on 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=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q8c. City efforts to keep you informed about planning & zoning efforts								
Very satisfied	23.1%	18.6%	27.5%	31.9%	25.7%	29.3%	20.0%	27.3%
Satisfied	38.5%	52.5%	56.9%	41.7%	45.3%	45.1%	20.0%	46.1%
Neutral	23.1%	25.4%	11.8%	19.4%	23.6%	18.3%	60.0%	20.4%
Dissatisfied	15.4%	1.7%	2.0%	4.2%	4.7%	6.1%	0.0%	4.9%
Very dissatisfied	0.0%	1.7%	2.0%	2.8%	0.7%	1.2%	0.0%	1.3%
Q8d. Availability of information about City programs & services								
Very satisfied	20.0%	11.9%	24.5%	33.8%	24.3%	33.6%	40.0%	28.1%
Satisfied	46.7%	61.0%	62.3%	50.0%	45.9%	48.5%	20.0%	50.3%
Neutral	20.0%	18.6%	13.2%	10.8%	27.7%	13.3%	20.0%	17.3%
Dissatisfied	13.3%	8.5%	0.0%	4.1%	2.0%	3.7%	20.0%	3.9%
Very dissatisfied	0.0%	0.0%	0.0%	1.4%	0.0%	0.8%	0.0%	0.5%

Q8. COMMUNICATION. Please rate your satisfaction on 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=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q8e. Level of public involvement in local decision making								
Very satisfied	12.5%	12.0%	14.3%	12.5%	16.4%	21.1%	20.0%	17.2%
Satisfied	50.0%	38.0%	49.0%	46.9%	37.3%	33.8%	20.0%	38.2%
Neutral	25.0%	44.0%	30.6%	34.4%	35.8%	36.2%	60.0%	36.1%
Dissatisfied	12.5%	6.0%	4.1%	3.1%	6.7%	6.6%	0.0%	5.9%
Very dissatisfied	0.0%	0.0%	2.0%	3.1%	3.7%	2.3%	0.0%	2.5%
Q8f. Quality of City's social media								
Very satisfied	20.0%	10.7%	18.2%	13.2%	21.1%	20.7%	25.0%	18.3%
Satisfied	20.0%	21.4%	50.0%	36.8%	24.6%	18.5%	25.0%	26.0%
Neutral	40.0%	57.1%	22.7%	44.7%	49.1%	53.3%	50.0%	48.4%
Dissatisfied	20.0%	10.7%	9.1%	2.6%	5.3%	4.3%	0.0%	5.7%
Very dissatisfied	0.0%	0.0%	0.0%	2.6%	0.0%	3.3%	0.0%	1.6%

Q8. COMMUNICATION. Please rate your satisfaction on 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=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q8g. Quality of City's website								
Very satisfied	27.3%	11.9%	19.0%	19.3%	16.2%	20.1%	25.0%	18.3%
Satisfied	27.3%	45.2%	52.4%	43.9%	39.0%	39.6%	25.0%	41.4%
Neutral	27.3%	33.3%	26.2%	31.6%	39.0%	33.1%	50.0%	33.7%
Dissatisfied	18.2%	9.5%	2.4%	3.5%	4.8%	5.2%	0.0%	5.3%
Very dissatisfied	0.0%	0.0%	0.0%	1.8%	1.0%	1.9%	0.0%	1.2%

Q9. Which TWO of the COMMUNICATION services in Question 8 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 2 Choices)

N=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q9. Sum of Top 2 Choices								
City efforts to keep you informed about important issues	35.3%	25.8%	44.4%	49.4%	41.9%	51.8%	22.2%	45.0%
City efforts to keep you informed about City's finances	11.8%	11.3%	20.4%	16.9%	16.8%	18.2%	22.2%	17.1%
City efforts to keep you informed about planning & zoning efforts	23.5%	16.1%	22.2%	27.3%	27.7%	29.2%	22.2%	26.5%
Availability of information about City programs & services	17.6%	29.0%	35.2%	20.8%	23.9%	22.1%	11.1%	23.9%
Level of public involvement in local decision making	17.6%	16.1%	9.3%	22.1%	27.1%	21.3%	0.0%	20.9%
Quality of City's social media	0.0%	11.3%	11.1%	3.9%	7.7%	2.8%	0.0%	5.6%
Quality of City's website	41.2%	40.3%	22.2%	18.2%	17.4%	13.8%	0.0%	19.1%
None chosen	23.5%	22.6%	16.7%	19.5%	17.4%	18.2%	55.6%	19.1%

Q10. How often would you say you read the City's newsletter?

N=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q10. How often do you read City's newsletter?								
Every month	52.9%	59.7%	88.9%	87.0%	85.2%	86.2%	55.6%	82.3%
A few times a year	23.5%	38.7%	9.3%	9.1%	11.0%	11.5%	22.2%	14.0%
Never	23.5%	1.6%	1.9%	3.9%	3.9%	2.4%	22.2%	3.7%

Q11. What types of information would you prefer to see in the City's newsletter? (without "none chosen")

N=599	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q11. What types of information would you prefer to see in City's newsletter?								
Information about City services & policies	75.0%	79.3%	80.8%	81.3%	72.1%	84.1%	66.7%	79.6%
Council news	62.5%	48.3%	53.8%	61.3%	66.7%	69.8%	33.3%	63.9%
Planning & Zoning updates	56.3%	67.2%	65.4%	70.7%	83.0%	79.6%	83.3%	76.3%
Street projects	75.0%	72.4%	73.1%	80.0%	78.9%	75.5%	83.3%	76.5%
Code enforcement	43.8%	50.0%	34.6%	54.7%	51.7%	46.1%	33.3%	47.7%
Public hearings	43.8%	41.4%	46.2%	56.0%	56.5%	58.8%	33.3%	54.4%
Parks information	93.8%	75.9%	84.6%	76.0%	60.5%	66.5%	50.0%	69.3%
Recreation programs	87.5%	72.4%	84.6%	78.7%	63.9%	62.9%	66.7%	68.6%
Special events	93.8%	77.6%	92.3%	76.0%	76.2%	77.1%	83.3%	78.6%
Police activities	43.8%	58.6%	67.3%	68.0%	59.9%	64.1%	50.0%	62.6%
"Green"/sustainability information	50.0%	41.4%	53.8%	56.0%	40.8%	49.4%	33.3%	47.6%
Other	6.3%	3.4%	5.8%	14.7%	9.5%	6.5%	16.7%	8.0%

Q12. Which of the following are your primary sources of information about the City's programs, services, and events? (without "none chosen")

N=605	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q12. Your primary sources of information about City's programs, services, & events								
Resident newsletter	80.0%	95.0%	96.3%	96.0%	94.0%	95.9%	100.0%	95.0%
City website via home computer	60.0%	30.0%	35.2%	26.7%	26.2%	16.7%	0.0%	24.1%
City website via mobile device	20.0%	18.3%	3.7%	12.0%	2.7%	2.0%	0.0%	5.6%
Newspaper	6.7%	13.3%	14.8%	28.0%	24.8%	35.0%	33.3%	26.9%
Television news programs	13.3%	11.7%	11.1%	20.0%	22.1%	19.5%	16.7%	18.5%
Public meetings	0.0%	5.0%	1.9%	4.0%	9.4%	7.7%	0.0%	6.6%
Radio news programs	6.7%	6.7%	3.7%	4.0%	7.4%	6.9%	16.7%	6.4%
City's Facebook page	6.7%	3.3%	5.6%	2.7%	2.7%	0.8%	0.0%	2.3%
City's Twitter account	6.7%	5.0%	0.0%	2.7%	0.0%	0.4%	0.0%	1.2%
Word of mouth	53.3%	28.3%	40.7%	36.0%	37.6%	35.8%	16.7%	36.2%
City emails	13.3%	3.3%	24.1%	16.0%	18.8%	18.7%	0.0%	17.0%
Other	0.0%	0.0%	3.7%	4.0%	8.1%	8.1%	0.0%	6.1%

Q14. PARKS AND RECREATION. Please rate your satisfaction on 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=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q14a. Maintenance of City parks								
Very satisfied	63.6%	56.3%	58.0%	38.5%	38.5%	44.2%	50.0%	44.9%
Satisfied	36.4%	39.6%	32.0%	49.2%	51.1%	49.3%	0.0%	46.6%
Neutral	0.0%	2.1%	8.0%	12.3%	7.4%	5.6%	25.0%	6.8%
Dissatisfied	0.0%	2.1%	2.0%	0.0%	3.0%	0.5%	25.0%	1.5%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.2%
Q14b. Number of walking/biking trails								
Very satisfied	16.7%	18.8%	30.0%	21.0%	25.4%	27.5%	33.3%	25.4%
Satisfied	41.7%	39.6%	42.0%	37.1%	40.5%	41.1%	33.3%	40.4%
Neutral	16.7%	22.9%	8.0%	19.4%	19.0%	16.4%	33.3%	17.3%
Dissatisfied	16.7%	18.8%	20.0%	16.1%	11.9%	13.5%	0.0%	14.6%
Very dissatisfied	8.3%	0.0%	0.0%	6.5%	3.2%	1.4%	0.0%	2.4%

Q14. PARKS AND RECREATION. Please rate your satisfaction on 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=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q14c. Overall satisfaction with ice arena								
Very satisfied	25.0%	18.5%	22.2%	21.4%	24.0%	28.7%	0.0%	24.6%
Satisfied	25.0%	40.7%	51.9%	47.6%	41.3%	27.8%	0.0%	37.5%
Neutral	50.0%	40.7%	22.2%	28.6%	29.3%	41.7%	100.0%	35.1%
Dissatisfied	0.0%	0.0%	3.7%	0.0%	1.3%	0.9%	0.0%	1.1%
Very dissatisfied	0.0%	0.0%	0.0%	2.4%	4.0%	0.9%	0.0%	1.8%
Q14d. Overall satisfaction with golf course								
Very satisfied	0.0%	16.7%	19.2%	31.0%	20.0%	27.7%	0.0%	24.0%
Satisfied	25.0%	33.3%	61.5%	35.7%	47.5%	36.1%	0.0%	40.9%
Neutral	75.0%	50.0%	19.2%	31.0%	26.3%	31.9%	100.0%	31.4%
Dissatisfied	0.0%	0.0%	0.0%	2.4%	2.5%	0.8%	0.0%	1.4%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	3.8%	3.4%	0.0%	2.4%

Q14. PARKS AND RECREATION. Please rate your satisfaction on 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=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q14e. Overall satisfaction with dog park								
Very satisfied	33.3%	22.7%	27.8%	27.3%	15.4%	21.3%	0.0%	21.6%
Satisfied	33.3%	31.8%	44.4%	24.2%	38.5%	37.2%	50.0%	35.7%
Neutral	33.3%	45.5%	22.2%	45.5%	42.3%	35.1%	50.0%	38.3%
Dissatisfied	0.0%	0.0%	5.6%	3.0%	1.9%	5.3%	0.0%	3.5%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	1.9%	1.1%	0.0%	0.9%
Q14f. Youth recreation programs								
Very satisfied	0.0%	13.0%	18.5%	19.4%	9.8%	16.5%	0.0%	15.0%
Satisfied	50.0%	34.8%	44.4%	41.7%	36.1%	31.8%	0.0%	36.3%
Neutral	50.0%	43.5%	29.6%	30.6%	47.5%	49.4%	0.0%	43.2%
Dissatisfied	0.0%	8.7%	7.4%	8.3%	4.9%	1.2%	0.0%	4.7%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	1.6%	1.2%	0.0%	0.9%

Q14. PARKS AND RECREATION. Please rate your satisfaction on 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=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q14g. Adult recreation programs								
Very satisfied	0.0%	11.5%	10.0%	19.4%	9.4%	18.1%	50.0%	14.7%
Satisfied	0.0%	26.9%	56.7%	27.8%	34.4%	39.0%	0.0%	36.5%
Neutral	66.7%	57.7%	26.7%	41.7%	48.4%	39.0%	0.0%	42.1%
Dissatisfied	0.0%	3.8%	6.7%	8.3%	6.3%	1.9%	0.0%	4.5%
Very dissatisfied	33.3%	0.0%	0.0%	2.8%	1.6%	1.9%	50.0%	2.3%
Q14h. Senior programs								
Very satisfied	0.0%	6.7%	13.3%	24.1%	15.2%	15.4%	50.0%	16.0%
Satisfied	0.0%	20.0%	53.3%	27.6%	28.3%	35.2%	0.0%	32.0%
Neutral	100.0%	66.7%	33.3%	41.4%	52.2%	42.9%	0.0%	46.0%
Dissatisfied	0.0%	6.7%	0.0%	0.0%	4.3%	4.4%	0.0%	3.5%
Very dissatisfied	0.0%	0.0%	0.0%	6.9%	0.0%	2.2%	50.0%	2.5%

Q15. Which TWO of the PARKS AND RECREATION services in Question 14 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 2 Choices)

N=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q15. Sum of Top 2 Choices								
Maintenance of City parks	41.2%	33.9%	37.0%	37.7%	49.7%	41.5%	11.1%	41.5%
Number of walking/biking trails	52.9%	43.5%	50.0%	42.9%	43.9%	37.2%	0.0%	41.1%
Overall satisfaction with ice arena	0.0%	6.5%	13.0%	9.1%	5.8%	5.9%	0.0%	6.7%
Overall satisfaction with golf course	0.0%	4.8%	9.3%	15.6%	11.6%	9.5%	0.0%	9.9%
Overall satisfaction with dog park	5.9%	3.2%	3.7%	6.5%	1.9%	5.1%	0.0%	4.1%
Youth recreation programs	17.6%	24.2%	25.9%	14.3%	15.5%	8.7%	0.0%	14.2%
Adult recreation programs	11.8%	12.9%	18.5%	11.7%	13.5%	11.5%	33.3%	13.1%
Senior programs	5.9%	4.8%	1.9%	10.4%	7.1%	19.0%	22.2%	11.8%
None chosen	29.4%	32.3%	16.7%	22.1%	20.0%	25.7%	66.7%	24.4%

Q16. How many times have you visited one of the City's parks in the last two years? (without "don't know")

N=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q16. How many times have you visited one of City's parks in last two years?								
None	25.0%	18.3%	1.9%	12.2%	8.7%	17.6%	42.9%	13.9%
1-4 times	18.8%	18.3%	22.6%	23.0%	34.0%	34.4%	0.0%	29.5%
5-9 times	6.3%	21.7%	17.0%	17.6%	16.7%	21.2%	28.6%	19.0%
10+ times	50.0%	41.7%	58.5%	47.3%	40.7%	26.8%	28.6%	37.5%

Q18. FEELING OF SAFETY. On 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=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q18a. Walking alone in your neighborhood during the day								
Very safe	88.2%	73.8%	88.9%	72.4%	78.9%	82.4%	66.7%	80.0%
Safe	11.8%	26.2%	9.3%	25.0%	19.7%	15.6%	16.7%	18.2%
Neutral	0.0%	0.0%	1.9%	1.3%	1.3%	1.6%	16.7%	1.5%
Unsafe	0.0%	0.0%	0.0%	1.3%	0.0%	0.4%	0.0%	0.3%
Q18b. Walking alone in your neighborhood at night								
Very safe	68.8%	42.6%	44.4%	47.9%	41.1%	43.2%	0.0%	43.6%
Safe	31.3%	37.7%	46.3%	27.4%	39.0%	36.5%	66.7%	37.2%
Neutral	0.0%	9.8%	7.4%	17.8%	14.4%	13.7%	16.7%	13.1%
Unsafe	0.0%	9.8%	1.9%	4.1%	3.4%	5.8%	16.7%	5.0%
Very unsafe	0.0%	0.0%	0.0%	2.7%	2.1%	0.8%	0.0%	1.2%

Q18. FEELING OF SAFETY. On 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=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q18c. In City parks								
Very safe	41.7%	41.9%	37.5%	33.9%	30.8%	30.3%	25.0%	32.9%
Safe	50.0%	34.9%	45.8%	42.4%	45.3%	41.6%	25.0%	42.5%
Neutral	8.3%	16.3%	14.6%	15.3%	16.2%	21.1%	25.0%	17.7%
Unsafe	0.0%	4.7%	2.1%	6.8%	7.7%	5.9%	25.0%	6.0%
Very unsafe	0.0%	2.3%	0.0%	1.7%	0.0%	1.1%	0.0%	0.9%

Q19. PUBLIC SAFETY. Please rate your satisfaction on 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=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q19a. Overall quality of local police protection								
Very satisfied	37.5%	35.7%	55.6%	50.0%	57.8%	67.7%	60.0%	58.2%
Satisfied	50.0%	57.1%	38.9%	43.2%	36.1%	29.0%	40.0%	36.7%
Neutral	12.5%	7.1%	5.6%	6.8%	4.1%	2.4%	0.0%	4.3%
Dissatisfied	0.0%	0.0%	0.0%	0.0%	1.4%	0.8%	0.0%	0.7%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.2%
Q19b. Visibility of police in neighborhoods								
Very satisfied	31.3%	30.5%	34.0%	35.1%	37.8%	40.4%	60.0%	37.5%
Satisfied	31.3%	49.2%	43.4%	43.2%	39.2%	38.0%	20.0%	40.2%
Neutral	37.5%	16.9%	18.9%	16.2%	18.2%	18.0%	20.0%	18.3%
Dissatisfied	0.0%	3.4%	3.8%	4.1%	4.7%	3.3%	0.0%	3.7%
Very dissatisfied	0.0%	0.0%	0.0%	1.4%	0.0%	0.4%	0.0%	0.3%

