WORK SESSION MEETING
AGENDA
CITY OF CREVE COEUR
CITY COUNCIL
300 NORTH NEW BALLAS RD
JUNE 25, 2018
6:00 PM

CALL TO ORDER

ROLL CALL

DISCUSSION ITEMS

1. **Work Session Minutes Dated June 11, 2018**
   Summary:

2. **2018 Citizen Survey - Presentation of Results**
   Summary: Jason Morado of ETC Institute will present the results of the recently-completed 2018 citizen survey, and answer questions.

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 06/21/2018
Deborah Ryan, MPCC
City Clerk

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

SCHEDULED

Meeting: 06/25/18 06:00 PM
Department: Legislative /City Clerk
Category: Report
Prepared By: Debbie Ryan
Initiator: Debbie Ryan
Sponsors:
DOC ID: 3058

DRAFT MINUTES (ID # 3058)

Work Session Minutes Dated June 11, 2018

JOINT WORK SESSION MEETING
MINUTES
CITY OF CREVE COEUR
CITY COUNCIL AND ENERGY & ENVIRONMENT COMMITTEE
300 NORTH NEW BALLAS RD
JUNE 11, 2018
6:00 PM

Present: Mayor Glantz, Council Members Silverman, Wang, D'Alfonso, Hoffman, Lawrence, Travers and Saunders.

Energy and Environment Members: Joe Martinich, Jason Muchow, Mike Barzoff, Greg Campbell and Hal Harris

Also Present: Michael Bartzow

Staff Present: City Administrator Mark Perkins, City Attorney Carl Lumley, Chief Glenn Eidman, City Planner Whitney Kelly, Finance Director Lori Obermoeller, Public Works Director Jim Heines, City Engineer Matt Wohlberg, Project Manager George Seifried, Assistant City Administrator Sharon Stott and City Clerk Deborah Ryan.

The meeting was called to order at 6:00 p.m.

1. Work Session Minutes Dated May 29, 2018

Council Member Hoffman moved, seconded by Council Member Saunders to approve work session minutes dated May 29, 2018.

Approved by unanimous vote.

2. Energy and Environment Committee

Joe Martinich, Chair of the Energy and Environment Committee gave a presentation the Committees suggestions for a proposed Green Business Certification Program and Energy Efficiency and Renewable Energy Ordinance. (Exhibit A)

Council Member Silverman asked what the cost would be to businesses.

Jason Muchow stated there wouldn't be a cost to implement the Green Business Certification Program.

Council Member Lawrence stated she is concerned with the energy efficiency ordinance proposal and would like the city to have guidelines instead.

Council Member Travers stated the proposed energy efficiency ordinance would hold the city accountable for meeting the goals we have already set for ourselves.

Council Member Lawrence asked the Energy and Environment Committee to write up the approach they would use to take on remodeling the Government Center and requested a set of guidelines to have.

AGENDA
CITY OF CREVE COEUR
CITY COUNCIL
300 NORTH NEW BALLAS RD
JUNE 11, 2018
6:00 PM

Matt Wohlberg reviewed the status of the implementation of "shared lane markings" onto the City's streets. Staff cited the 2017 Gateway Bike Plan and the previous requests from the City Council and the Energy and Environment Committee for a more regional approach, and staff recommended that the City use this plan as a tool and guide for moving forward. The City Council and the Committee supported this approach, but also wanted to see more public education related to cyclists' use of roadways.

Joe Martinich stated the city needs to increase recycling for businesses, apartments and condominium complexes. Margret Lily from St. Louis County is here if there are any questions.

Mayor Glantz asked what the next steps are moving forward.

Joe Martinich stated to put information on the city's website and get information out to the residents.

Adjourned at 6:54 p.m.

Submitted by,

Deborah Ryan
City Clerk

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

SCHEDULED

Meeting: 06/25/18 06:00 PM
Department: City Administrator
Category: Report
Prepared By: Mark Perkins
Department Head: Carl Lumley

STAFF REPORT

2018 Citizen Survey - Presentation of Results

Jason Morado of ETC Institute will present the results of the recently-completed 2018 citizen survey, and answer questions.

2018 City of Creve Coeur Community Survey

...helping organizations make better decisions since 1982

Survey Findings Report

Submitted to the City of Creve Coeur, MO by:
ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