Q19. PUBLIC SAFETY. Please rate your satisfaction on 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=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q19c. Visibility of police in commercial & retail areas								
Very satisfied	26.7%	34.5%	25.0%	32.9%	34.7%	34.6%	50.0%	33.5%
Satisfied	33.3%	46.6%	57.7%	40.0%	39.6%	39.9%	0.0%	41.7%
Neutral	40.0%	17.2%	15.4%	24.3%	22.9%	22.8%	50.0%	22.4%
Dissatisfied	0.0%	1.7%	1.9%	1.4%	2.8%	2.6%	0.0%	2.3%
Very dissatisfied	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.2%
Q19d. How quickly police respond to emergencies								
Very satisfied	50.0%	31.7%	47.5%	52.5%	52.3%	59.0%	66.7%	53.2%
Satisfied	0.0%	46.3%	42.5%	44.1%	34.2%	32.5%	33.3%	36.2%
Neutral	50.0%	22.0%	10.0%	3.4%	10.8%	6.1%	0.0%	8.9%
Dissatisfied	0.0%	0.0%	0.0%	0.0%	2.7%	1.9%	0.0%	1.5%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.2%

Q19. PUBLIC SAFETY. Please rate your satisfaction on 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=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q19e. Efforts to prevent crime								
Very satisfied	28.6%	24.4%	43.2%	34.4%	41.9%	49.8%	66.7%	42.8%
Satisfied	42.9%	51.1%	36.4%	46.9%	41.9%	38.2%	33.3%	41.3%
Neutral	28.6%	24.4%	15.9%	17.2%	14.0%	11.1%	0.0%	14.3%
Dissatisfied	0.0%	0.0%	4.5%	0.0%	0.8%	0.5%	0.0%	0.8%
Very dissatisfied	0.0%	0.0%	0.0%	1.6%	1.6%	0.5%	0.0%	0.8%
Q19f. Enforcement of local traffic laws								
Very satisfied	30.8%	20.4%	32.6%	37.5%	34.5%	39.5%	50.0%	35.6%
Satisfied	30.8%	57.1%	34.8%	36.1%	38.0%	39.5%	25.0%	39.5%
Neutral	30.8%	18.4%	26.1%	18.1%	21.8%	14.0%	25.0%	18.4%
Dissatisfied	7.7%	4.1%	4.3%	8.3%	3.5%	5.3%	0.0%	5.1%
Very dissatisfied	0.0%	0.0%	2.2%	0.0%	2.1%	1.8%	0.0%	1.4%

Q20. Which TWO of the PUBLIC SAFETY services listed in Question 19 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 2 Choices)

N=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q20. Sum of Top 2 Choices								
Quality of local police protection	35.3%	29.0%	24.1%	13.0%	17.4%	29.6%	22.2%	24.1%
Visibility of police in neighborhoods	35.3%	40.3%	46.3%	58.4%	53.5%	45.5%	11.1%	47.8%
Visibility of police in commercial & retail areas	23.5%	14.5%	18.5%	23.4%	23.9%	20.9%	11.1%	21.1%
How quickly police respond to emergencies	11.8%	24.2%	20.4%	19.5%	19.4%	22.9%	0.0%	20.9%
Efforts to prevent crime	29.4%	33.9%	37.0%	36.4%	36.8%	30.8%	22.2%	33.7%
Enforcement of local traffic laws	11.8%	6.5%	7.4%	5.2%	7.7%	9.9%	0.0%	8.1%
None chosen	23.5%	24.2%	20.4%	19.5%	17.4%	17.4%	66.7%	19.5%

Q22. Have you had any contact with the Creve Coeur Police Department in the last 3 years?

N=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q22. Had any contact with Creve Coeur Police Department in last 3 years?								
Yes	41.2%	54.8%	61.1%	61.0%	65.2%	58.1%	44.4%	59.5%
No	58.8%	45.2%	38.9%	39.0%	34.8%	41.9%	55.6%	40.5%

Q22a. (If YES to Question 22) What type of contact have you had with the Creve Coeur Police Department most recently? (without "don't know")

N=369	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q22a. What type of contact?								
Reported a crime	0.0%	15.2%	12.5%	17.0%	19.0%	19.2%	25.0%	17.6%
Traffic stop	28.6%	24.2%	18.8%	14.9%	16.0%	16.4%	50.0%	17.6%
Criminal arrest	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%	0.5%
Crime prevention or safety promotion program	14.3%	3.0%	15.6%	10.6%	13.0%	14.4%	0.0%	12.5%
Police assistance	42.9%	42.4%	40.6%	44.7%	26.0%	31.5%	0.0%	33.3%
Other	28.6%	33.3%	34.4%	29.8%	45.0%	47.9%	50.0%	42.0%

Q22b. (If YES to Question 22) How would you rate the quality of your contact with the police officer? (without "don't know")

N=373	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q22b. How would you rate quality of contact with police officer?								
Excellent	71.4%	63.6%	63.6%	70.2%	70.7%	71.2%	75.0%	69.6%
Good	0.0%	27.3%	30.3%	21.3%	17.2%	22.6%	0.0%	21.4%
Fair	28.6%	9.1%	6.1%	6.4%	8.1%	3.4%	0.0%	6.2%
Poor	0.0%	0.0%	0.0%	2.1%	4.0%	2.7%	25.0%	2.7%

Q22c. (If YES to Question 22) How would you rate the dispatcher you interacted with? (without "don't know")

N=373	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q22c. How would you rate dispatcher you interacted with?								
Very courteous	28.6%	25.8%	32.3%	40.4%	49.0%	45.8%	50.0%	42.8%
Courteous	14.3%	32.3%	35.5%	29.8%	21.9%	27.1%	25.0%	26.9%
Discourteous	0.0%	0.0%	3.2%	0.0%	0.0%	1.4%	0.0%	0.8%
Very discourteous	0.0%	0.0%	0.0%	2.1%	1.0%	1.4%	0.0%	1.1%
Did not have contact with a dispatcher	57.1%	41.9%	29.0%	27.7%	28.1%	24.3%	25.0%	28.3%

Q23. CUSTOMER SERVICE. Have you called or visited the City with a question, problem, or complaint during the past year?

N=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q23. Have you called or visited City with a question, problem, or complaint during past year?								
Yes	41.2%	32.3%	42.6%	39.0%	44.5%	48.2%	22.2%	43.5%
No	58.8%	67.7%	57.4%	61.0%	55.5%	51.8%	77.8%	56.5%

Q23a. (If YES to Question 23) How did you contact the City? (without "don't know")

N=269	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q23a. How did you contact City?								
By phone	42.9%	50.0%	86.4%	63.3%	76.1%	81.8%	0.0%	74.7%
By email	0.0%	15.0%	9.1%	13.3%	16.4%	12.4%	0.0%	13.0%
In person	57.1%	60.0%	40.9%	46.7%	38.8%	25.6%	100.0%	36.4%

Q23b. (If YES to Question 23) Which Department did you contact the City about most recently? (without "not provided")

N=259	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q23b. Which Department?								
Administration	33.3%	15.8%	18.2%	17.2%	17.6%	11.4%	0.0%	15.1%
Boards & Commissions	0.0%	0.0%	0.0%	0.0%	5.9%	4.4%	0.0%	3.5%
Building Division	16.7%	31.6%	59.1%	27.6%	26.5%	22.8%	0.0%	27.8%
Community Development	0.0%	0.0%	0.0%	3.4%	1.5%	2.6%	0.0%	1.9%
Finance	16.7%	0.0%	0.0%	3.4%	0.0%	0.9%	0.0%	1.2%
Human Resources	0.0%	0.0%	4.5%	0.0%	0.0%	0.9%	0.0%	0.8%
Legislative	0.0%	0.0%	0.0%	0.0%	1.5%	0.9%	0.0%	0.8%
Mayor & City Council	0.0%	5.3%	0.0%	10.3%	7.4%	6.1%	0.0%	6.2%
Municipal Court	0.0%	0.0%	4.5%	6.9%	2.9%	0.0%	0.0%	1.9%
Parks & Recreation	0.0%	10.5%	9.1%	10.3%	10.3%	8.8%	0.0%	9.3%
Planning Division	0.0%	5.3%	0.0%	6.9%	8.8%	3.5%	0.0%	5.0%
Police	0.0%	15.8%	13.6%	20.7%	19.1%	16.7%	100.0%	17.4%
Public Works	33.3%	31.6%	27.3%	37.9%	39.7%	45.6%	0.0%	40.2%

Q23c. (If YES to Question 23) How easy/difficult was it to address your issue? (without "don't know")

N=273	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q23c. How easy/difficult was it to address your issue?								
Very easy	100.0%	57.9%	26.1%	58.6%	50.0%	55.9%	0.0%	53.0%
Somewhat easy	0.0%	26.3%	56.5%	27.6%	26.5%	23.7%	50.0%	27.4%
Difficult	0.0%	5.3%	8.7%	10.3%	11.8%	14.4%	0.0%	11.7%
Very difficult	0.0%	10.5%	8.7%	3.4%	11.8%	5.9%	50.0%	7.9%

Q23d. (If YES to Question 23) 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 on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

N=273	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q23d-a. They were courteous & polite								
Always	85.7%	73.7%	69.6%	75.0%	62.5%	72.7%	0.0%	70.1%
Usually	14.3%	21.1%	21.7%	17.9%	26.6%	16.5%	50.0%	20.1%
Sometimes	0.0%	5.3%	8.7%	7.1%	9.4%	9.9%	0.0%	8.7%
Seldom	0.0%	0.0%	0.0%	0.0%	1.6%	0.8%	0.0%	0.8%
Never	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.4%
Q23d-b. They gave accurate answers to your questions								
Always	85.7%	63.2%	59.1%	65.4%	48.4%	61.7%	50.0%	59.2%
Usually	14.3%	21.1%	22.7%	19.2%	34.4%	21.7%	0.0%	24.2%
Sometimes	0.0%	10.5%	13.6%	15.4%	14.1%	10.8%	0.0%	11.9%
Seldom	0.0%	0.0%	4.5%	0.0%	3.1%	5.8%	50.0%	4.2%
Never	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%

Q23d. (If YES to Question 23) 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 on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

N=273	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q23d-c. They did what they said they would do in a timely manner								
Always	83.3%	68.4%	54.5%	55.6%	46.8%	57.8%	0.0%	55.7%
Usually	16.7%	21.1%	22.7%	37.0%	35.5%	21.6%	0.0%	26.5%
Sometimes	0.0%	0.0%	18.2%	3.7%	8.1%	12.9%	0.0%	9.9%
Seldom	0.0%	10.5%	0.0%	3.7%	6.5%	5.2%	0.0%	5.1%
Never	0.0%	0.0%	4.5%	0.0%	3.2%	2.6%	100.0%	2.8%
Q23d-d. They helped you resolve an issue to your satisfaction								
Always	83.3%	63.2%	52.2%	51.9%	51.6%	56.8%	0.0%	55.5%
Usually	16.7%	5.3%	30.4%	18.5%	27.4%	15.3%	0.0%	19.1%
Sometimes	0.0%	10.5%	0.0%	14.8%	9.7%	17.8%	0.0%	12.9%
Seldom	0.0%	15.8%	4.3%	14.8%	4.8%	2.5%	100.0%	5.9%
Never	0.0%	5.3%	13.0%	0.0%	6.5%	7.6%	0.0%	6.6%

Q24. COMMUNITY DEVELOPMENT. Please rate your satisfaction on 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=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q24a. Enforcing clean-up of junk & debris on private property in your community								
Very satisfied	0.0%	25.0%	18.2%	15.8%	16.8%	25.8%	0.0%	21.1%
Satisfied	50.0%	39.6%	43.2%	40.4%	45.8%	41.1%	50.0%	42.3%
Neutral	16.7%	29.2%	27.3%	28.1%	16.8%	20.5%	50.0%	22.4%
Dissatisfied	0.0%	6.3%	9.1%	12.3%	15.9%	8.9%	0.0%	10.5%
Very dissatisfied	33.3%	0.0%	2.3%	3.5%	4.7%	3.7%	0.0%	3.7%
Q24b. Enforcing mowing & cutting of weeds & grass on private property								
Very satisfied	25.0%	18.8%	17.8%	16.1%	17.4%	23.0%	0.0%	19.7%
Satisfied	25.0%	43.8%	42.2%	44.6%	36.5%	41.9%	50.0%	40.9%
Neutral	25.0%	27.1%	24.4%	25.0%	26.1%	18.3%	50.0%	22.9%
Dissatisfied	12.5%	10.4%	13.3%	12.5%	12.2%	13.6%	0.0%	12.6%
Very dissatisfied	12.5%	0.0%	2.2%	1.8%	7.8%	3.1%	0.0%	3.9%

Q24. COMMUNITY DEVELOPMENT. Please rate your satisfaction on 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=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q24c. Enforcing exterior maintenance of residential property								
Very satisfied	0.0%	16.0%	15.9%	16.4%	16.4%	24.7%	0.0%	19.3%
Satisfied	42.9%	46.0%	38.6%	41.8%	36.4%	35.5%	50.0%	38.2%
Neutral	42.9%	30.0%	34.1%	27.3%	30.9%	26.3%	50.0%	29.2%
Dissatisfied	0.0%	4.0%	11.4%	10.9%	10.9%	9.1%	0.0%	9.2%
Very dissatisfied	14.3%	4.0%	0.0%	3.6%	5.5%	4.3%	0.0%	4.2%
Q24d. Enforcing exterior maintenance of commercial/business property								
Very satisfied	0.0%	24.4%	26.8%	23.1%	26.5%	27.7%	33.3%	26.1%
Satisfied	33.3%	51.1%	43.9%	46.2%	36.7%	39.5%	33.3%	41.2%
Neutral	50.0%	22.2%	22.0%	28.8%	31.6%	26.6%	33.3%	27.5%
Dissatisfied	0.0%	0.0%	7.3%	1.9%	4.1%	5.1%	0.0%	4.0%
Very dissatisfied	16.7%	2.2%	0.0%	0.0%	1.0%	1.1%	0.0%	1.2%

Q24. COMMUNITY DEVELOPMENT. Please rate your satisfaction on 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=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q24e. Enforcing sign regulations								
Very satisfied	16.7%	22.5%	22.5%	18.5%	27.6%	26.2%	25.0%	24.6%
Satisfied	33.3%	45.0%	45.0%	46.3%	37.8%	41.1%	25.0%	41.5%
Neutral	33.3%	25.0%	32.5%	31.5%	29.6%	29.2%	50.0%	29.8%
Dissatisfied	0.0%	5.0%	0.0%	3.7%	3.1%	2.4%	0.0%	2.7%
Very dissatisfied	16.7%	2.5%	0.0%	0.0%	2.0%	1.2%	0.0%	1.5%
Q24f. Overall quality of new development in City								
Very satisfied	14.3%	21.2%	21.3%	18.5%	24.6%	23.8%	33.3%	22.8%
Satisfied	14.3%	51.9%	48.9%	50.8%	38.1%	39.3%	33.3%	42.2%
Neutral	57.1%	19.2%	25.5%	23.1%	25.4%	26.2%	33.3%	25.3%
Dissatisfied	14.3%	3.8%	4.3%	6.2%	9.5%	7.5%	0.0%	7.2%
Very dissatisfied	0.0%	3.8%	0.0%	1.5%	2.4%	3.3%	0.0%	2.5%

Q25. Which TWO of the COMMUNITY DEVELOPMENT services listed above do you think should receive the most emphasis from City leaders over the next TWO years? (Sum of Top 2 Choices)

N=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q25. Sum of Top 2 Choices								
Enforcing clean-up of junk & debris on private property in your community	29.4%	25.8%	42.6%	36.4%	29.7%	34.0%	0.0%	32.5%
Enforcing mowing & cutting of weeds & grass on private property	5.9%	17.7%	22.2%	23.4%	21.9%	20.9%	11.1%	20.7%
Enforcing exterior maintenance of residential property	5.9%	29.0%	20.4%	19.5%	27.1%	17.8%	11.1%	21.2%
Enforcing exterior maintenance of commercial/ business property	11.8%	21.0%	18.5%	19.5%	16.1%	19.8%	0.0%	18.3%
Enforcing sign regulations	0.0%	6.5%	3.7%	1.3%	7.1%	7.5%	0.0%	5.9%
Overall quality of new development in City	29.4%	38.7%	38.9%	27.3%	34.8%	36.8%	0.0%	34.8%
None chosen	58.8%	29.0%	24.1%	33.8%	27.1%	28.1%	88.9%	30.0%

Q26. 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")

N=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q26. How would you rate City's enforcement of exterior property maintenance?								
Too strict	0.0%	5.1%	10.3%	2.0%	11.7%	8.7%	0.0%	8.4%
About right	80.0%	74.4%	66.7%	70.0%	64.9%	69.2%	50.0%	68.4%
Not strict enough	20.0%	20.5%	23.1%	28.0%	23.4%	22.1%	50.0%	23.2%

Q27. The City of Creve Coeur requires occupancy permits for apartments to ensure code compliance before new occupants can move in. Please indicate whether or not you believe that the City should require such permits for the following: (without "not sure")