June 2018

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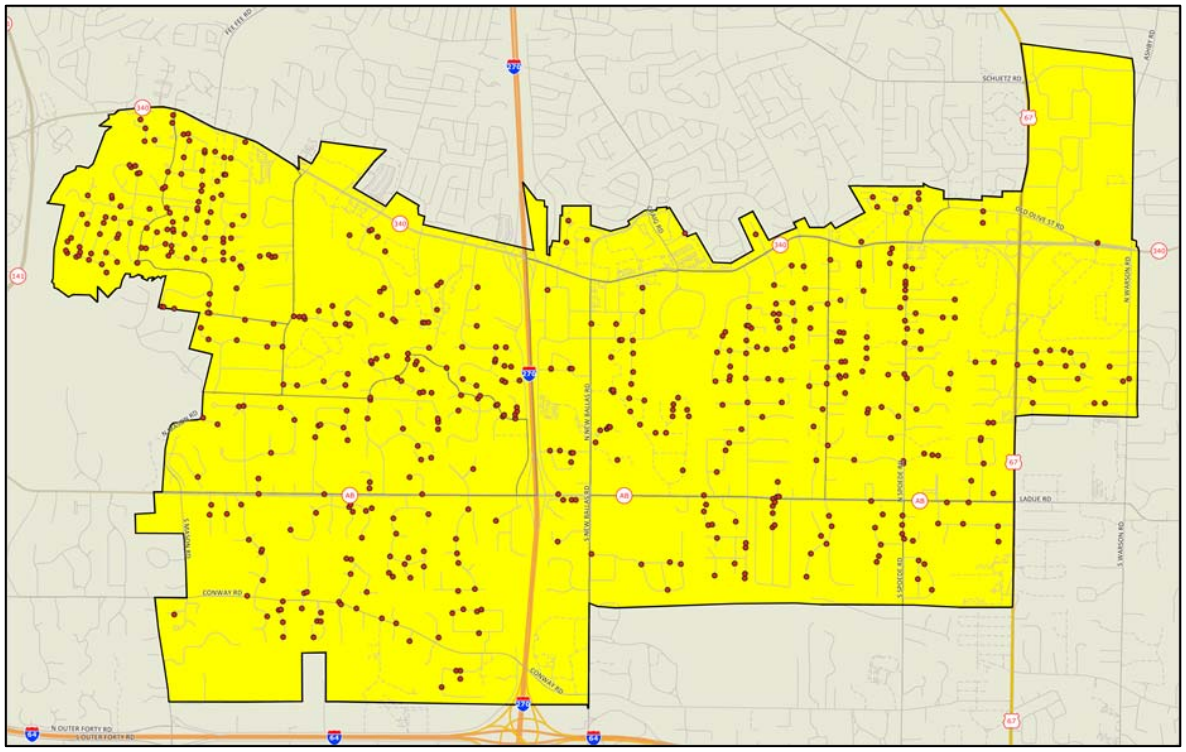
2018 City of Creve Coeur
Executive Summary Report

Overview and Methodology

ETC Institute administered a community survey for the City of Creve Coeur in the spring of 2018. The survey was administered as part of the City's effort to assess citizen satisfaction with the quality of city services. This is the second time that Creve Coeur has administered a community survey with ETC Institute; the first survey was conducted in 2014.

Resident Survey. A seven-page survey was administered by mail and online to a random sample of households in the City of Creve Coeur. On average, the survey took 15-20 minutes to complete. Of the households that received a survey, 577 completed the survey. This total far exceeded the goal of 400 completed surveys. The results for the random sample of 577 households have a 95% level of confidence with a precision of at least +/-4.1%.

In order to understand how well services are being delivered in different areas of the City, ETC Institute geocoded the home address of respondents to the survey. The map below shows the physical distribution of respondents to the resident survey based on the location of their home.



This report contains:

- a summary of the methodology for administering the survey
- charts and graphs showing the major findings, including comparisons to the 2014 results
- 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

**GIS maps and crosstabular data by key demographic variables are published separately as Appendices A and B.*

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

Major Findings

- **How Residents Rate the City of Creve Coeur.** Nearly all (97%) 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; 93% were satisfied with the city as a place to raise children, and 84% were satisfied with the city as a place to work.

- **Perceptions of the City.** Ninety-two percent (92%) 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; 91% were satisfied with the overall quality of services provided by the City, and 89% were satisfied with overall image of the City.

- **Overall City Services.** Ninety-three percent (93%) of the residents surveyed, *who had an opinion,* were satisfied (rating of 4 or 5 on a 5-point scale) with overall maintenance of city parks; 91% were satisfied with police services; 89% were satisfied with limb chipping services, and 88% were satisfied with leaf vacuuming services. Residents were least satisfied with the overall quality of building inspections and 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) maintenance of City parks and 3) quality of recreation services.

- **City Communication.** Eighty-eight percent (88%) of the residents surveyed, *who had an* opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of the City's newsletter; 84% were satisfied with the City's efforts to keep residents informed about important issues, and 75% were satisfied with the availability of information about City programs and services. Residents were least satisfied with the quality of the City's social media (46%).

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

- **Parks and Recreation.** Ninety-one percent (91%) 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; 82% were satisfied with the number of City parks, and 73% were satisfied with the maintenance of Historic buildings in Conway, Millennium and Lake School parks. Residents were least satisfied with senior programs (46%).

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

- **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 82% were satisfied with the City's efforts to prevent crime. Residents were least satisfied with enforcement of local traffic laws (75%).

- **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-eight percent (68%) of the residents, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the overall quality of new residential development; 64% were satisfied with the overall quality of new commercial development, and 62% were satisfied with the enforcement of exterior maintenance of commercial/business property. Residents were least satisfied with the enforcement of mowing and cutting of weeds and grass on private 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 commercial development in the City, and 2) enforcing the exterior maintenance of residential property.

- **Public Works.** Eighty-six percent (86%) of the residents, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the cleanliness of City streets; 82% were satisfied with the appearance of landscaped medians, and 82% were satisfied with snow and ice removal on City streets. Residents were least satisfied with the adequacy of street lighting (63%).