N=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q27a. Condominiums								
Yes	71.4%	67.9%	60.4%	66.1%	65.9%	73.8%	75.0%	69.0%
No	28.6%	32.1%	39.6%	33.9%	34.1%	26.2%	25.0%	31.0%
Q27b. Single-family houses								
Yes	66.7%	63.0%	53.3%	58.1%	58.1%	61.7%	75.0%	60.0%
No	33.3%	37.0%	46.7%	41.9%	41.9%	38.3%	25.0%	40.0%

Q28. Current regulations in the City's zoning code have resulted in very few (one) drive-through restaurants in Creve Coeur. Please answer the following questions regarding this issue. Would you be in favor of changing the regulations so that more drive-through restaurants could locate in Creve Coeur? (without "not sure")

N=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q28. Would you be in favor of changing regulations?								
Yes	41.7%	56.1%	44.2%	44.8%	41.9%	38.9%	66.7%	42.9%
No	58.3%	43.9%	55.8%	55.2%	58.1%	61.1%	33.3%	57.1%

Q29. Do you share any of the following concerns about drive-through restaurants? (without "don't know")

N=612	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q29. Your concerns about drive-through restaurants								
Appearance of drive-through restaurants	41.2%	45.0%	40.4%	45.3%	50.0%	45.0%	80.0%	46.1%
Traffic that might be caused by drive-through lane	35.3%	45.0%	59.6%	57.3%	67.5%	65.5%	60.0%	61.6%
Noise from drive-through lane	5.9%	23.3%	21.2%	26.7%	34.4%	25.3%	40.0%	26.8%
Having too many drive-through restaurants built in same area	58.8%	48.3%	65.4%	69.3%	68.8%	63.9%	60.0%	64.2%
Other concern	11.8%	20.0%	19.2%	14.7%	15.6%	12.0%	20.0%	14.7%
I have no concerns about drive-through restaurants	29.4%	31.7%	17.3%	16.0%	19.5%	19.7%	20.0%	20.4%

Q30. If satisfactory solutions could be reached to address the concerns you identified above (in Question 29), would you support allowing more drive through restaurants in Creve Coeur? (without "not sure")

N=488	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q30. Would you support allowing more drive through restaurants?								
Yes	50.0%	55.9%	48.6%	40.4%	43.4%	41.3%	50.0%	44.1%
No	50.0%	44.1%	51.4%	59.6%	56.6%	58.7%	50.0%	55.9%

Q31. PUBLIC WORKS. Please rate your satisfaction on 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=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q31a. Maintenance of City streets								
Very satisfied	29.4%	19.7%	25.9%	22.2%	22.1%	23.3%	50.0%	23.1%
Satisfied	47.1%	57.4%	44.4%	54.2%	48.3%	47.3%	25.0%	49.0%
Neutral	11.8%	13.1%	20.4%	11.1%	12.1%	16.3%	0.0%	14.5%
Dissatisfied	11.8%	9.8%	7.4%	12.5%	15.4%	11.8%	25.0%	12.3%
Very dissatisfied	0.0%	0.0%	1.9%	0.0%	2.0%	1.2%	0.0%	1.2%
Q31b. Condition of City sidewalks								
Very satisfied	18.8%	14.0%	16.0%	17.1%	20.1%	24.0%	50.0%	20.6%
Satisfied	56.3%	54.4%	52.0%	45.7%	52.8%	43.3%	25.0%	48.1%
Neutral	18.8%	14.0%	18.0%	24.3%	15.3%	21.0%	0.0%	18.8%
Dissatisfied	6.3%	14.0%	12.0%	8.6%	7.6%	10.3%	25.0%	9.9%
Very dissatisfied	0.0%	3.5%	2.0%	4.3%	4.2%	1.3%	0.0%	2.6%

Q31. PUBLIC WORKS. Please rate your satisfaction on 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=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q31c. Adequacy of street lighting								
Very satisfied	17.6%	16.7%	22.2%	18.1%	16.4%	21.6%	0.0%	19.2%
Satisfied	52.9%	40.0%	50.0%	33.3%	41.4%	38.0%	75.0%	40.2%
Neutral	29.4%	16.7%	16.7%	25.0%	18.4%	24.1%	0.0%	21.4%
Dissatisfied	0.0%	21.7%	7.4%	15.3%	20.4%	12.7%	25.0%	15.1%
Very dissatisfied	0.0%	5.0%	3.7%	8.3%	3.3%	3.7%	0.0%	4.1%
Q31d. Snow/ice removal on City streets								
Very satisfied	33.3%	23.3%	20.4%	28.4%	30.9%	30.6%	25.0%	28.8%
Satisfied	46.7%	36.7%	48.1%	45.9%	38.2%	46.8%	50.0%	43.7%
Neutral	6.7%	18.3%	22.2%	17.6%	11.2%	11.7%	0.0%	13.7%
Dissatisfied	13.3%	15.0%	7.4%	6.8%	14.5%	8.9%	25.0%	10.7%
Very dissatisfied	0.0%	6.7%	1.9%	1.4%	5.3%	2.0%	0.0%	3.1%

Q31. PUBLIC WORKS. Please rate your satisfaction on 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=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q31e. Appearance of landscaped medians								
Very satisfied	41.2%	43.3%	40.7%	37.0%	37.3%	41.1%	25.0%	39.7%
Satisfied	47.1%	45.0%	50.0%	46.6%	49.0%	48.0%	50.0%	47.9%
Neutral	11.8%	8.3%	3.7%	12.3%	7.2%	8.5%	0.0%	8.2%
Dissatisfied	0.0%	0.0%	5.6%	4.1%	4.6%	2.0%	25.0%	3.1%
Very dissatisfied	0.0%	3.3%	0.0%	0.0%	2.0%	0.4%	0.0%	1.0%
Q31f. Cleanliness of City streets								
Very satisfied	29.4%	38.3%	42.6%	35.6%	33.1%	32.7%	33.3%	34.5%
Satisfied	58.8%	48.3%	46.3%	47.9%	51.9%	57.4%	66.7%	53.1%
Neutral	11.8%	11.7%	9.3%	12.3%	9.7%	8.4%	0.0%	9.6%
Dissatisfied	0.0%	0.0%	1.9%	2.7%	4.5%	1.2%	0.0%	2.1%
Very dissatisfied	0.0%	1.7%	0.0%	1.4%	0.6%	0.4%	0.0%	0.7%

Q32. Which TWO of the PUBLIC WORKS services listed in Question 31 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 2 Choices)

N=627	Q34. How long have you lived in Creve Coeur?							Total
	Less than a year	1-3 years	4-6 years	7-10 years	11-20 years	20+ years	Not provided	
Q32. Sum of Top 2 Choices								
Maintenance of City streets	52.9%	38.7%	46.3%	45.5%	46.5%	50.2%	11.1%	46.7%
Condition of City sidewalks	41.2%	35.5%	27.8%	28.6%	23.2%	22.1%	11.1%	25.4%
Adequacy of street lighting	5.9%	29.0%	24.1%	33.8%	34.8%	28.9%	11.1%	29.7%
Snow/ice removal on City streets	17.6%	41.9%	44.4%	35.1%	32.9%	45.1%	33.3%	39.6%
Appearance of landscaped medians	5.9%	8.1%	14.8%	9.1%	7.7%	9.1%	0.0%	8.9%
Cleanliness of City streets	17.6%	4.8%	9.3%	18.2%	18.1%	11.1%	0.0%	12.9%
None chosen	23.5%	17.7%	11.1%	11.7%	13.5%	14.6%	66.7%	15.0%

Crosstabular Data by: Age of Respondent

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q1. RATINGS OF THE CITY. Please rate Creve Coeur on 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=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q1a. As a place to live						
Excellent	49.6%	57.4%	51.7%	55.5%	68.5%	56.7%
Good	46.3%	40.9%	44.1%	41.4%	30.7%	40.5%
Neutral	3.3%	1.7%	2.5%	0.8%	0.8%	1.8%
Fair	0.8%	0.0%	1.7%	2.3%	0.0%	1.0%
Q1b. As a place to raise children						
Excellent	54.1%	56.1%	51.8%	56.2%	65.5%	56.6%
Good	43.2%	40.2%	44.5%	38.0%	28.4%	38.8%
Neutral	1.8%	3.7%	1.8%	4.1%	5.2%	3.5%
Fair	0.9%	0.0%	0.9%	1.7%	0.9%	0.9%
Poor	0.0%	0.0%	0.9%	0.0%	0.0%	0.2%

Q1. RATINGS OF THE CITY. Please rate Creve Coeur on 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=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q1c. As a place to work						
Excellent	51.4%	50.0%	49.2%	44.9%	50.6%	49.1%
Good	41.7%	33.9%	36.9%	36.0%	32.5%	36.3%
Neutral	6.9%	14.5%	12.3%	18.0%	15.6%	13.6%
Fair	0.0%	1.6%	1.5%	1.1%	1.3%	1.1%
Q1d. As a City that is moving in right direction						
Excellent	33.3%	28.0%	25.0%	26.6%	35.0%	29.7%
Good	40.4%	54.2%	51.8%	40.3%	42.3%	45.5%
Neutral	19.3%	16.8%	17.9%	25.8%	17.9%	19.7%
Fair	5.3%	0.0%	3.6%	4.0%	4.9%	3.6%
Poor	1.8%	0.9%	1.8%	3.2%	0.0%	1.5%

Q2. PERCEPTIONS. Several items that may influence your perception of the City of Creve Coeur are listed below. Please rate Creve Coeur on 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=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q2a. Overall quality of services provided by City of Creve Coeur						
Excellent	44.2%	50.9%	42.7%	45.7%	53.2%	47.2%
Good	45.8%	46.6%	50.4%	49.6%	41.3%	46.7%
Neutral	8.3%	1.7%	3.4%	2.3%	4.8%	4.1%
Fair	1.7%	0.9%	2.6%	2.3%	0.8%	1.8%
Poor	0.0%	0.0%	0.9%	0.0%	0.0%	0.2%
Q2b. Overall image of City						
Excellent	38.2%	42.6%	39.1%	38.3%	41.3%	39.8%
Good	54.5%	49.6%	46.1%	51.6%	54.0%	51.2%
Neutral	6.5%	6.1%	12.2%	6.3%	4.0%	7.0%
Fair	0.8%	1.7%	1.7%	2.3%	0.8%	1.5%
Poor	0.0%	0.0%	0.9%	1.6%	0.0%	0.5%

Q2. PERCEPTIONS. Several items that may influence your perception of the City of Creve Coeur are listed below. Please rate Creve Coeur on 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=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q2c. Overall quality of life in City						
Excellent	41.9%	47.0%	45.7%	39.8%	51.2%	45.0%
Good	54.8%	50.4%	46.6%	53.9%	44.0%	50.2%
Neutral	3.2%	2.6%	6.0%	4.7%	4.0%	4.1%
Fair	0.0%	0.0%	1.7%	1.6%	0.8%	0.8%
Q2d. Overall value that you receive for your local tax & fees						
Excellent	22.7%	28.9%	23.0%	30.7%	38.5%	29.0%
Good	51.3%	53.5%	47.8%	48.8%	41.8%	48.4%
Neutral	17.6%	13.2%	21.2%	13.4%	13.1%	15.8%
Fair	6.7%	4.4%	4.4%	5.5%	5.7%	5.3%
Poor	1.7%	0.0%	3.5%	1.6%	0.8%	1.5%

Q2. PERCEPTIONS. Several items that may influence your perception of the City of Creve Coeur are listed below. Please rate Creve Coeur on 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=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q2e. How well your community is planning growth						
Excellent	21.8%	24.7%	12.9%	16.1%	26.9%	20.5%
Good	40.6%	46.4%	49.5%	44.1%	40.4%	43.9%
Neutral	24.8%	14.4%	26.7%	27.1%	25.0%	24.0%
Fair	8.9%	10.3%	7.9%	6.8%	7.7%	8.2%
Poor	4.0%	4.1%	3.0%	5.9%	0.0%	3.4%
Q2f. Efforts to conserve energy & protect environment						
Excellent	24.5%	29.2%	25.8%	23.0%	36.8%	27.8%
Good	41.5%	40.6%	46.2%	45.1%	38.7%	42.5%
Neutral	28.7%	24.0%	25.8%	28.3%	21.7%	25.8%
Fair	4.3%	5.2%	2.2%	3.5%	2.8%	3.6%
Poor	1.1%	1.0%	0.0%	0.0%	0.0%	0.4%

Q3. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with the major categories of services provided by the City of Creve Coeur on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q3a. Park maintenance						
Very satisfied	53.6%	48.6%	42.7%	44.9%	42.7%	46.4%
Satisfied	38.2%	46.8%	47.3%	48.3%	48.2%	45.9%
Neutral	7.3%	3.6%	6.4%	5.9%	8.2%	6.2%
Dissatisfied	0.9%	0.9%	3.6%	0.8%	0.9%	1.4%
Q3b. Limb chipping						
Very satisfied	41.6%	54.6%	45.1%	55.8%	51.7%	49.8%
Satisfied	39.8%	35.2%	42.5%	35.7%	39.2%	38.4%
Neutral	13.3%	8.3%	5.3%	6.2%	6.7%	8.0%
Dissatisfied	4.4%	0.9%	6.2%	2.3%	1.7%	3.1%
Very dissatisfied	0.9%	0.9%	0.9%	0.0%	0.8%	0.7%

Q3. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with the major categories of services provided by the City of Creve Coeur on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q3c. Leaf vacuuming						
Very satisfied	45.2%	57.8%	47.4%	55.0%	53.7%	51.5%
Satisfied	35.7%	29.4%	38.6%	34.1%	38.0%	35.5%
Neutral	13.0%	10.1%	9.6%	5.4%	6.6%	8.8%
Dissatisfied	3.5%	1.8%	3.5%	5.4%	0.8%	3.2%
Very dissatisfied	2.6%	0.9%	0.9%	0.0%	0.8%	1.0%
Q3d. Police services						
Very satisfied	49.1%	55.4%	51.3%	70.3%	65.1%	58.6%
Satisfied	31.9%	41.1%	39.8%	22.7%	29.4%	32.8%
Neutral	12.9%	3.6%	8.0%	4.7%	3.2%	6.3%
Dissatisfied	3.4%	0.0%	0.9%	2.3%	1.6%	1.7%
Very dissatisfied	2.6%	0.0%	0.0%	0.0%	0.8%	0.7%

Q3. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with the major categories of services provided by the City of Creve Coeur on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q3e. Parks & recreation						
Very satisfied	46.0%	44.9%	38.9%	40.2%	41.1%	42.0%
Satisfied	36.3%	44.9%	45.1%	44.4%	45.5%	43.6%
Neutral	15.0%	6.5%	15.0%	14.5%	12.5%	12.7%
Dissatisfied	2.7%	1.9%	0.9%	0.9%	0.0%	1.2%
Very dissatisfied	0.0%	1.9%	0.0%	0.0%	0.9%	0.5%
Q3f. Building permits						
Very satisfied	20.3%	19.2%	18.1%	12.5%	18.2%	17.7%
Satisfied	28.4%	27.4%	28.9%	30.2%	29.9%	29.2%
Neutral	27.0%	27.4%	32.5%	33.3%	36.4%	31.2%
Dissatisfied	8.1%	21.9%	14.5%	18.8%	9.1%	14.5%
Very dissatisfied	16.2%	4.1%	6.0%	5.2%	6.5%	7.4%

Q3. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with the major categories of services provided by the City of Creve Coeur on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q3g. Municipal court						
Very satisfied	38.5%	23.5%	22.2%	16.4%	28.3%	24.8%
Satisfied	15.4%	32.4%	35.6%	42.6%	28.3%	32.5%
Neutral	41.0%	41.2%	37.8%	32.8%	37.7%	37.2%
Dissatisfied	5.1%	2.9%	0.0%	4.9%	3.8%	3.4%
Very dissatisfied	0.0%	0.0%	4.4%	3.3%	1.9%	2.1%
Q3h. City newsletter						
Very satisfied	33.3%	40.2%	37.9%	43.0%	46.7%	40.3%
Satisfied	48.7%	45.5%	47.4%	40.6%	45.9%	45.7%
Neutral	17.1%	11.6%	12.9%	14.1%	4.9%	12.0%
Dissatisfied	0.9%	2.7%	1.7%	2.3%	1.6%	1.8%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.8%	0.2%

Q3. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with the major categories of services provided by the City of Creve Coeur on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q3i. Overall enforcement of City codes & ordinances						
Very satisfied	25.0%	20.7%	14.6%	19.6%	26.3%	21.4%
Satisfied	33.8%	43.9%	51.7%	46.1%	40.4%	43.3%
Neutral	26.3%	28.0%	20.2%	26.5%	26.3%	25.4%
Dissatisfied	10.0%	6.1%	6.7%	4.9%	4.0%	6.1%
Very dissatisfied	5.0%	1.2%	6.7%	2.9%	3.0%	3.7%
Q3j. Overall quality of customer service you receive from City employees						
Very satisfied	31.3%	35.8%	30.5%	44.9%	43.5%	37.6%
Satisfied	43.4%	44.2%	43.8%	39.0%	42.6%	42.6%
Neutral	18.2%	18.9%	21.9%	13.6%	10.4%	16.2%
Dissatisfied	5.1%	1.1%	2.9%	2.5%	3.5%	3.0%
Very dissatisfied	2.0%	0.0%	1.0%	0.0%	0.0%	0.6%

Q3. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with the major categories of services provided by the City of Creve Coeur on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q3k. Overall effectiveness of City communication						
Very satisfied	28.3%	32.4%	30.2%	35.9%	31.2%	31.7%
Satisfied	47.8%	49.5%	48.3%	46.1%	52.0%	48.6%
Neutral	15.9%	16.2%	18.1%	16.4%	12.8%	15.9%
Dissatisfied	5.3%	0.9%	3.4%	1.6%	1.6%	2.5%
Very dissatisfied	2.7%	0.9%	0.0%	0.0%	2.4%	1.3%

Q4. Which THREE of the MAJOR CATEGORIES OF CITY SERVICES in Question 3 do you think should receive the most emphasis from City leaders over the next TWO years? (Sum of Top 3 Choices)

N=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q4. Sum of Top 3 Choices						
Park Maintenance	26.2%	27.6%	26.7%	18.6%	17.7%	23.1%
Limb chipping	19.0%	16.4%	13.3%	14.7%	20.0%	16.6%
Leaf vacuuming	21.4%	21.6%	18.3%	20.2%	28.5%	21.9%
Police services	43.7%	50.0%	40.8%	50.4%	50.0%	46.7%
Parks & recreation	36.5%	36.2%	31.7%	31.0%	20.8%	30.9%
Building permits	15.1%	24.1%	21.7%	21.7%	19.2%	20.1%
Municipal court	5.6%	1.7%	4.2%	6.2%	0.8%	3.7%
City newsletter	3.2%	6.0%	4.2%	3.1%	3.8%	4.0%
Enforcement of City codes & ordinances	13.5%	27.6%	22.5%	25.6%	31.5%	23.9%
Quality of customer service you receive from City employees	13.5%	14.7%	16.7%	17.1%	24.6%	17.2%
Effectiveness of City communication	11.1%	12.1%	18.3%	17.8%	17.7%	15.3%
None chosen	25.4%	15.5%	22.5%	18.6%	16.2%	20.3%

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

N=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q6. Do you live in a single-family home or townhome?						
Yes	79.4%	93.1%	95.8%	98.4%	81.5%	89.5%
No	20.6%	6.9%	4.2%	1.6%	18.5%	10.5%

Q6a. (If YES to Question 6) How satisfied are you with the City's trash service? (without "don't know")

N=561	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q6a. How satisfied are you with City's trash service?						
Very satisfied	62.9%	72.6%	65.8%	72.4%	75.5%	69.7%
Satisfied	32.0%	22.6%	29.8%	22.8%	21.7%	25.8%
Neutral	3.1%	2.8%	1.8%	2.4%	0.9%	2.3%
Dissatisfied	2.1%	1.9%	0.9%	1.6%	1.9%	1.6%
Very dissatisfied	0.0%	0.0%	1.8%	0.8%	0.0%	0.5%

Q6b. (If YES to Question 6) How satisfied are you with the City's recycling service? (without "don't know")

N=561	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q6b. How satisfied are you with City's recycling service?						
Very satisfied	61.0%	68.9%	67.8%	71.8%	71.4%	68.1%
Satisfied	29.0%	26.4%	30.4%	24.2%	24.8%	27.2%
Neutral	5.0%	2.8%	1.7%	3.2%	2.9%	3.1%
Dissatisfied	4.0%	0.9%	0.0%	0.8%	1.0%	1.3%
Very dissatisfied	1.0%	0.9%	0.0%	0.0%	0.0%	0.4%

Q6c. (If YES to Question 6) The City provides "valet" trash service, whereby trash is picked up near the house in the front or rear yard, not at the curb. Are you aware that valet trash pick-up is currently available to all single-family homes and townhomes? (without "don't know")

N=561	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q6c. Are you aware that valet trash pick-up is currently available?						
Yes	74.7%	81.1%	88.7%	90.6%	89.6%	85.3%
No	25.3%	18.9%	11.3%	9.4%	10.4%	14.7%

Q6d. (If YES to Question 6) Do you use the City's valet trash service or do you place your trash at the curb? (without "don't know")

N=555	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q6d. Do you use City's valet trash service or place trash at curb?						
City's valet trash service	44.9%	48.1%	57.9%	53.5%	55.2%	52.1%
City's curbside trash service	57.1%	54.7%	42.1%	47.2%	46.7%	49.4%

Q6e. (If YES to Question 6) The City studied the issue of trash collection extensively in 2013. By changing service from valet to curbside, the City could save $600,000 annually, or 40% of the cost, and reduce the environmental impact of the service. Residents would be able to receive valet service for $15 per month, except for individuals with disabilities who would continue to receive valet service at no cost. Given this information, which of the following options would you prefer? (without "don't know")

N=561	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q6e. Which of trash collection options would you prefer?						
No change to existing service & City should continue to pay 100% of cost of valet service for all residents	18.6%	25.0%	25.0%	24.8%	38.7%	26.6%
City provides curbside service at no fee to residents & residents desiring valet service will pay $15 fee per month. Residents with disabilities would not be charged a fee	76.3%	69.2%	68.8%	66.4%	55.7%	67.0%
City provides curbside service at no fee to residents, & residents desiring valet service will pay a portion of $15 fee, with City also paying a portion. Residents with disabilities would not be charged a fee	5.2%	5.8%	6.3%	8.8%	5.7%	6.4%

Q6f. (If YES to Question 6) To the best of your recollection, how many times, if ever, was your trash or recycling not picked up in the past year? (without "don't know")

N=561	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q6f. How many times was your trash or recycling not picked up in past year?						
It was always picked up	73.2%	71.4%	62.3%	64.8%	79.2%	69.9%
1-3 times	20.6%	24.8%	35.1%	33.6%	19.8%	27.0%
4-6 times	5.2%	2.9%	2.6%	1.6%	0.9%	2.7%
7+ times	1.0%	1.0%	0.0%	0.0%	0.0%	0.4%

Q7. In lieu of utilizing bags provided by grocery stores, how often do you use reusable shopping bags?

N=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q7. How often do you use reusable shopping bags?						
Always	9.5%	12.1%	10.0%	15.5%	10.0%	11.5%
Most of time	38.1%	28.4%	36.7%	30.2%	33.1%	33.0%
Rarely	31.7%	42.2%	31.7%	31.8%	30.8%	33.5%
Never	20.6%	17.2%	21.7%	22.5%	26.2%	22.0%

Q8. COMMUNICATION. Please rate your satisfaction on 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=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q8a. City efforts to keep you informed about important issues						
Very satisfied	20.0%	26.8%	29.5%	34.4%	39.4%	30.2%
Satisfied	61.7%	56.3%	54.5%	53.1%	51.2%	55.2%
Neutral	12.5%	14.3%	11.6%	10.9%	7.9%	11.4%
Dissatisfied	3.3%	2.7%	4.5%	1.6%	0.8%	2.5%
Very dissatisfied	2.5%	0.0%	0.0%	0.0%	0.8%	0.7%
Q8b. City efforts to keep you informed about City's finances						
Very satisfied	20.2%	25.5%	30.0%	32.3%	36.0%	29.1%
Satisfied	52.6%	48.2%	44.5%	48.8%	47.2%	48.1%
Neutral	18.4%	23.6%	20.9%	13.4%	15.2%	18.2%
Dissatisfied	5.3%	2.7%	4.5%	5.5%	0.0%	3.5%
Very dissatisfied	3.5%	0.0%	0.0%	0.0%	1.6%	1.0%

Q8. COMMUNICATION. Please rate your satisfaction on 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=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q8c. City efforts to keep you informed about planning & zoning efforts						
Very satisfied	21.7%	27.0%	28.4%	28.6%	29.9%	27.3%
Satisfied	51.3%	44.1%	43.1%	49.2%	43.3%	46.1%
Neutral	17.4%	23.4%	21.1%	16.7%	22.8%	20.4%
Dissatisfied	4.3%	5.4%	7.3%	5.6%	2.4%	4.9%
Very dissatisfied	5.2%	0.0%	0.0%	0.0%	1.6%	1.3%
Q8d. Availability of information about City programs & services						
Very satisfied	21.0%	24.1%	27.9%	31.5%	34.2%	28.1%
Satisfied	54.6%	52.7%	48.6%	51.2%	45.0%	50.3%
Neutral	18.5%	17.9%	20.7%	15.0%	15.8%	17.3%
Dissatisfied	4.2%	5.4%	2.7%	2.4%	4.2%	3.9%
Very dissatisfied	1.7%	0.0%	0.0%	0.0%	0.8%	0.5%

Q8. COMMUNICATION. Please rate your satisfaction on 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=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q8e. Level of public involvement in local decision making						
Very satisfied	15.7%	13.1%	17.5%	15.5%	24.5%	17.2%
Satisfied	37.0%	38.4%	39.2%	49.1%	26.4%	38.2%
Neutral	33.3%	43.4%	36.1%	28.2%	40.6%	36.1%
Dissatisfied	7.4%	4.0%	5.2%	6.4%	6.6%	5.9%
Very dissatisfied	6.5%	1.0%	2.1%	0.9%	1.9%	2.5%
Q8f. Quality of City's social media						
Very satisfied	22.9%	10.9%	17.6%	15.1%	26.1%	18.3%
Satisfied	20.8%	32.6%	29.4%	22.6%	23.9%	26.0%
Neutral	39.6%	52.2%	43.1%	58.5%	47.8%	48.4%
Dissatisfied	10.4%	4.3%	9.8%	3.8%	0.0%	5.7%
Very dissatisfied	6.3%	0.0%	0.0%	0.0%	2.2%	1.6%

Q8. COMMUNICATION. Please rate your satisfaction on 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=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q8g. Quality of City's website						
Very satisfied	23.3%	12.0%	18.8%	20.0%	16.2%	18.3%
Satisfied	32.2%	47.0%	48.8%	40.0%	39.7%	41.4%
Neutral	33.3%	33.7%	25.0%	36.7%	41.2%	33.7%
Dissatisfied	8.9%	7.2%	6.3%	3.3%	0.0%	5.3%
Very dissatisfied	2.2%	0.0%	1.3%	0.0%	2.9%	1.2%

Q9. Which TWO of the COMMUNICATION services in Question 8 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 2 Choices)

N=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q9. Sum of Top 2 Choices						
City efforts to keep you informed about important issues	35.7%	38.8%	42.5%	51.2%	56.9%	45.0%
City efforts to keep you informed about City's finances	16.7%	15.5%	14.2%	20.9%	17.7%	17.1%
City efforts to keep you informed about planning & zoning efforts	22.2%	25.0%	27.5%	31.8%	25.4%	26.5%
Availability of information about City programs & services	27.0%	20.7%	26.7%	19.4%	26.9%	23.9%
Level of public involvement in local decision making	17.5%	14.7%	24.2%	25.6%	23.1%	20.9%
Quality of City's social media	11.1%	9.5%	5.0%	2.3%	0.8%	5.6%
Quality of City's website	23.8%	30.2%	20.8%	17.8%	4.6%	19.1%
None chosen	21.4%	21.6%	16.7%	14.7%	20.0%	19.1%

Q10. How often would you say you read the City's newsletter?

N=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q10. How often do you read City's newsletter?						
Every month	69.8%	79.3%	85.0%	91.5%	86.2%	82.3%
A few times a year	22.2%	18.1%	11.7%	7.8%	10.8%	14.0%
Never	7.9%	2.6%	3.3%	0.8%	3.1%	3.7%

Q11. What types of information would you prefer to see in the City's newsletter? (without "none chosen")

N=599	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q11. What types of information would you prefer to see in City's newsletter?						
Information about City services & policies	75.8%	75.7%	82.6%	80.5%	82.7%	79.6%
Council news	53.3%	63.1%	65.1%	70.3%	67.7%	63.9%
Planning & Zoning updates	66.7%	81.1%	82.6%	81.3%	71.7%	76.3%
Street projects	79.2%	72.1%	81.7%	78.1%	70.9%	76.5%
Code enforcement	48.3%	51.4%	49.5%	51.6%	38.6%	47.7%
Public hearings	52.5%	50.5%	54.1%	62.5%	53.5%	54.4%
Parks information	75.8%	74.8%	74.3%	67.2%	56.7%	69.3%
Recreation programs	80.8%	76.6%	72.5%	66.4%	50.4%	68.6%
Special events	89.2%	80.2%	80.7%	72.7%	72.4%	78.6%
Police activities	73.3%	66.7%	56.0%	63.3%	54.3%	62.6%
"Green"/sustainability information	50.8%	56.8%	48.6%	48.4%	35.4%	47.6%
Other	9.2%	6.3%	7.3%	10.2%	7.1%	8.0%

Q12. Which of the following are your primary sources of information about the City's programs, services, and events? (without "none chosen")

N=605	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q12. Your primary sources of information about City's programs, services, & events						
Resident newsletter	92.5%	94.7%	93.8%	99.2%	94.4%	95.0%
City website via home computer	30.0%	30.1%	22.1%	24.2%	15.1%	24.1%
City website via mobile device	8.3%	12.4%	2.7%	1.6%	3.2%	5.6%
Newspaper	13.3%	19.5%	27.4%	27.3%	46.0%	26.9%
Television news programs	20.0%	10.6%	14.2%	21.1%	25.4%	18.5%
Public meetings	3.3%	6.2%	3.5%	8.6%	11.1%	6.6%
Radio news programs	6.7%	2.7%	2.7%	6.3%	13.5%	6.4%
City's Facebook page	3.3%	3.5%	2.7%	1.6%	0.8%	2.3%
City's Twitter account	2.5%	2.7%	0.0%	0.0%	0.8%	1.2%
Word of mouth	39.2%	33.6%	36.3%	38.3%	34.1%	36.2%
City emails	15.0%	16.8%	22.1%	14.8%	17.5%	17.0%
Other	3.3%	4.4%	4.4%	10.9%	7.1%	6.1%

Q14. PARKS AND RECREATION. Please rate your satisfaction on 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=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q14a. Maintenance of City parks						
Very satisfied	51.5%	51.4%	37.1%	39.5%	45.5%	44.9%
Satisfied	40.6%	41.9%	53.3%	50.9%	45.5%	46.6%
Neutral	7.9%	5.7%	5.7%	7.9%	6.9%	6.8%
Dissatisfied	0.0%	1.0%	3.8%	0.9%	2.0%	1.5%
Very dissatisfied	0.0%	0.0%	0.0%	0.9%	0.0%	0.2%
Q14b. Number of walking/biking trails						
Very satisfied	20.8%	31.0%	20.6%	23.1%	31.3%	25.4%
Satisfied	47.5%	27.0%	42.2%	38.0%	47.9%	40.4%
Neutral	15.8%	18.0%	18.6%	17.6%	16.7%	17.3%
Dissatisfied	14.9%	18.0%	15.7%	19.4%	4.2%	14.6%
Very dissatisfied	1.0%	6.0%	2.9%	1.9%	0.0%	2.4%

Q14. PARKS AND RECREATION. Please rate your satisfaction on 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=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q14c. Overall satisfaction with ice arena						
Very satisfied	29.3%	25.0%	23.1%	22.8%	21.2%	24.6%
Satisfied	36.2%	44.2%	40.0%	35.1%	32.7%	37.5%
Neutral	27.6%	30.8%	32.3%	40.4%	46.2%	35.1%
Dissatisfied	3.4%	0.0%	1.5%	0.0%	0.0%	1.1%
Very dissatisfied	3.4%	0.0%	3.1%	1.8%	0.0%	1.8%
Q14d. Overall satisfaction with golf course						
Very satisfied	23.2%	22.6%	22.0%	17.6%	34.5%	24.0%
Satisfied	46.4%	41.5%	45.8%	36.8%	36.2%	40.9%
Neutral	25.0%	35.8%	23.7%	44.1%	25.9%	31.4%
Dissatisfied	1.8%	0.0%	3.4%	0.0%	1.7%	1.4%
Very dissatisfied	3.6%	0.0%	5.1%	1.5%	1.7%	2.4%

Q14. PARKS AND RECREATION. Please rate your satisfaction on 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=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q14e. Overall satisfaction with dog park						
Very satisfied	34.1%	25.0%	20.0%	13.5%	17.4%	21.6%
Satisfied	31.7%	25.0%	47.3%	25.0%	45.7%	35.7%
Neutral	29.3%	43.8%	32.7%	57.7%	28.3%	38.3%
Dissatisfied	2.4%	6.3%	0.0%	3.8%	6.5%	3.5%
Very dissatisfied	2.4%	0.0%	0.0%	0.0%	2.2%	0.9%
Q14f. Youth recreation programs						
Very satisfied	18.6%	16.3%	11.3%	8.0%	21.1%	15.0%
Satisfied	30.2%	36.7%	49.1%	36.0%	26.3%	36.3%
Neutral	39.5%	42.9%	30.2%	54.0%	52.6%	43.2%
Dissatisfied	9.3%	4.1%	7.5%	2.0%	0.0%	4.7%
Very dissatisfied	2.3%	0.0%	1.9%	0.0%	0.0%	0.9%