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

Other Findings

- 81% of households read the City's newsletter every month; 15% read it a few times a year, and the remaining 3% indicated they never read it.

- 32% 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 39% visited 10 times or more. The remaining 10% indicated they did not visit a City park in the last two years.

- Of the 41% of residents who called or visited the City with a question, problem or complaint during the past year, 31% of them most recently contacted Building Permits and Inspections; 28% contacted Public Works/Streets, and 13% contacted the police.

- Of the 41% of residents who called or visited the City with a question, problem or complaint during the past year, 79% of them indicated that it was easy to address their issue. With regard to specific behaviors, 93% indicated that employees were "always" or "usually" courteous and polite, and 82% indicated that employees "always" or "usually" gave accurate answers to questions.

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 services, public safety, public works, communication, community development, and customer service than either the U.S. in total or the Missouri/Kansas region.

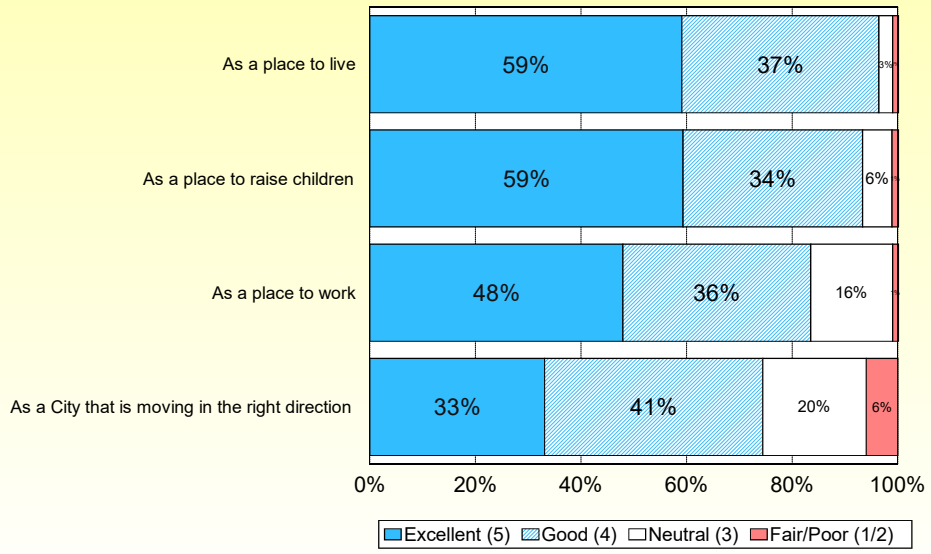
Trends

Overall the satisfaction ratings are slightly lower than the 2014 survey. However, this follows a nationwide trend of satisfaction ratings trending downward over the past several years. Despite a slight overall decrease in satisfaction since 2014, the satisfaction ratings for the City of City Creve Coeur remain among the highest in the nation.

Section 1: Charts and Graphs

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

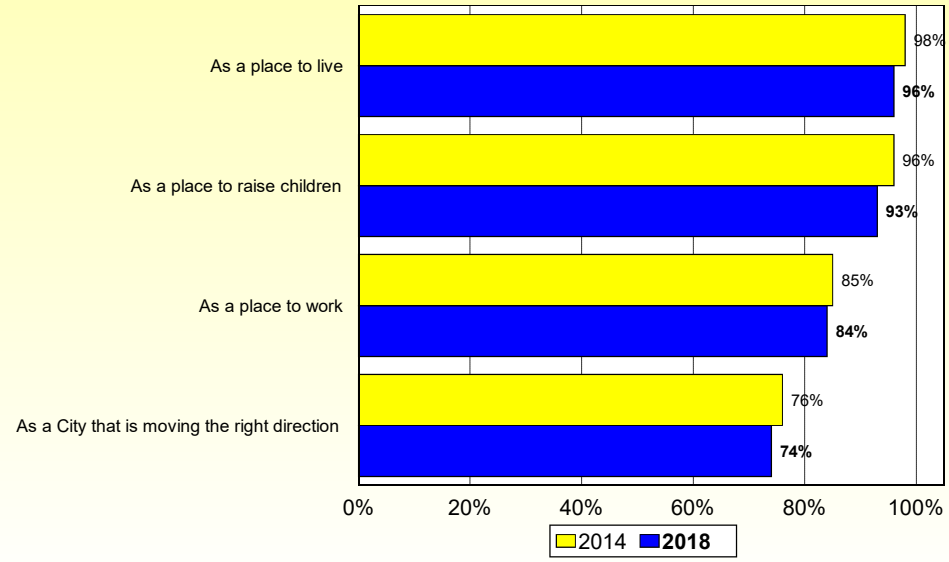
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

How Residents Rate the City of Creve Coeur in the Following Areas - 2014 vs. 2018