Q14. PARKS AND RECREATION. Please rate your satisfaction on 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=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q14g. Adult recreation programs						
Very satisfied	17.0%	11.3%	14.0%	11.7%	18.8%	14.7%
Satisfied	31.9%	43.4%	42.1%	30.0%	35.4%	36.5%
Neutral	42.6%	35.8%	35.1%	53.3%	43.8%	42.1%
Dissatisfied	6.4%	7.5%	7.0%	1.7%	0.0%	4.5%
Very dissatisfied	2.1%	1.9%	1.8%	3.3%	2.1%	2.3%
Q14h. Senior programs						
Very satisfied	20.7%	13.9%	18.9%	10.9%	17.6%	16.0%
Satisfied	27.6%	38.9%	35.1%	23.9%	33.3%	32.0%
Neutral	44.8%	41.7%	40.5%	58.7%	43.1%	46.0%
Dissatisfied	3.4%	5.6%	5.4%	2.2%	2.0%	3.5%
Very dissatisfied	3.4%	0.0%	0.0%	4.3%	3.9%	2.5%

Q15. Which TWO of the PARKS AND RECREATION services in Question 14 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 2 Choices)

N=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q15. Sum of Top 2 Choices						
Maintenance of City parks	32.5%	37.1%	45.8%	49.6%	43.1%	41.5%
Number of walking/biking trails	42.1%	42.2%	48.3%	50.4%	24.6%	41.1%
Overall satisfaction with ice arena	11.9%	7.8%	5.8%	7.0%	1.5%	6.7%
Overall satisfaction with golf course	9.5%	9.5%	10.0%	11.6%	9.2%	9.9%
Overall satisfaction with dog park	5.6%	4.3%	1.7%	5.4%	3.8%	4.1%
Youth recreation programs	19.0%	22.4%	13.3%	9.3%	8.5%	14.2%
Adult recreation programs	13.5%	12.9%	11.7%	10.1%	17.7%	13.1%
Senior programs	5.6%	7.8%	8.3%	7.8%	29.2%	11.8%
None chosen	27.8%	22.4%	22.5%	19.4%	26.9%	24.4%

Q16. How many times have you visited one of the City's parks in the last two years? (without "don't know")

N=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q16. How many times have you visited one of City's parks in last two years?						
None	12.2%	11.5%	6.0%	15.0%	23.0%	13.9%
1-4 times	22.0%	20.4%	31.9%	29.9%	42.1%	29.5%
5-9 times	16.3%	18.6%	20.7%	19.7%	20.6%	19.0%
10+ times	49.6%	49.6%	41.4%	35.4%	14.3%	37.5%

Q18. FEELING OF SAFETY. On 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=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q18a. Walking alone in your neighborhood during the day						
Very safe	75.0%	81.6%	74.8%	82.8%	85.0%	80.0%
Safe	22.6%	17.5%	23.5%	14.8%	13.4%	18.2%
Neutral	1.6%	0.9%	0.8%	2.3%	1.6%	1.5%
Unsafe	0.8%	0.0%	0.8%	0.0%	0.0%	0.3%
Q18b. Walking alone in your neighborhood at night						
Very safe	46.3%	39.4%	47.0%	45.7%	38.7%	43.6%
Safe	33.9%	39.4%	34.2%	39.4%	38.7%	37.2%
Neutral	13.2%	13.8%	12.8%	8.7%	17.6%	13.1%
Unsafe	4.1%	6.4%	5.1%	4.7%	5.0%	5.0%
Very unsafe	2.5%	0.9%	0.9%	1.6%	0.0%	1.2%

Q18. FEELING OF SAFETY. On 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=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q18c. In City parks						
Very safe	43.8%	28.4%	33.7%	25.5%	33.0%	32.9%
Safe	35.4%	51.1%	37.6%	46.8%	42.0%	42.5%
Neutral	15.6%	12.5%	21.8%	19.1%	19.3%	17.7%
Unsafe	4.2%	5.7%	6.9%	7.4%	5.7%	6.0%
Very unsafe	1.0%	2.3%	0.0%	1.1%	0.0%	0.9%

Q19. PUBLIC SAFETY. Please rate your satisfaction on 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=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q19a. Overall quality of local police protection						
Very satisfied	41.4%	62.2%	55.2%	67.5%	63.0%	58.2%
Satisfied	47.4%	34.2%	42.2%	27.0%	33.9%	36.7%
Neutral	9.5%	3.6%	1.7%	4.0%	3.1%	4.3%
Dissatisfied	0.9%	0.0%	0.9%	1.6%	0.0%	0.7%
Very dissatisfied	0.9%	0.0%	0.0%	0.0%	0.0%	0.2%
Q19b. Visibility of police in neighborhoods						
Very satisfied	25.6%	40.7%	35.0%	44.4%	41.1%	37.5%
Satisfied	52.1%	38.1%	34.2%	37.3%	39.5%	40.2%
Neutral	21.4%	16.8%	24.8%	10.3%	18.5%	18.3%
Dissatisfied	0.9%	3.5%	6.0%	7.1%	0.8%	3.7%
Very dissatisfied	0.0%	0.9%	0.0%	0.8%	0.0%	0.3%

Q19. PUBLIC SAFETY. Please rate your satisfaction on 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=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q19c. Visibility of police in commercial & retail areas						
Very satisfied	23.5%	35.2%	37.8%	37.4%	33.9%	33.5%
Satisfied	55.5%	41.7%	33.3%	42.6%	34.8%	41.7%
Neutral	20.2%	19.4%	27.0%	14.8%	30.4%	22.4%
Dissatisfied	0.8%	2.8%	1.8%	5.2%	0.9%	2.3%
Very dissatisfied	0.0%	0.9%	0.0%	0.0%	0.0%	0.2%
Q19d. How quickly police respond to emergencies						
Very satisfied	44.4%	52.5%	51.2%	61.8%	54.5%	53.2%
Satisfied	40.0%	37.5%	36.9%	27.5%	39.3%	36.2%
Neutral	13.3%	10.0%	7.1%	9.8%	5.4%	8.9%
Dissatisfied	2.2%	0.0%	4.8%	0.0%	0.9%	1.5%
Very dissatisfied	0.0%	0.0%	0.0%	1.0%	0.0%	0.2%

Q19. PUBLIC SAFETY. Please rate your satisfaction on 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=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q19e. Efforts to prevent crime						
Very satisfied	36.2%	42.1%	40.4%	47.3%	47.2%	42.8%
Satisfied	43.6%	42.1%	42.4%	39.3%	39.6%	41.3%
Neutral	17.0%	14.7%	15.2%	11.6%	13.2%	14.3%
Dissatisfied	0.0%	1.1%	1.0%	1.8%	0.0%	0.8%
Very dissatisfied	3.2%	0.0%	1.0%	0.0%	0.0%	0.8%
Q19f. Enforcement of local traffic laws						
Very satisfied	33.0%	34.6%	31.1%	41.7%	35.9%	35.6%
Satisfied	43.1%	43.3%	38.7%	33.0%	40.2%	39.5%
Neutral	16.5%	19.2%	19.8%	18.3%	18.8%	18.4%
Dissatisfied	5.5%	2.9%	9.4%	3.5%	4.3%	5.1%
Very dissatisfied	1.8%	0.0%	0.9%	3.5%	0.9%	1.4%

Q20. Which TWO of the PUBLIC SAFETY services listed in Question 19 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 2 Choices)

N=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q20. Sum of Top 2 Choices						
Quality of local police protection	23.0%	19.8%	18.3%	24.0%	34.6%	24.1%
Visibility of police in neighborhoods	43.7%	49.1%	55.8%	51.9%	41.5%	47.8%
Visibility of police in commercial & retail areas	13.5%	19.0%	24.2%	26.4%	23.1%	21.1%
How quickly police respond to emergencies	22.2%	15.5%	23.3%	22.5%	21.5%	20.9%
Efforts to prevent crime	37.3%	32.8%	31.7%	35.7%	31.5%	33.7%
Enforcement of local traffic laws	11.9%	4.3%	6.7%	10.1%	7.7%	8.1%
None chosen	21.4%	28.4%	16.7%	12.4%	16.2%	19.5%

Q22. Have you had any contact with the Creve Coeur Police Department in the last 3 years?

N=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q22. Had any contact with Creve Coeur Police Department in last 3 years?						
Yes	60.3%	57.8%	66.7%	66.7%	46.9%	59.5%
No	39.7%	42.2%	33.3%	33.3%	53.1%	40.5%

Q22a. (If YES to Question 22) What type of contact have you had with the Creve Coeur Police Department most recently? (without "don't know")

N=369	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q22a. What type of contact?						
Reported a crime	17.3%	13.6%	26.6%	11.6%	20.0%	17.6%
Traffic stop	24.0%	16.7%	16.5%	12.8%	20.0%	17.6%
Criminal arrest	0.0%	0.0%	0.0%	1.2%	1.7%	0.5%
Crime prevention or safety promotion program	9.3%	18.2%	15.2%	12.8%	6.7%	12.5%
Police assistance	42.7%	28.8%	38.0%	30.2%	26.7%	33.3%
Other	32.0%	47.0%	26.6%	54.7%	48.3%	42.0%

Q22b. (If YES to Question 22) How would you rate the quality of your contact with the police officer? (without "don't know")

N=373	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q22b. How would you rate quality of contact with police officer?						
Excellent	56.6%	68.7%	69.2%	76.2%	77.0%	69.6%
Good	31.6%	26.9%	17.9%	17.9%	13.1%	21.4%
Fair	7.9%	3.0%	9.0%	4.8%	6.6%	6.2%
Poor	3.9%	1.5%	3.8%	1.2%	3.3%	2.7%

Q22c. (If YES to Question 22) How would you rate the dispatcher you interacted with? (without "don't know")

N=373	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q22c. How would you rate dispatcher you interacted with?						
Very courteous	27.0%	50.8%	49.4%	49.4%	38.3%	42.8%
Courteous	33.8%	20.6%	27.3%	25.3%	26.7%	26.9%
Discourteous	0.0%	1.6%	1.3%	1.2%	0.0%	0.8%
Very discourteous	2.7%	1.6%	1.3%	0.0%	0.0%	1.1%
Did not have contact with a dispatcher	36.5%	25.4%	20.8%	24.1%	35.0%	28.3%

Q23. CUSTOMER SERVICE. Have you called or visited the City with a question, problem, or complaint during the past year?

N=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q23. Have you called or visited City with a question, problem, or complaint during past year?						
Yes	43.7%	37.9%	43.3%	39.5%	53.8%	43.5%
No	56.3%	62.1%	56.7%	60.5%	46.2%	56.5%

Q23a. (If YES to Question 23) How did you contact the City? (without "don't know")

N=269	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q23a. How did you contact City?						
By phone	69.1%	81.0%	74.5%	80.4%	72.5%	74.7%
By email	12.7%	19.0%	13.7%	11.8%	10.1%	13.0%
In person	49.1%	33.3%	33.3%	33.3%	31.9%	36.4%

Q23b. (If YES to Question 23) Which Department did you contact the City about most recently? (without "not provided")

N=259	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q23b. Which Department?						
Administration	16.0%	4.8%	21.6%	22.9%	10.4%	15.1%
Boards & Commissions	2.0%	0.0%	7.8%	4.2%	3.0%	3.5%
Building Division	32.0%	38.1%	29.4%	27.1%	17.9%	27.8%
Community Development	0.0%	2.4%	3.9%	2.1%	1.5%	1.9%
Finance	0.0%	0.0%	2.0%	0.0%	3.0%	1.2%
Human Resources	0.0%	0.0%	2.0%	0.0%	1.5%	0.8%
Legislative	0.0%	0.0%	0.0%	0.0%	3.0%	0.8%
Mayor & City Council	10.0%	2.4%	2.0%	6.3%	9.0%	6.2%
Municipal Court	6.0%	0.0%	3.9%	0.0%	0.0%	1.9%
Parks & Recreation	14.0%	11.9%	7.8%	8.3%	6.0%	9.3%
Planning Division	8.0%	7.1%	5.9%	4.2%	1.5%	5.0%
Police	20.0%	9.5%	19.6%	14.6%	19.4%	17.4%
Public Works	32.0%	40.5%	39.2%	35.4%	50.7%	40.2%

Q23c. (If YES to Question 23) How easy/difficult was it to address your issue? (without "don't know")

N=273	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q23c. How easy/difficult was it to address your issue?						
Very easy	45.3%	56.8%	45.1%	64.0%	55.2%	53.0%
Somewhat easy	32.1%	31.8%	17.6%	26.0%	29.9%	27.4%
Difficult	13.2%	2.3%	23.5%	6.0%	11.9%	11.7%
Very difficult	9.4%	9.1%	13.7%	4.0%	3.0%	7.9%

Q23d. (If YES to Question 23) 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 on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

N=273	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q23d-a. They were courteous & polite						
Always	64.2%	68.2%	55.1%	84.0%	77.6%	70.1%
Usually	24.5%	27.3%	24.5%	10.0%	16.4%	20.1%
Sometimes	11.3%	4.5%	16.3%	6.0%	6.0%	8.7%
Seldom	0.0%	0.0%	4.1%	0.0%	0.0%	0.8%
Never	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%
Q23d-b. They gave accurate answers to your questions						
Always	56.9%	65.1%	46.0%	61.2%	66.7%	59.2%
Usually	27.5%	23.3%	24.0%	28.6%	19.7%	24.2%
Sometimes	7.8%	11.6%	22.0%	8.2%	10.6%	11.9%
Seldom	5.9%	0.0%	8.0%	2.0%	3.0%	4.2%
Never	2.0%	0.0%	0.0%	0.0%	0.0%	0.4%

Q23d. (If YES to Question 23) 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 on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

N=273	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q23d-c. They did what they said they would do in a timely manner						
Always	55.3%	63.6%	42.0%	61.2%	58.1%	55.7%
Usually	23.4%	29.5%	32.0%	22.4%	25.8%	26.5%
Sometimes	10.6%	4.5%	10.0%	14.3%	9.7%	9.9%
Seldom	6.4%	2.3%	10.0%	2.0%	4.8%	5.1%
Never	4.3%	0.0%	6.0%	0.0%	1.6%	2.8%
Q23d-d. They helped you resolve an issue to your satisfaction						
Always	48.0%	63.6%	44.9%	61.2%	60.3%	55.5%
Usually	22.0%	18.2%	12.2%	24.5%	19.0%	19.1%
Sometimes	10.0%	11.4%	22.4%	8.2%	12.7%	12.9%
Seldom	6.0%	4.5%	10.2%	4.1%	3.2%	5.9%
Never	14.0%	2.3%	10.2%	2.0%	4.8%	6.6%

Q24. COMMUNITY DEVELOPMENT. Please rate your satisfaction on 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=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q24a. Enforcing clean-up of junk & debris on private property in your community						
Very satisfied	21.3%	21.7%	15.5%	19.2%	26.7%	21.1%
Satisfied	42.7%	42.4%	42.9%	40.4%	44.4%	42.3%
Neutral	25.8%	20.7%	28.6%	18.2%	18.9%	22.4%
Dissatisfied	6.7%	10.9%	8.3%	17.2%	8.9%	10.5%
Very dissatisfied	3.4%	4.3%	4.8%	5.1%	1.1%	3.7%
Q24b. Enforcing mowing & cutting of weeds & grass on private property						
Very satisfied	24.7%	16.3%	15.6%	14.9%	27.2%	19.7%
Satisfied	41.6%	42.4%	36.7%	42.6%	41.3%	40.9%
Neutral	20.2%	29.3%	22.2%	26.7%	16.3%	22.9%
Dissatisfied	11.2%	8.7%	18.9%	11.9%	12.0%	12.6%
Very dissatisfied	2.2%	3.3%	6.7%	4.0%	3.3%	3.9%

Q24. COMMUNITY DEVELOPMENT. Please rate your satisfaction on 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=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q24c. Enforcing exterior maintenance of residential property						
Very satisfied	21.2%	16.3%	12.9%	17.2%	28.3%	19.3%
Satisfied	38.8%	42.4%	35.3%	39.4%	34.8%	38.2%
Neutral	34.1%	25.0%	32.9%	30.3%	23.9%	29.2%
Dissatisfied	4.7%	9.8%	11.8%	8.1%	12.0%	9.2%
Very dissatisfied	1.2%	6.5%	7.1%	5.1%	1.1%	4.2%
Q24d. Enforcing exterior maintenance of commercial/business property						
Very satisfied	30.3%	23.0%	19.2%	26.6%	30.6%	26.1%
Satisfied	43.4%	47.1%	35.9%	43.6%	35.3%	41.2%
Neutral	22.4%	24.1%	35.9%	25.5%	30.6%	27.5%
Dissatisfied	3.9%	3.4%	6.4%	4.3%	2.4%	4.0%
Very dissatisfied	0.0%	2.3%	2.6%	0.0%	1.2%	1.2%

Q24. COMMUNITY DEVELOPMENT. Please rate your satisfaction on 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=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q24e. Enforcing sign regulations						
Very satisfied	24.4%	23.8%	19.5%	25.8%	28.8%	24.6%
Satisfied	43.6%	48.8%	36.4%	39.8%	40.0%	41.5%
Neutral	26.9%	23.8%	36.4%	30.1%	31.3%	29.8%
Dissatisfied	3.8%	2.5%	3.9%	3.2%	0.0%	2.7%
Very dissatisfied	1.3%	1.3%	3.9%	1.1%	0.0%	1.5%
Q24f. Overall quality of new development in City						
Very satisfied	20.0%	22.2%	19.2%	22.5%	29.4%	22.8%
Satisfied	48.0%	45.5%	40.4%	38.7%	40.2%	42.2%
Neutral	23.0%	23.2%	28.3%	29.7%	21.6%	25.3%
Dissatisfied	8.0%	8.1%	8.1%	4.5%	6.9%	7.2%
Very dissatisfied	1.0%	1.0%	4.0%	4.5%	2.0%	2.5%