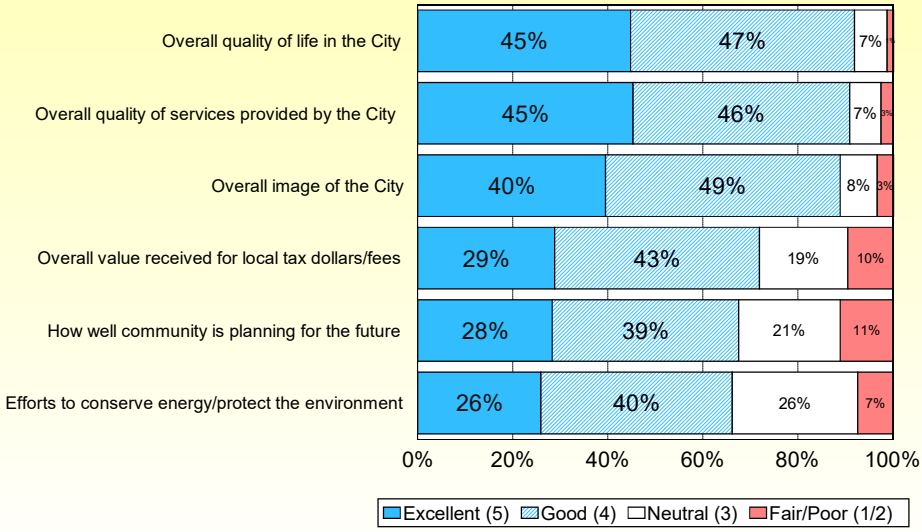
by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO) ***TRENDS***

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

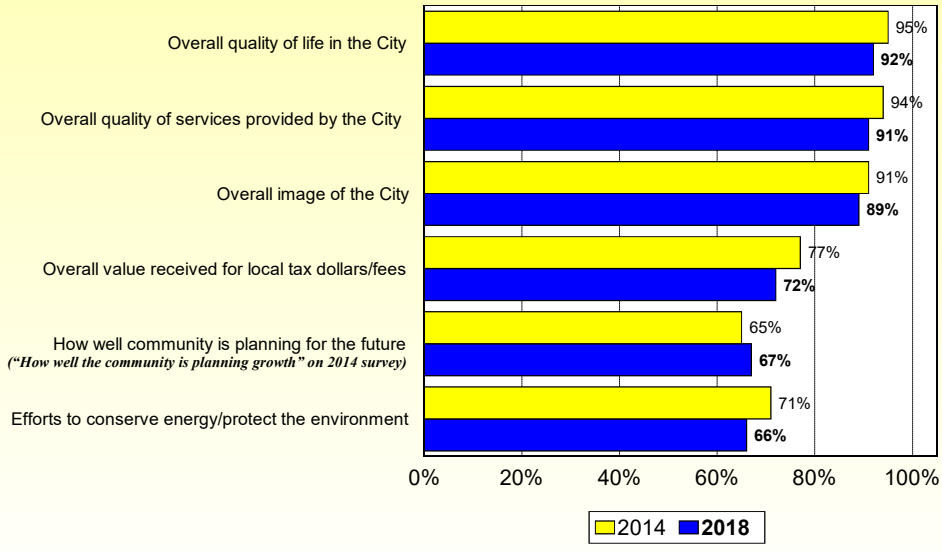
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Ratings of Items That Influence the Perceptions Residents Have of the City - 2014 vs. 2018

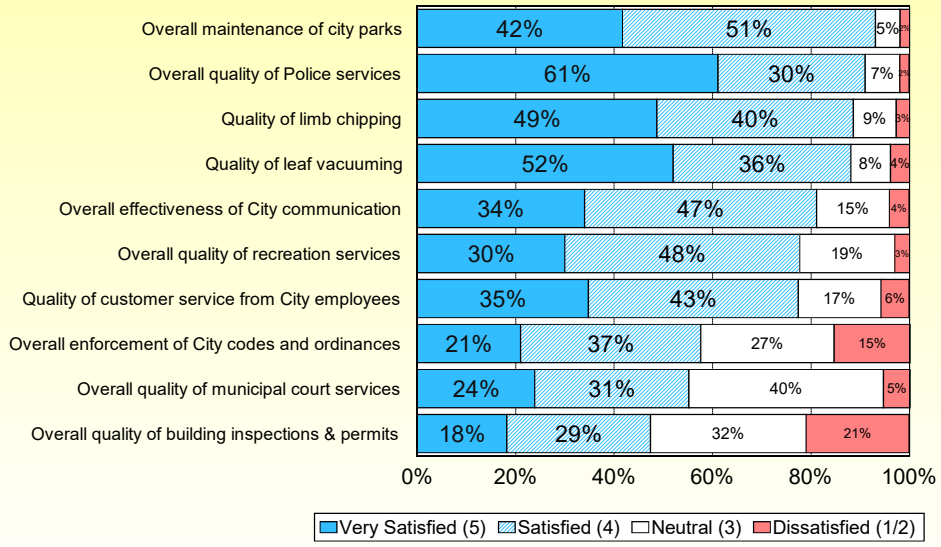
by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO) ***TRENDS***

Q3. Satisfaction with Major Categories of City Services

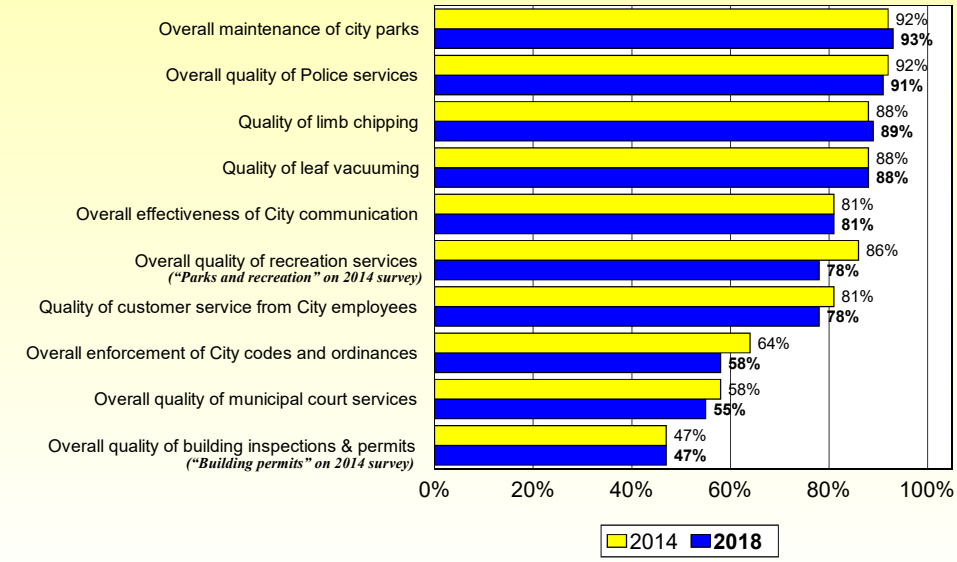
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Satisfaction with Major Categories of City Services 2014 vs. 2018

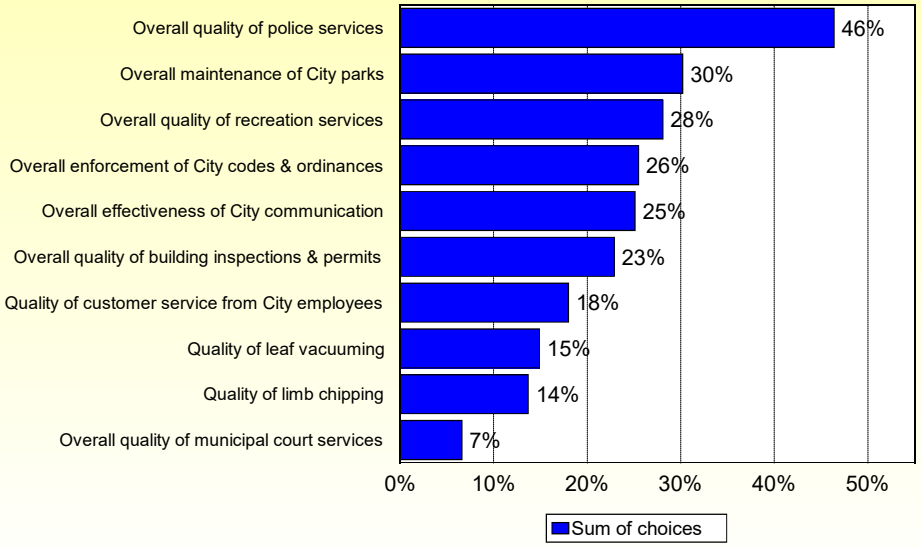
by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO) ***TRENDS***

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

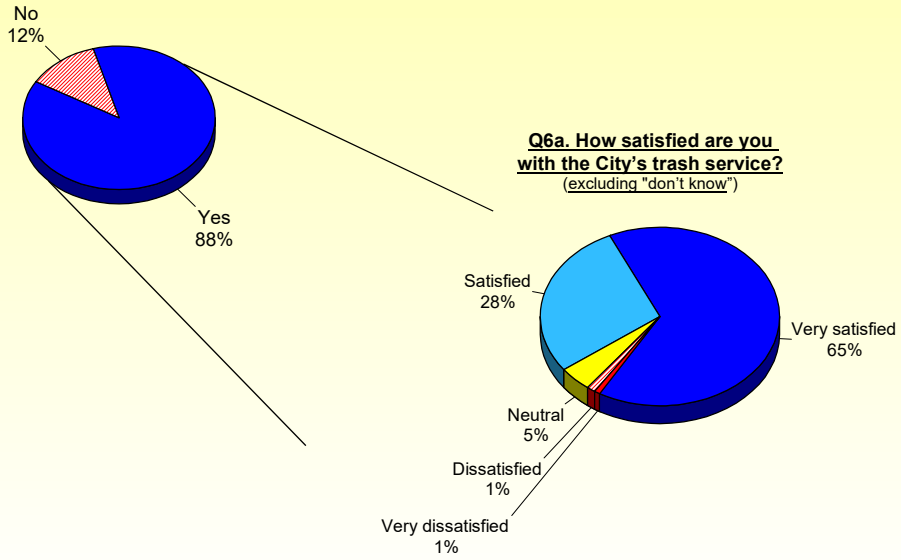
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