Q25. Which TWO of the COMMUNITY DEVELOPMENT services listed above do you think should receive the most emphasis from City leaders over the next TWO years? (Sum of Top 2 Choices)

N=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q25. Sum of Top 2 Choices						
Enforcing clean-up of junk & debris on private property in your community	27.8%	31.9%	33.3%	34.1%	36.9%	32.5%
Enforcing mowing & cutting of weeds & grass on private property	16.7%	21.6%	26.7%	22.5%	17.7%	20.7%
Enforcing exterior maintenance of residential property	16.7%	25.0%	21.7%	20.9%	23.1%	21.2%
Enforcing exterior maintenance of commercial/ business property	16.7%	23.3%	15.8%	20.2%	16.9%	18.3%
Enforcing sign regulations	7.1%	3.4%	4.2%	10.1%	4.6%	5.9%
Overall quality of new development in City	36.5%	33.6%	35.0%	36.4%	33.1%	34.8%
None chosen	34.9%	28.4%	29.2%	24.8%	30.0%	30.0%

Q26. 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")

N=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q26. How would you rate City's enforcement of exterior property maintenance?						
Too strict	11.8%	6.2%	8.8%	9.7%	5.8%	8.4%
About right	75.0%	70.4%	61.3%	66.7%	68.6%	68.4%
Not strict enough	13.2%	23.5%	30.0%	23.7%	25.6%	23.2%

Q27. The City of Creve Coeur requires occupancy permits for apartments to ensure code compliance before new occupants can move in. Please indicate whether or not you believe that the City should require such permits for the following: (without "not sure")

N=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q27a. Condominiums						
Yes	63.1%	65.9%	66.0%	71.1%	79.3%	69.0%
No	36.9%	34.1%	34.0%	28.9%	20.7%	31.0%
Q27b. Single-family houses						
Yes	50.0%	60.4%	58.3%	65.5%	66.7%	60.0%
No	50.0%	39.6%	41.7%	34.5%	33.3%	40.0%

Q28. Current regulations in the City's zoning code have resulted in very few (one) drive-through restaurants in Creve Coeur. Please answer the following questions regarding this issue. Would you be in favor of changing the regulations so that more drive-through restaurants could locate in Creve Coeur? (without "not sure")

N=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q28. Would you be in favor of changing regulations?						
Yes	49.5%	41.6%	52.4%	36.3%	33.7%	42.9%
No	50.5%	58.4%	47.6%	63.7%	66.3%	57.1%

Q29. Do you share any of the following concerns about drive-through restaurants? (without "don't know")

N=612	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q29. Your concerns about drive-through restaurants						
Appearance of drive-through restaurants	45.9%	53.0%	36.8%	47.7%	46.8%	46.1%
Traffic that might be caused by drive-through lane	48.4%	60.9%	55.6%	68.0%	73.8%	61.6%
Noise from drive-through lane	26.2%	26.1%	27.4%	26.6%	27.0%	26.8%
Having too many drive-through restaurants built in same area	52.5%	66.1%	63.2%	65.6%	73.0%	64.2%
Other concern	23.0%	18.3%	9.4%	11.7%	11.9%	14.7%
I have no concerns about drive-through restaurants	32.8%	20.0%	20.5%	14.8%	14.3%	20.4%

Q30. If satisfactory solutions could be reached to address the concerns you identified above (in Question 29), would you support allowing more drive through restaurants in Creve Coeur? (without "not sure")

N=488	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q30. Would you support allowing more drive through restaurants?						
Yes	42.4%	43.8%	47.8%	52.3%	33.3%	44.1%
No	57.6%	56.2%	52.2%	47.7%	66.7%	55.9%

Q31. PUBLIC WORKS. Please rate your satisfaction on 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=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q31a. Maintenance of City streets						
Very satisfied	19.0%	25.9%	21.6%	22.4%	25.8%	23.1%
Satisfied	53.7%	42.0%	50.9%	53.6%	45.2%	49.0%
Neutral	16.5%	13.4%	12.9%	12.8%	16.1%	14.5%
Dissatisfied	9.9%	17.0%	12.9%	10.4%	12.1%	12.3%
Very dissatisfied	0.8%	1.8%	1.7%	0.8%	0.8%	1.2%
Q31b. Condition of City sidewalks						
Very satisfied	21.4%	20.0%	18.7%	20.5%	21.7%	20.6%
Satisfied	47.3%	48.2%	46.7%	49.2%	49.2%	48.1%
Neutral	16.1%	16.4%	21.5%	18.9%	21.7%	18.8%
Dissatisfied	12.5%	12.7%	8.4%	9.8%	5.8%	9.9%
Very dissatisfied	2.7%	2.7%	4.7%	1.6%	1.7%	2.6%

Q31. PUBLIC WORKS. Please rate your satisfaction on 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=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q31c. Adequacy of street lighting						
Very satisfied	20.7%	19.6%	18.6%	16.7%	20.3%	19.2%
Satisfied	38.8%	33.9%	40.7%	44.4%	43.1%	40.2%
Neutral	22.3%	23.2%	13.6%	22.2%	26.0%	21.4%
Dissatisfied	14.0%	17.0%	22.0%	13.5%	8.9%	15.1%
Very dissatisfied	4.1%	6.3%	5.1%	3.2%	1.6%	4.1%
Q31d. Snow/ice removal on City streets						
Very satisfied	25.4%	28.1%	31.6%	26.2%	32.3%	28.8%
Satisfied	31.1%	43.9%	43.6%	50.8%	49.2%	43.7%
Neutral	19.7%	14.9%	12.8%	10.3%	11.3%	13.7%
Dissatisfied	17.2%	7.9%	9.4%	11.9%	6.5%	10.7%
Very dissatisfied	6.6%	5.3%	2.6%	0.8%	0.8%	3.1%

Q31. PUBLIC WORKS. Please rate your satisfaction on 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=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q31e. Appearance of landscaped medians						
Very satisfied	36.9%	41.2%	39.7%	42.5%	38.1%	39.7%
Satisfied	50.8%	45.6%	43.1%	47.2%	52.4%	47.9%
Neutral	9.8%	7.9%	10.3%	7.9%	5.6%	8.2%
Dissatisfied	2.5%	2.6%	5.2%	2.4%	3.2%	3.1%
Very dissatisfied	0.0%	2.6%	1.7%	0.0%	0.8%	1.0%
Q31f. Cleanliness of City streets						
Very satisfied	36.9%	33.3%	35.0%	35.4%	31.3%	34.5%
Satisfied	52.5%	54.4%	44.4%	54.3%	59.4%	53.1%
Neutral	9.8%	10.5%	17.1%	5.5%	6.3%	9.6%
Dissatisfied	0.8%	0.9%	2.6%	3.9%	2.3%	2.1%
Very dissatisfied	0.0%	0.9%	0.9%	0.8%	0.8%	0.7%

Q32. Which TWO of the PUBLIC WORKS services listed in Question 31 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 2 Choices)

N=627	Q36. Your age					Total
	Under 35	35 to 44	45 to 54	55 to 64	65+	
Q32. Sum of Top 2 Choices						
Maintenance of City streets	41.3%	43.1%	46.7%	48.8%	55.4%	46.7%
Condition of City sidewalks	23.8%	27.6%	26.7%	31.8%	17.7%	25.4%
Adequacy of street lighting	28.6%	28.4%	30.8%	31.0%	29.2%	29.7%
Snow/ice removal on City streets	43.7%	36.2%	35.8%	38.8%	43.8%	39.6%
Appearance of landscaped medians	9.5%	10.3%	11.7%	6.2%	7.7%	8.9%
Cleanliness of City streets	11.9%	12.9%	11.7%	13.2%	15.4%	12.9%
None chosen	18.3%	13.8%	15.0%	13.2%	12.3%	15.0%

Crosstabular Data by: Race/Ethnicity

Attachment: Creve Coeur 2014 Community Survey Final Report (1076 : Trash and Recycling Contract)

Q1. RATINGS OF THE CITY. Please rate Creve Coeur on 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=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q1a. As a place to live				
Excellent	57.9%	51.3%	66.7%	56.7%
Good	39.2%	47.0%	0.0%	40.5%
Neutral	1.8%	1.7%	0.0%	1.8%
Fair	1.0%	0.0%	33.3%	1.0%
Q1b. As a place to raise children				
Excellent	58.3%	50.0%	33.3%	56.6%
Good	36.8%	48.2%	0.0%	38.8%
Neutral	3.9%	0.9%	33.3%	3.5%
Fair	0.7%	0.9%	33.3%	0.9%
Poor	0.2%	0.0%	0.0%	0.2%

Q1. RATINGS OF THE CITY. Please rate Creve Coeur on 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=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q1c. As a place to work				
Excellent	50.5%	42.7%	100.0%	49.1%
Good	34.8%	42.7%	0.0%	36.3%
Neutral	14.3%	10.7%	0.0%	13.6%
Fair	0.3%	4.0%	0.0%	1.1%
Q1d. As a City that is moving in right direction				
Excellent	30.7%	25.5%	50.0%	29.7%
Good	44.8%	48.2%	50.0%	45.5%
Neutral	19.5%	20.9%	0.0%	19.7%
Fair	3.2%	5.5%	0.0%	3.6%
Poor	1.9%	0.0%	0.0%	1.5%

Q2. PERCEPTIONS. Several items that may influence your perception of the City of Creve Coeur are listed below. Please rate Creve Coeur on 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=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q2a. Overall quality of services provided by City of Creve Coeur				
Excellent	49.5%	37.1%	66.7%	47.2%
Good	45.7%	52.6%	0.0%	46.7%
Neutral	3.4%	6.9%	0.0%	4.1%
Fair	1.2%	3.4%	33.3%	1.8%
Poor	0.2%	0.0%	0.0%	0.2%
Q2b. Overall image of City				
Excellent	39.4%	41.0%	66.7%	39.8%
Good	52.1%	47.9%	33.3%	51.2%
Neutral	6.3%	10.3%	0.0%	7.0%
Fair	1.6%	0.9%	0.0%	1.5%
Poor	0.6%	0.0%	0.0%	0.5%

Q2. PERCEPTIONS. Several items that may influence your perception of the City of Creve Coeur are listed below. Please rate Creve Coeur on 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=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q2c. Overall quality of life in City				
Excellent	44.7%	45.3%	66.7%	45.0%
Good	51.0%	47.9%	0.0%	50.2%
Neutral	3.2%	6.8%	33.3%	4.1%
Fair	1.0%	0.0%	0.0%	0.8%
Q2d. Overall value that you receive for your local tax & fees				
Excellent	30.4%	22.6%	33.3%	29.0%
Good	49.3%	45.2%	33.3%	48.4%
Neutral	14.5%	20.9%	33.3%	15.8%
Fair	5.0%	7.0%	0.0%	5.3%
Poor	0.8%	4.3%	0.0%	1.5%

Q2. PERCEPTIONS. Several items that may influence your perception of the City of Creve Coeur are listed below. Please rate Creve Coeur on 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=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q2e. How well your community is planning growth				
Excellent	21.0%	18.1%	50.0%	20.5%
Good	44.4%	42.9%	0.0%	43.9%
Neutral	23.2%	26.7%	50.0%	24.0%
Fair	7.9%	9.5%	0.0%	8.2%
Poor	3.6%	2.9%	0.0%	3.4%
Q2f. Efforts to conserve energy & protect environment				
Excellent	29.5%	20.0%	50.0%	27.8%
Good	43.0%	41.1%	0.0%	42.5%
Neutral	24.1%	32.6%	50.0%	25.8%
Fair	3.4%	4.2%	0.0%	3.6%
Poor	0.0%	2.1%	0.0%	0.4%

Q3. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with the major categories of services provided by the City of Creve Coeur on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q3a. Park maintenance				
Very satisfied	47.0%	44.1%	50.0%	46.4%
Satisfied	45.2%	48.6%	50.0%	45.9%
Neutral	6.9%	3.6%	0.0%	6.2%
Dissatisfied	0.9%	3.6%	0.0%	1.4%
Q3b. Limb chipping				
Very satisfied	51.5%	42.9%	50.0%	49.8%
Satisfied	38.0%	40.2%	50.0%	38.4%
Neutral	7.6%	9.8%	0.0%	8.0%
Dissatisfied	3.0%	3.6%	0.0%	3.1%
Very dissatisfied	0.0%	3.6%	0.0%	0.7%

Q3. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with the major categories of services provided by the City of Creve Coeur on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q3c. Leaf vacuuming				
Very satisfied	52.5%	46.9%	66.7%	51.5%
Satisfied	36.6%	31.9%	0.0%	35.5%
Neutral	7.5%	14.2%	0.0%	8.8%
Dissatisfied	3.1%	2.7%	33.3%	3.2%
Very dissatisfied	0.2%	4.4%	0.0%	1.0%
Q3d. Police services				
Very satisfied	60.0%	52.2%	66.7%	58.6%
Satisfied	31.5%	38.3%	33.3%	32.8%
Neutral	6.2%	7.0%	0.0%	6.3%
Dissatisfied	1.9%	0.9%	0.0%	1.7%
Very dissatisfied	0.4%	1.7%	0.0%	0.7%

Q3. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with the major categories of services provided by the City of Creve Coeur on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q3e. Parks & recreation				
Very satisfied	43.2%	36.9%	50.0%	42.0%
Satisfied	42.3%	48.6%	50.0%	43.6%
Neutral	12.8%	12.6%	0.0%	12.7%
Dissatisfied	1.3%	0.9%	0.0%	1.2%
Very dissatisfied	0.4%	0.9%	0.0%	0.5%
Q3f. Building permits				
Very satisfied	16.9%	20.3%	50.0%	17.7%
Satisfied	28.5%	31.6%	50.0%	29.2%
Neutral	30.7%	34.2%	0.0%	31.2%
Dissatisfied	15.6%	10.1%	0.0%	14.5%
Very dissatisfied	8.3%	3.8%	0.0%	7.4%

Q3. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with the major categories of services provided by the City of Creve Coeur on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q3g. Municipal court				
Very satisfied	24.6%	24.5%	50.0%	24.8%
Satisfied	33.3%	28.6%	50.0%	32.5%
Neutral	35.5%	44.9%	0.0%	37.2%
Dissatisfied	4.4%	0.0%	0.0%	3.4%
Very dissatisfied	2.2%	2.0%	0.0%	2.1%
Q3h. City newsletter				
Very satisfied	42.6%	30.4%	50.0%	40.3%
Satisfied	44.0%	52.7%	50.0%	45.7%
Neutral	11.3%	15.2%	0.0%	12.0%
Dissatisfied	1.9%	1.8%	0.0%	1.8%
Very dissatisfied	0.2%	0.0%	0.0%	0.2%

Q3. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with the major categories of services provided by the City of Creve Coeur on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q3i. Overall enforcement of City codes & ordinances				
Very satisfied	21.3%	21.6%	50.0%	21.4%
Satisfied	43.9%	40.9%	50.0%	43.3%
Neutral	24.8%	28.4%	0.0%	25.4%
Dissatisfied	6.3%	5.7%	0.0%	6.1%
Very dissatisfied	3.8%	3.4%	0.0%	3.7%
Q3j. Overall quality of customer service you receive from City employees				
Very satisfied	38.8%	32.3%	50.0%	37.6%
Satisfied	42.0%	45.5%	50.0%	42.6%
Neutral	15.8%	18.2%	0.0%	16.2%
Dissatisfied	2.8%	4.0%	0.0%	3.0%
Very dissatisfied	0.7%	0.0%	0.0%	0.6%

Q3. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with the major categories of services provided by the City of Creve Coeur on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q3k. Overall effectiveness of City communication				
Very satisfied	33.1%	25.4%	50.0%	31.7%
Satisfied	48.9%	47.4%	50.0%	48.6%
Neutral	14.7%	21.1%	0.0%	15.9%
Dissatisfied	2.3%	3.5%	0.0%	2.5%
Very dissatisfied	1.0%	2.6%	0.0%	1.3%

Q4. Which THREE of the MAJOR CATEGORIES OF CITY SERVICES in Question 3 do you think should receive the most emphasis from City leaders over the next TWO years? (Sum of Top 3 Choices)

N=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q4. Sum of Top 3 Choices				
Park Maintenance	24.4%	18.5%	0.0%	23.1%
Limb chipping	16.6%	16.8%	0.0%	16.6%
Leaf vacuuming	22.2%	21.0%	0.0%	21.9%
Police services	47.7%	42.9%	33.3%	46.7%
Parks & recreation	30.5%	33.6%	0.0%	30.9%
Building permits	21.2%	15.1%	33.3%	20.1%
Municipal court	4.0%	2.5%	0.0%	3.7%
City newsletter	4.0%	4.2%	0.0%	4.0%
Enforcement of City codes & ordinances	24.6%	21.0%	33.3%	23.9%
Quality of customer service you receive from City employees	17.2%	17.6%	0.0%	17.2%
Effectiveness of City communication	15.4%	15.1%	0.0%	15.3%
None chosen	18.8%	25.2%	66.7%	20.3%