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

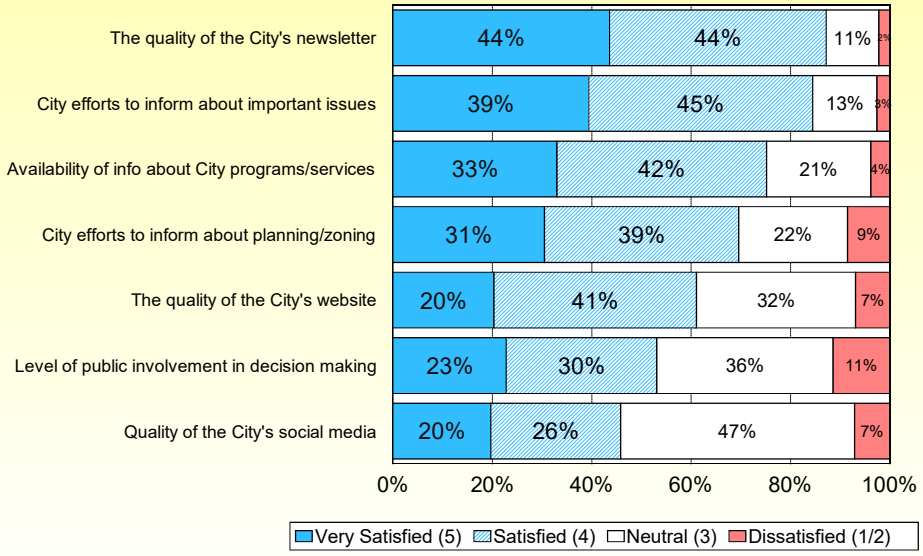
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q7. Satisfaction with City Communication

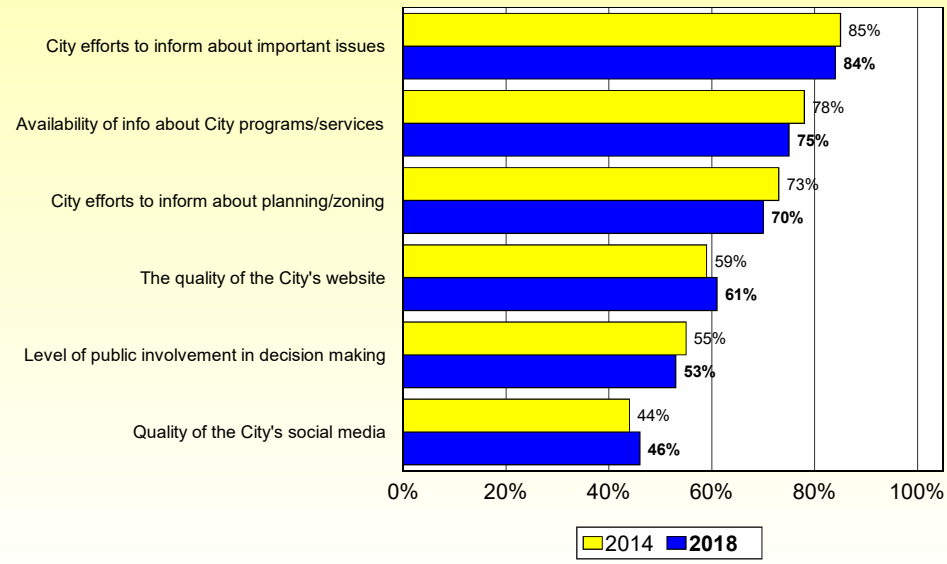
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Satisfaction with City Communication - 2014 vs. 2018

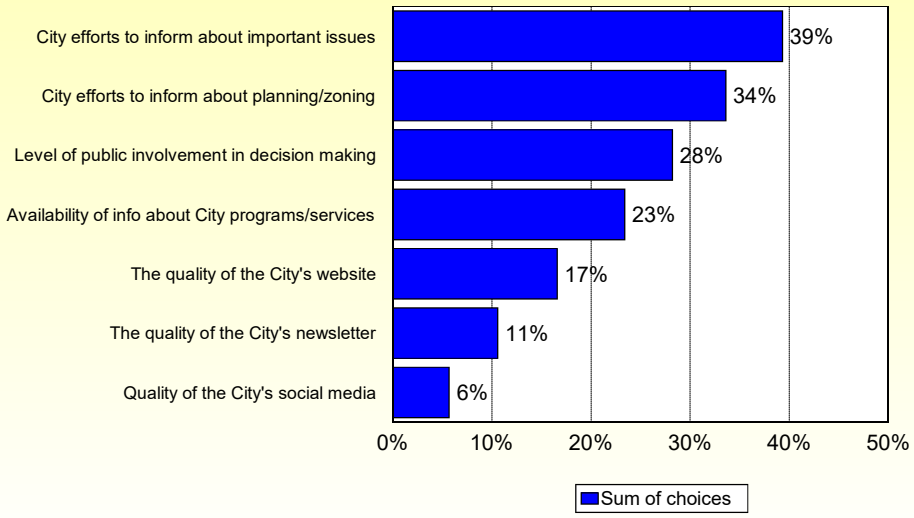
by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO) ***TRENDS***