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

N=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q6. Do you live in a single-family home or townhome?				
Yes	89.7%	89.1%	66.7%	89.5%
No	10.3%	10.9%	33.3%	10.5%

Q6a. (If YES to Question 6) How satisfied are you with the City's trash service? (without "don't know")

N=561	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q6a. How satisfied are you with City's trash service?				
Very satisfied	70.2%	67.6%	100.0%	69.7%
Satisfied	25.2%	28.6%	0.0%	25.8%
Neutral	2.7%	1.0%	0.0%	2.3%
Dissatisfied	1.6%	1.9%	0.0%	1.6%
Very dissatisfied	0.4%	1.0%	0.0%	0.5%

Q6b. (If YES to Question 6) How satisfied are you with the City's recycling service? (without "don't know")

N=561	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q6b. How satisfied are you with City's recycling service?				
Very satisfied	68.2%	68.3%	50.0%	68.1%
Satisfied	27.2%	27.9%	0.0%	27.2%
Neutral	3.3%	1.9%	0.0%	3.1%
Dissatisfied	1.1%	1.9%	0.0%	1.3%
Very dissatisfied	0.2%	0.0%	50.0%	0.4%

Q6c. (If YES to Question 6) The City provides "valet" trash service, whereby trash is picked up near the house in the front or rear yard, not at the curb. Are you aware that valet trash pick-up is currently available to all single-family homes and townhomes? (without "don't know")

N=561	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q6c. Are you aware that valet trash pick-up is currently available?				
Yes	88.3%	73.1%	50.0%	85.3%
No	11.7%	26.9%	50.0%	14.7%

Q6d. (If YES to Question 6) Do you use the City's valet trash service or do you place your trash at the curb? (without "don't know")

N=555	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q6d. Do you use City's valet trash service or place trash at curb?				
City's valet trash service	55.2%	39.4%	0.0%	52.1%
City's curbside trash service	46.5%	60.6%	100.0%	49.4%

Q6e. (If YES to Question 6) The City studied the issue of trash collection extensively in 2013. By changing service from valet to curbside, the City could save $600,000 annually, or 40% of the cost, and reduce the environmental impact of the service. Residents would be able to receive valet service for $15 per month, except for individuals with disabilities who would continue to receive valet service at no cost. Given this information, which of the following options would you prefer? (without "don't know")

N=561	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q6e. Which of trash collection options would you prefer?				
No change to existing service & City should continue to pay 100% of cost of valet service for all residents	27.0%	25.2%	0.0%	26.6%
City provides curbside service at no fee to residents & residents desiring valet service will pay $15 fee per month. Residents with disabilities would not be charged a fee	66.2%	69.9%	100.0%	67.0%
City provides curbside service at no fee to residents, & residents desiring valet service will pay a portion of $15 fee, with City also paying a portion. Residents with disabilities would not be charged a fee	6.8%	4.9%	0.0%	6.4%

Q6f. (If YES to Question 6) To the best of your recollection, how many times, if ever, was your trash or recycling not picked up in the past year? (without "don't know")

N=561	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q6f. How many times was your trash or recycling not picked up in past year?				
It was always picked up	68.7%	75.0%	100.0%	69.9%
1-3 times	28.2%	22.1%	0.0%	27.0%
4-6 times	3.2%	1.0%	0.0%	2.7%
7+ times	0.0%	1.9%	0.0%	0.4%

Q7. In lieu of utilizing bags provided by grocery stores, how often do you use reusable shopping bags?

N=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q7. How often do you use reusable shopping bags?				
Always	10.9%	13.4%	33.3%	11.5%
Most of time	33.7%	30.3%	33.3%	33.0%
Rarely	34.9%	27.7%	33.3%	33.5%
Never	20.6%	28.6%	0.0%	22.0%

Q8. COMMUNICATION. Please rate your satisfaction on 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=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q8a. City efforts to keep you informed about important issues				
Very satisfied	31.8%	23.7%	33.3%	30.2%
Satisfied	55.9%	52.6%	33.3%	55.2%
Neutral	9.6%	19.3%	0.0%	11.4%
Dissatisfied	2.3%	3.5%	0.0%	2.5%
Very dissatisfied	0.4%	0.9%	33.3%	0.7%
Q8b. City efforts to keep you informed about City's finances				
Very satisfied	29.7%	26.1%	33.3%	29.1%
Satisfied	49.8%	42.3%	0.0%	48.1%
Neutral	16.5%	25.2%	33.3%	18.2%
Dissatisfied	3.3%	4.5%	0.0%	3.5%
Very dissatisfied	0.6%	1.8%	33.3%	1.0%

Q8. COMMUNICATION. Please rate your satisfaction on 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=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q8c. City efforts to keep you informed about planning & zoning efforts				
Very satisfied	28.1%	23.7%	33.3%	27.3%
Satisfied	47.4%	42.1%	0.0%	46.1%
Neutral	19.1%	25.4%	33.3%	20.4%
Dissatisfied	4.8%	5.3%	0.0%	4.9%
Very dissatisfied	0.6%	3.5%	33.3%	1.3%
Q8d. Availability of information about City programs & services				
Very satisfied	29.2%	22.4%	66.7%	28.1%
Satisfied	51.5%	46.6%	0.0%	50.3%
Neutral	15.8%	24.1%	0.0%	17.3%
Dissatisfied	3.4%	6.0%	0.0%	3.9%
Very dissatisfied	0.2%	0.9%	33.3%	0.5%

Q8. COMMUNICATION. Please rate your satisfaction on 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=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q8e. Level of public involvement in local decision making				
Very satisfied	18.6%	11.3%	33.3%	17.2%
Satisfied	40.3%	31.1%	0.0%	38.2%
Neutral	33.8%	45.3%	33.3%	36.1%
Dissatisfied	5.6%	7.5%	0.0%	5.9%
Very dissatisfied	1.7%	4.7%	33.3%	2.5%
Q8f. Quality of City's social media				
Very satisfied	19.7%	12.0%	33.3%	18.3%
Satisfied	26.9%	24.0%	0.0%	26.0%
Neutral	46.1%	58.0%	33.3%	48.4%
Dissatisfied	6.7%	2.0%	0.0%	5.7%
Very dissatisfied	0.5%	4.0%	33.3%	1.6%

Q8. COMMUNICATION. Please rate your satisfaction on 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=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q8g. Quality of City's website				
Very satisfied	18.4%	17.5%	33.3%	18.3%
Satisfied	41.6%	42.5%	0.0%	41.4%
Neutral	33.4%	35.0%	33.3%	33.7%
Dissatisfied	6.0%	2.5%	0.0%	5.3%
Very dissatisfied	0.6%	2.5%	33.3%	1.2%

Q9. Which TWO of the COMMUNICATION services in Question 8 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 2 Choices)

N=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q9. Sum of Top 2 Choices				
City efforts to keep you informed about important issues	46.5%	38.7%	33.3%	45.0%
City efforts to keep you informed about City's finances	17.4%	14.3%	66.7%	17.1%
City efforts to keep you informed about planning & zoning efforts	27.7%	20.2%	66.7%	26.5%
Availability of information about City programs & services	23.4%	26.9%	0.0%	23.9%
Level of public involvement in local decision making	19.6%	26.1%	33.3%	20.9%
Quality of City's social media	5.7%	5.0%	0.0%	5.6%
Quality of City's website	19.0%	20.2%	0.0%	19.1%
None chosen	18.4%	22.7%	0.0%	19.1%

Q10. How often would you say you read the City's newsletter?

N=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q10. How often do you read City's newsletter?				
Every month	84.6%	73.9%	33.3%	82.3%
A few times a year	12.5%	21.0%	0.0%	14.0%
Never	3.0%	5.0%	66.7%	3.7%

Q11. What types of information would you prefer to see in the City's newsletter? (without "none chosen")

N=599	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q11. What types of information would you prefer to see in City's newsletter?				
Information about City services & policies	81.6%	71.4%	50.0%	79.6%
Council news	66.2%	54.5%	50.0%	63.9%
Planning & Zoning updates	78.1%	68.8%	50.0%	76.3%
Street projects	78.4%	68.8%	50.0%	76.5%
Code enforcement	49.1%	42.0%	50.0%	47.7%
Public hearings	57.5%	41.1%	50.0%	54.4%
Parks information	69.9%	67.0%	50.0%	69.3%
Recreation programs	69.1%	67.0%	50.0%	68.6%
Special events	79.2%	76.8%	50.0%	78.6%
Police activities	63.3%	59.8%	50.0%	62.6%
"Green"/sustainability information	49.7%	38.4%	50.0%	47.6%
Other	7.8%	8.0%	50.0%	8.0%

Q12. Which of the following are your primary sources of information about the City's programs, services, and events? (without "none chosen")

N=605	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q12. Your primary sources of information about City's programs, services, & events				
Resident newsletter	95.3%	93.8%	100.0%	95.0%
City website via home computer	24.2%	23.9%	0.0%	24.1%
City website via mobile device	5.3%	7.1%	0.0%	5.6%
Newspaper	27.3%	25.7%	0.0%	26.9%
Television news programs	17.5%	23.0%	0.0%	18.5%
Public meetings	6.7%	6.2%	0.0%	6.6%
Radio news programs	5.9%	8.8%	0.0%	6.4%
City's Facebook page	2.6%	0.9%	0.0%	2.3%
City's Twitter account	1.4%	0.0%	0.0%	1.2%
Word of mouth	38.3%	27.4%	0.0%	36.2%
City emails	18.1%	12.4%	0.0%	17.0%
Other	6.7%	3.5%	0.0%	6.1%

Q14. PARKS AND RECREATION. Please rate your satisfaction on 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=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q14a. Maintenance of City parks				
Very satisfied	45.9%	40.2%	100.0%	44.9%
Satisfied	45.9%	50.0%	0.0%	46.6%
Neutral	7.1%	5.9%	0.0%	6.8%
Dissatisfied	1.2%	2.9%	0.0%	1.5%
Very dissatisfied	0.0%	1.0%	0.0%	0.2%
Q14b. Number of walking/biking trails				
Very satisfied	26.5%	20.4%	100.0%	25.4%
Satisfied	39.4%	44.7%	0.0%	40.4%
Neutral	16.3%	21.4%	0.0%	17.3%
Dissatisfied	15.3%	11.7%	0.0%	14.6%
Very dissatisfied	2.5%	1.9%	0.0%	2.4%

Q14. PARKS AND RECREATION. Please rate your satisfaction on 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=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q14c. Overall satisfaction with ice arena				
Very satisfied	22.9%	29.8%	100.0%	24.6%
Satisfied	40.5%	26.3%	0.0%	37.5%
Neutral	33.9%	40.4%	0.0%	35.1%
Dissatisfied	0.9%	1.8%	0.0%	1.1%
Very dissatisfied	1.8%	1.8%	0.0%	1.8%
Q14d. Overall satisfaction with golf course				
Very satisfied	22.5%	29.1%	100.0%	24.0%
Satisfied	44.2%	27.3%	0.0%	40.9%
Neutral	29.6%	40.0%	0.0%	31.4%
Dissatisfied	1.3%	1.8%	0.0%	1.4%
Very dissatisfied	2.5%	1.8%	0.0%	2.4%

Q14. PARKS AND RECREATION. Please rate your satisfaction on 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=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q14e. Overall satisfaction with dog park				
Very satisfied	21.0%	22.2%	100.0%	21.6%
Satisfied	39.8%	20.0%	0.0%	35.7%
Neutral	34.3%	55.6%	0.0%	38.3%
Dissatisfied	3.9%	2.2%	0.0%	3.5%
Very dissatisfied	1.1%	0.0%	0.0%	0.9%
Q14f. Youth recreation programs				
Very satisfied	14.8%	14.0%	100.0%	15.0%
Satisfied	42.1%	16.0%	0.0%	36.3%
Neutral	37.7%	64.0%	0.0%	43.2%
Dissatisfied	4.4%	6.0%	0.0%	4.7%
Very dissatisfied	1.1%	0.0%	0.0%	0.9%

Q14. PARKS AND RECREATION. Please rate your satisfaction on 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=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q14g. Adult recreation programs				
Very satisfied	13.9%	15.8%	100.0%	14.7%
Satisfied	39.9%	24.6%	0.0%	36.5%
Neutral	39.4%	52.6%	0.0%	42.1%
Dissatisfied	4.3%	5.3%	0.0%	4.5%
Very dissatisfied	2.4%	1.8%	0.0%	2.3%
Q14h. Senior programs				
Very satisfied	16.5%	12.2%	100.0%	16.0%
Satisfied	33.5%	26.8%	0.0%	32.0%
Neutral	43.0%	58.5%	0.0%	46.0%
Dissatisfied	4.4%	0.0%	0.0%	3.5%
Very dissatisfied	2.5%	2.4%	0.0%	2.5%

Q15. Which TWO of the PARKS AND RECREATION services in Question 14 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 2 Choices)

N=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q15. Sum of Top 2 Choices				
Maintenance of City parks	42.8%	36.1%	33.3%	41.5%
Number of walking/biking trails	40.2%	45.4%	33.3%	41.1%
Overall satisfaction with ice arena	6.7%	6.7%	0.0%	6.7%
Overall satisfaction with golf course	11.3%	4.2%	0.0%	9.9%
Overall satisfaction with dog park	4.0%	5.0%	0.0%	4.1%
Youth recreation programs	14.7%	12.6%	0.0%	14.2%
Adult recreation programs	12.1%	17.6%	0.0%	13.1%
Senior programs	12.5%	9.2%	0.0%	11.8%
None chosen	23.2%	28.6%	66.7%	24.4%

Q16. How many times have you visited one of the City's parks in the last two years? (without "don't know")

N=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q16. How many times have you visited one of City's parks in last two years?				
None	14.2%	11.4%	100.0%	13.9%
1-4 times	28.7%	33.3%	0.0%	29.5%
5-9 times	19.6%	16.7%	0.0%	19.0%
10+ times	37.4%	38.6%	0.0%	37.5%

Q18. FEELING OF SAFETY. On 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=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q18a. Walking alone in your neighborhood during the day				
Very safe	81.8%	72.2%	100.0%	80.0%
Safe	16.6%	25.2%	0.0%	18.2%
Neutral	1.4%	1.7%	0.0%	1.5%
Unsafe	0.2%	0.9%	0.0%	0.3%
Q18b. Walking alone in your neighborhood at night				
Very safe	43.8%	41.4%	100.0%	43.6%
Safe	37.0%	38.7%	0.0%	37.2%
Neutral	13.8%	9.9%	0.0%	13.1%
Unsafe	4.3%	8.1%	0.0%	5.0%
Very unsafe	1.0%	1.8%	0.0%	1.2%

Q18. FEELING OF SAFETY. On 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=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q18c. In City parks				
Very safe	33.6%	29.3%	100.0%	32.9%
Safe	42.9%	41.3%	0.0%	42.5%
Neutral	16.8%	21.7%	0.0%	17.7%
Unsafe	6.1%	5.4%	0.0%	6.0%
Very unsafe	0.5%	2.2%	0.0%	0.9%

Q19. PUBLIC SAFETY. Please rate your satisfaction on 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=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q19a. Overall quality of local police protection				
Very satisfied	58.7%	55.5%	100.0%	58.2%
Satisfied	36.6%	37.3%	0.0%	36.7%
Neutral	3.9%	6.4%	0.0%	4.3%
Dissatisfied	0.8%	0.0%	0.0%	0.7%
Very dissatisfied	0.0%	0.9%	0.0%	0.2%
Q19b. Visibility of police in neighborhoods				
Very satisfied	37.4%	37.2%	100.0%	37.5%
Satisfied	39.9%	41.6%	0.0%	40.2%
Neutral	18.5%	17.7%	0.0%	18.3%
Dissatisfied	3.7%	3.5%	0.0%	3.7%
Very dissatisfied	0.4%	0.0%	0.0%	0.3%

Q19. PUBLIC SAFETY. Please rate your satisfaction on 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=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q19c. Visibility of police in commercial & retail areas				
Very satisfied	33.1%	34.3%	100.0%	33.5%
Satisfied	42.6%	38.0%	0.0%	41.7%
Neutral	22.7%	21.3%	0.0%	22.4%
Dissatisfied	1.3%	6.5%	0.0%	2.3%
Very dissatisfied	0.2%	0.0%	0.0%	0.2%
Q19d. How quickly police respond to emergencies				
Very satisfied	53.0%	53.4%	100.0%	53.2%
Satisfied	37.0%	33.0%	0.0%	36.2%
Neutral	8.1%	12.5%	0.0%	8.9%
Dissatisfied	1.6%	1.1%	0.0%	1.5%
Very dissatisfied	0.3%	0.0%	0.0%	0.2%

Q19. PUBLIC SAFETY. Please rate your satisfaction on 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=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q19e. Efforts to prevent crime				
Very satisfied	42.5%	43.6%	100.0%	42.8%
Satisfied	42.8%	35.6%	0.0%	41.3%
Neutral	13.3%	18.8%	0.0%	14.3%
Dissatisfied	0.7%	1.0%	0.0%	0.8%
Very dissatisfied	0.7%	1.0%	0.0%	0.8%
Q19f. Enforcement of local traffic laws				
Very satisfied	34.8%	38.0%	100.0%	35.6%
Satisfied	40.0%	38.0%	0.0%	39.5%
Neutral	18.2%	19.4%	0.0%	18.4%
Dissatisfied	5.6%	2.8%	0.0%	5.1%
Very dissatisfied	1.3%	1.9%	0.0%	1.4%

Q20. Which TWO of the PUBLIC SAFETY services listed in Question 19 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 2 Choices)

N=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q20. Sum of Top 2 Choices				
Quality of local police protection	25.9%	16.0%	33.3%	24.1%
Visibility of police in neighborhoods	46.5%	54.6%	0.0%	47.8%
Visibility of police in commercial & retail areas	20.8%	22.7%	0.0%	21.1%
How quickly police respond to emergencies	22.6%	13.4%	33.3%	20.9%
Efforts to prevent crime	33.9%	33.6%	0.0%	33.7%
Enforcement of local traffic laws	7.3%	11.8%	0.0%	8.1%
None chosen	18.8%	21.0%	66.7%	19.5%

Q22. Have you had any contact with the Creve Coeur Police Department in the last 3 years?

N=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q22. Had any contact with Creve Coeur Police Department in last 3 years?				
Yes	60.0%	58.8%	0.0%	59.5%
No	40.0%	41.2%	100.0%	40.5%

Q22a. (If YES to Question 22) What type of contact have you had with the Creve Coeur Police Department most recently? (without "don't know")

N=369	Q38. Your race/ ethnicity		Total
	White	Other	
Q22a. What type of contact?			
Reported a crime	18.0%	15.9%	17.6%
Traffic stop	18.0%	15.9%	17.6%
Criminal arrest	0.7%	0.0%	0.5%
Crime prevention or safety promotion program	12.7%	11.6%	12.5%
Police assistance	34.3%	29.0%	33.3%
Other	41.3%	44.9%	42.0%

Q22b. (If YES to Question 22) How would you rate the quality of your contact with the police officer? (without "don't know")

N=373	Q38. Your race/ ethnicity		Total
	White	Other	
Q22b. How would you rate quality of contact with police officer?			
Excellent	69.9%	68.6%	69.6%
Good	21.7%	20.0%	21.4%
Fair	6.4%	5.7%	6.2%
Poor	2.0%	5.7%	2.7%

Q22c. (If YES to Question 22) How would you rate the dispatcher you interacted with? (without "don't know")

N=373	Q38. Your race/ ethnicity		Total
	White	Other	
Q22c. How would you rate dispatcher you interacted with?			
Very courteous	42.3%	44.9%	42.8%
Courteous	27.8%	23.2%	26.9%
Discourteous	1.0%	0.0%	0.8%
Very discourteous	1.0%	1.4%	1.1%
Did not have contact with a dispatcher	27.8%	30.4%	28.3%

Q23. CUSTOMER SERVICE. Have you called or visited the City with a question, problem, or complaint during the past year?

N=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q23. Have you called or visited City with a question, problem, or complaint during past year?				
Yes	45.3%	35.3%	66.7%	43.5%
No	54.7%	64.7%	33.3%	56.5%

Q23a. (If YES to Question 23) How did you contact the City? (without "don't know")

N=269	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q23a. How did you contact City?				
By phone	76.4%	69.0%	0.0%	74.7%
By email	12.9%	14.3%	0.0%	13.0%
In person	34.7%	42.9%	100.0%	36.4%

Q23b. (If YES to Question 23) Which Department did you contact the City about most recently? (without "not provided")

N=259	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q23b. Which Department?				
Administration	14.6%	15.8%	50.0%	15.1%
Boards & Commissions	4.1%	0.0%	0.0%	3.5%
Building Division	27.9%	28.9%	0.0%	27.8%
Community Development	1.8%	2.6%	0.0%	1.9%
Finance	0.9%	2.6%	0.0%	1.2%
Human Resources	0.5%	2.6%	0.0%	0.8%
Legislative	0.9%	0.0%	0.0%	0.8%
Mayor & City Council	5.5%	10.5%	0.0%	6.2%
Municipal Court	1.8%	2.6%	0.0%	1.9%
Parks & Recreation	10.0%	5.3%	0.0%	9.3%
Planning Division	4.6%	7.9%	0.0%	5.0%
Police	16.9%	18.4%	50.0%	17.4%
Public Works	41.6%	34.2%	0.0%	40.2%

Q23c. (If YES to Question 23) How easy/difficult was it to address your issue? (without "don't know")

N=273	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q23c. How easy/difficult was it to address your issue?				
Very easy	54.7%	43.6%	50.0%	53.0%
Somewhat easy	26.7%	33.3%	0.0%	27.4%
Difficult	11.1%	15.4%	0.0%	11.7%
Very difficult	7.6%	7.7%	50.0%	7.9%

Q23d. (If YES to Question 23) 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 on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

N=273	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q23d-a. They were courteous & polite				
Always	71.2%	65.0%	50.0%	70.1%
Usually	18.0%	32.5%	0.0%	20.1%
Sometimes	9.9%	2.5%	0.0%	8.7%
Seldom	0.9%	0.0%	0.0%	0.8%
Never	0.0%	0.0%	50.0%	0.4%
Q23d-b. They gave accurate answers to your questions				
Always	59.4%	59.0%	50.0%	59.2%
Usually	23.3%	30.8%	0.0%	24.2%
Sometimes	12.3%	10.3%	0.0%	11.9%
Seldom	4.6%	0.0%	50.0%	4.2%
Never	0.5%	0.0%	0.0%	0.4%

Q23d. (If YES to Question 23) 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 on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

N=273	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q23d-c. They did what they said they would do in a timely manner				
Always	54.7%	62.2%	50.0%	55.7%
Usually	26.2%	29.7%	0.0%	26.5%
Sometimes	11.2%	2.7%	0.0%	9.9%
Seldom	5.6%	2.7%	0.0%	5.1%
Never	2.3%	2.7%	50.0%	2.8%
Q23d-d. They helped you resolve an issue to your satisfaction				
Always	55.1%	57.9%	50.0%	55.5%
Usually	20.8%	10.5%	0.0%	19.1%
Sometimes	12.5%	15.8%	0.0%	12.9%
Seldom	5.6%	5.3%	50.0%	5.9%
Never	6.0%	10.5%	0.0%	6.6%

Q24. COMMUNITY DEVELOPMENT. Please rate your satisfaction on 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=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q24a. Enforcing clean-up of junk & debris on private property in your community				
Very satisfied	20.8%	21.2%	100.0%	21.1%
Satisfied	41.9%	44.7%	0.0%	42.3%
Neutral	20.5%	30.6%	0.0%	22.4%
Dissatisfied	12.4%	2.4%	0.0%	10.5%
Very dissatisfied	4.3%	1.2%	0.0%	3.7%
Q24b. Enforcing mowing & cutting of weeds & grass on private property				
Very satisfied	19.1%	21.1%	100.0%	19.7%
Satisfied	40.2%	44.4%	0.0%	40.9%
Neutral	22.1%	26.7%	0.0%	22.9%
Dissatisfied	14.6%	4.4%	0.0%	12.6%
Very dissatisfied	4.0%	3.3%	0.0%	3.9%

Q24. COMMUNITY DEVELOPMENT. Please rate your satisfaction on 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=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q24c. Enforcing exterior maintenance of residential property				
Very satisfied	18.5%	21.6%	100.0%	19.3%
Satisfied	38.4%	37.5%	0.0%	38.2%
Neutral	28.9%	30.7%	0.0%	29.2%
Dissatisfied	10.4%	4.5%	0.0%	9.2%
Very dissatisfied	3.8%	5.7%	0.0%	4.2%
Q24d. Enforcing exterior maintenance of commercial/business property				
Very satisfied	25.3%	28.4%	100.0%	26.1%
Satisfied	42.1%	38.3%	0.0%	41.2%
Neutral	27.1%	29.6%	0.0%	27.5%
Dissatisfied	4.4%	2.5%	0.0%	4.0%
Very dissatisfied	1.2%	1.2%	0.0%	1.2%

Q24. COMMUNITY DEVELOPMENT. Please rate your satisfaction on 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=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q24e. Enforcing sign regulations				
Very satisfied	25.2%	21.4%	100.0%	24.6%
Satisfied	41.5%	41.7%	0.0%	41.5%
Neutral	28.6%	34.5%	0.0%	29.8%
Dissatisfied	2.8%	2.4%	0.0%	2.7%
Very dissatisfied	1.8%	0.0%	0.0%	1.5%
Q24f. Overall quality of new development in City				
Very satisfied	23.2%	20.0%	100.0%	22.8%
Satisfied	42.3%	42.1%	0.0%	42.2%
Neutral	24.9%	27.4%	0.0%	25.3%
Dissatisfied	6.9%	8.4%	0.0%	7.2%
Very dissatisfied	2.6%	2.1%	0.0%	2.5%

Q25. Which TWO of the COMMUNITY DEVELOPMENT services listed above do you think should receive the most emphasis from City leaders over the next TWO years? (Sum of Top 2 Choices)

N=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q25. Sum of Top 2 Choices				
Enforcing clean-up of junk & debris on private property in your community	33.1%	30.3%	33.3%	32.5%
Enforcing mowing & cutting of weeds & grass on private property	21.2%	19.3%	0.0%	20.7%
Enforcing exterior maintenance of residential property	22.2%	17.6%	0.0%	21.2%
Enforcing exterior maintenance of commercial/ business property	18.8%	16.0%	33.3%	18.3%
Enforcing sign regulations	4.4%	12.6%	0.0%	5.9%
Overall quality of new development in City	36.4%	28.6%	0.0%	34.8%
None chosen	28.7%	34.5%	66.7%	30.0%

Q26. 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")

N=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q26. How would you rate City's enforcement of exterior property maintenance?				
Too strict	8.7%	6.9%	0.0%	8.4%
About right	67.5%	72.2%	100.0%	68.4%
Not strict enough	23.8%	20.8%	0.0%	23.2%

Q27. The City of Creve Coeur requires occupancy permits for apartments to ensure code compliance before new occupants can move in. Please indicate whether or not you believe that the City should require such permits for the following: (without "not sure")

N=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q27a. Condominiums				
Yes	69.8%	66.0%	0.0%	69.0%
No	30.2%	34.0%	100.0%	31.0%
Q27b. Single-family houses				
Yes	60.4%	58.9%	0.0%	60.0%
No	39.6%	41.1%	100.0%	40.0%

Q28. Current regulations in the City's zoning code have resulted in very few (one) drive-through restaurants in Creve Coeur. Please answer the following questions regarding this issue. Would you be in favor of changing the regulations so that more drive-through restaurants could locate in Creve Coeur? (without "not sure")

N=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q28. Would you be in favor of changing regulations?				
Yes	44.1%	36.7%	100.0%	42.9%
No	55.9%	63.3%	0.0%	57.1%

Q29. Do you share any of the following concerns about drive-through restaurants? (without "don't know")

N=612	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q29. Your concerns about drive-through restaurants				
Appearance of drive-through restaurants	45.7%	48.3%	0.0%	46.1%
Traffic that might be caused by drive-through lane	61.8%	61.2%	0.0%	61.6%
Noise from drive-through lane	26.5%	28.4%	0.0%	26.8%
Having too many drive-through restaurants built in same area	63.6%	67.2%	0.0%	64.2%
Other concern	14.9%	13.8%	0.0%	14.7%
I have no concerns about drive-through restaurants	20.4%	19.8%	100.0%	20.4%

Q30. If satisfactory solutions could be reached to address the concerns you identified above (in Question 29), would you support allowing more drive through restaurants in Creve Coeur? (without "not sure")

N=488	Q38. Your race/ethnicity		Total
	White	Other	
Q30. Would you support allowing more drive through restaurants?			
Yes	45.5%	38.4%	44.1%
No	54.5%	61.6%	55.9%

Q31. PUBLIC WORKS. Please rate your satisfaction on 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=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q31a. Maintenance of City streets				
Very satisfied	22.9%	23.2%	100.0%	23.1%
Satisfied	49.1%	49.1%	0.0%	49.0%
Neutral	15.1%	11.6%	0.0%	14.5%
Dissatisfied	11.5%	16.1%	0.0%	12.3%
Very dissatisfied	1.4%	0.0%	0.0%	1.2%
Q31b. Condition of City sidewalks				
Very satisfied	20.7%	19.5%	100.0%	20.6%
Satisfied	47.4%	51.3%	0.0%	48.1%
Neutral	19.3%	16.8%	0.0%	18.8%
Dissatisfied	10.0%	9.7%	0.0%	9.9%
Very dissatisfied	2.6%	2.7%	0.0%	2.6%

Q31. PUBLIC WORKS. Please rate your satisfaction on 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=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q31c. Adequacy of street lighting				
Very satisfied	19.5%	17.4%	100.0%	19.2%
Satisfied	40.4%	40.0%	0.0%	40.2%
Neutral	21.7%	20.0%	0.0%	21.4%
Dissatisfied	15.0%	15.7%	0.0%	15.1%
Very dissatisfied	3.5%	7.0%	0.0%	4.1%
Q31d. Snow/ice removal on City streets				
Very satisfied	29.0%	27.4%	100.0%	28.8%
Satisfied	45.2%	37.6%	0.0%	43.7%
Neutral	13.3%	15.4%	0.0%	13.7%
Dissatisfied	10.2%	12.8%	0.0%	10.7%
Very dissatisfied	2.2%	6.8%	0.0%	3.1%

Q31. PUBLIC WORKS. Please rate your satisfaction on 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=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q31e. Appearance of landscaped medians				
Very satisfied	40.1%	37.7%	100.0%	39.7%
Satisfied	47.6%	50.0%	0.0%	47.9%
Neutral	8.7%	6.1%	0.0%	8.2%
Dissatisfied	3.0%	3.5%	0.0%	3.1%
Very dissatisfied	0.6%	2.6%	0.0%	1.0%
Q31f. Cleanliness of City streets				
Very satisfied	34.1%	36.2%	0.0%	34.5%
Satisfied	53.5%	51.7%	0.0%	53.1%
Neutral	9.9%	7.8%	100.0%	9.6%
Dissatisfied	2.0%	2.6%	0.0%	2.1%
Very dissatisfied	0.4%	1.7%	0.0%	0.7%

Q32. Which TWO of the PUBLIC WORKS services listed in Question 31 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 2 Choices)

N=627	Q38. Your race/ethnicity			Total
	White	Other	Not Provided	
Q32. Sum of Top 2 Choices				
Maintenance of City streets	47.7%	42.9%	33.3%	46.7%
Condition of City sidewalks	26.3%	21.8%	0.0%	25.4%
Adequacy of street lighting	28.9%	33.6%	0.0%	29.7%
Snow/ice removal on City streets	38.4%	44.5%	33.3%	39.6%
Appearance of landscaped medians	9.5%	6.7%	0.0%	8.9%
Cleanliness of City streets	13.7%	10.1%	0.0%	12.9%
None chosen	14.5%	16.0%	66.7%	15.0%

CITY OF CREVE COEUR

May 6, 2014

To: Mayor and City Council

Re: Trash Discussions Going Forward

Council President D'Alfonso requested that a timeline be developed for further consideration of trash service beyond the one-year extension, which was recently agreed to by the City Council. The city's contract extension with Allied (Republic) Waste will be effective July 1, 2014 through June 30, 2015. The city retains the option of two additional one-year extensions with Allied, through June of 2017.

Under the proposed agreement, the City retains the option of accepting the Republic proposal as submitted in the Fall of 2013, referred to as the "Optional New Contract," to begin in year two or three of the extension. Notice must be provided by January 1 if a change in service is desired for the following contract year. The Optional New Contract, which includes curbside trash service with the option of valet service for an additional fee, will run for a term of five years with an option for a five-year extension.

Therefore, if the City Council chooses the Optional New Contract, we will need to notify Allied by January 1.

However, if the City Council chooses to re-bid for service effective July, 2015, then we should plan to go to bid by September 1, 2014.

A proposed timeline for review is as follows:

Council work session – June 23 and July 14, 2014 – Review citizen survey results, review options

Committee review – July/early August, 2014

Council decision on service for following year - August 25, 2014

If the Council rules out going out for bid, then we will have additional time to consider the options of:

1) retaining the status quo service by extending for an additional year; or

2) selecting the Optional New Contract

I look forward to discussing this matter with Council on Monday evening.

Sincerely,

Attachment: memo - trash discussions 05-12-14 (1076 : Trash and Recycling Contract)

Mark Perkins, City Administrator

Attachment: memo - trash discussions 05-12-14 (1076 : Trash and Recycling Contract)

Cost Comparison of Trash Contract Options

July 1, 2014 Contract Extension

Term	Increases over 3 yrs.	FY 2015 Cost	FY 2016 Cost	FY 2017 Cost	FY 2018 Cost	FY 2019 Cost
Year by Year	3%, 3%, 3%	$ 1,353,124.00	$ 1,393,717.00	$ 1,435,529.00	Contract Expires 6/30/17	Contract Expires 6/30/17

Republic Services - "Optional New Contract" (Curside Service, Valet Upcharge)

Term	Annual Increase	FY 2015 Cost	FY 2016 Cost*	FY 2017 Cost*	FY 2018 Cost*	FY 2019 Cost*
5-Yr. w/5 Yr. ext.	CPI Trans. w/4% cap	$ 752,342	$ 782,436	$ 813,733	$ 846,282	$ 880,134

* Cost increases based on 4% (worst case)