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

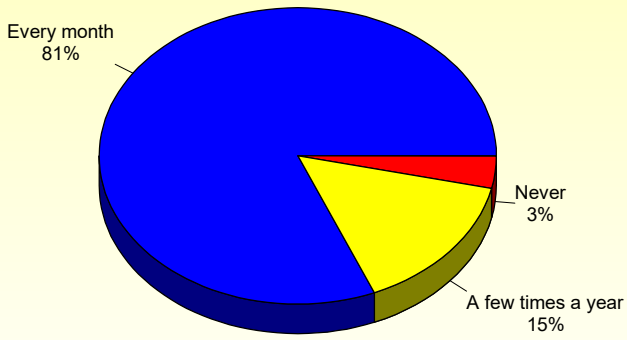
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

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

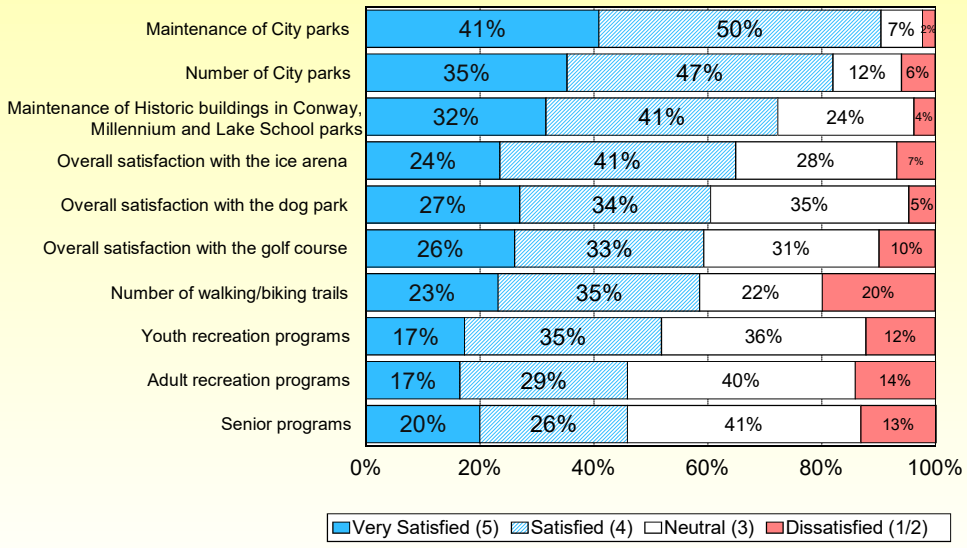
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q11. Satisfaction With the City's Parks and Recreation

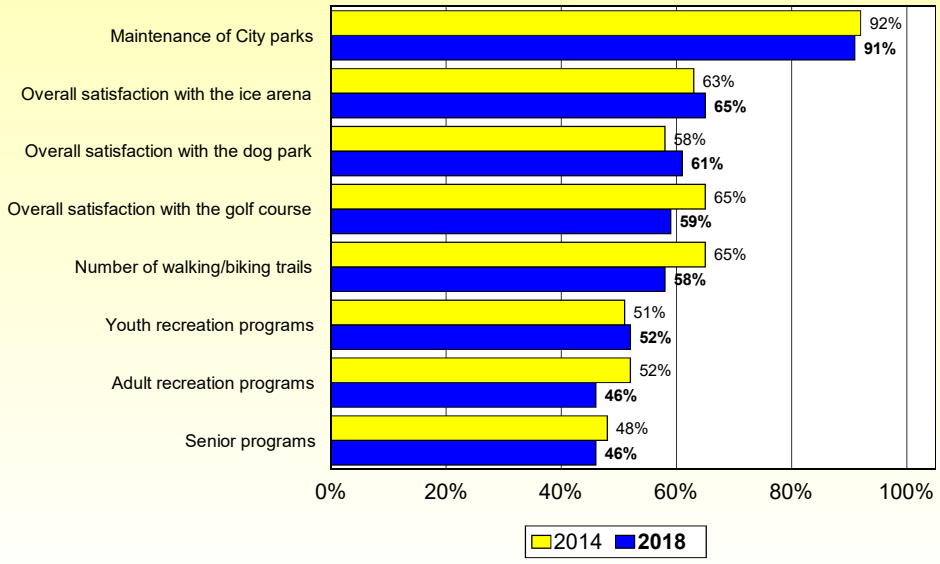
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Satisfaction With the City's Parks and Recreation 2014 vs. 2018

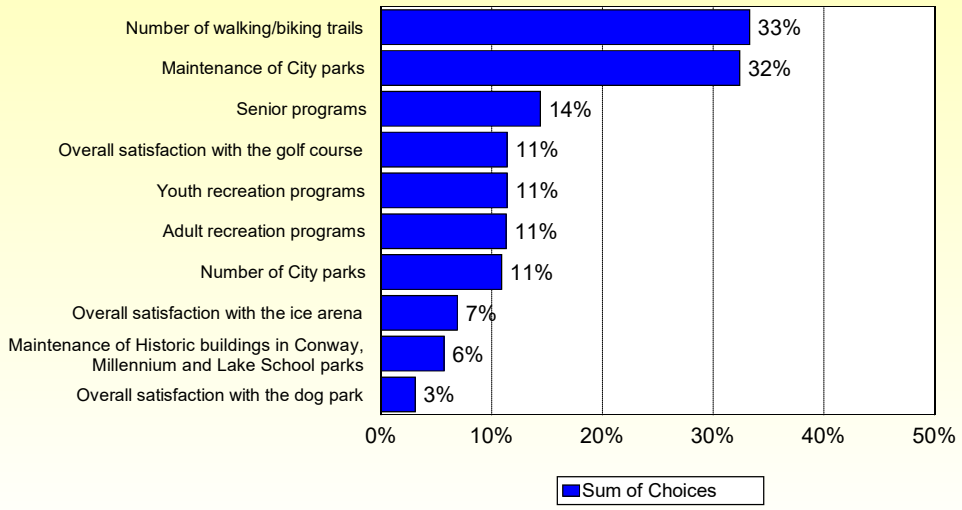
by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO) ***TRENDS***

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

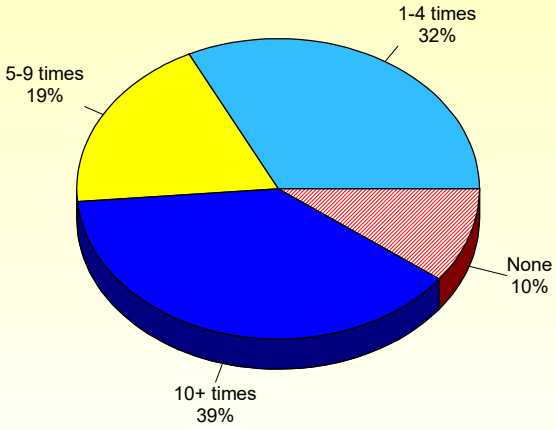
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

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

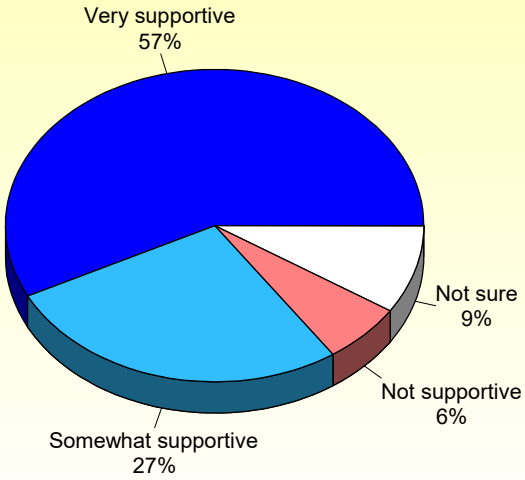
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q14. Level of support for the expansion of off-street pedestrian trails utilizing Ameren utility easements, abandoned railroad property and subdivision common ground

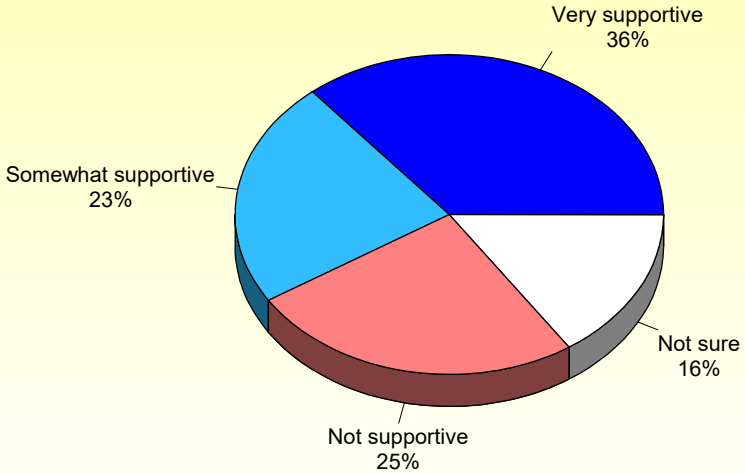
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q15. Level of support for the city continuing to operate the golf course in the future

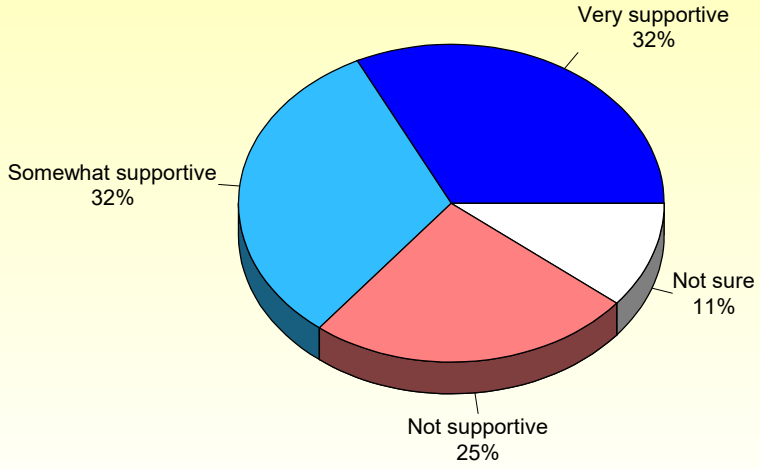
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q16. Level of support for a 1/2-cent sales tax for parks and stormwater improvements

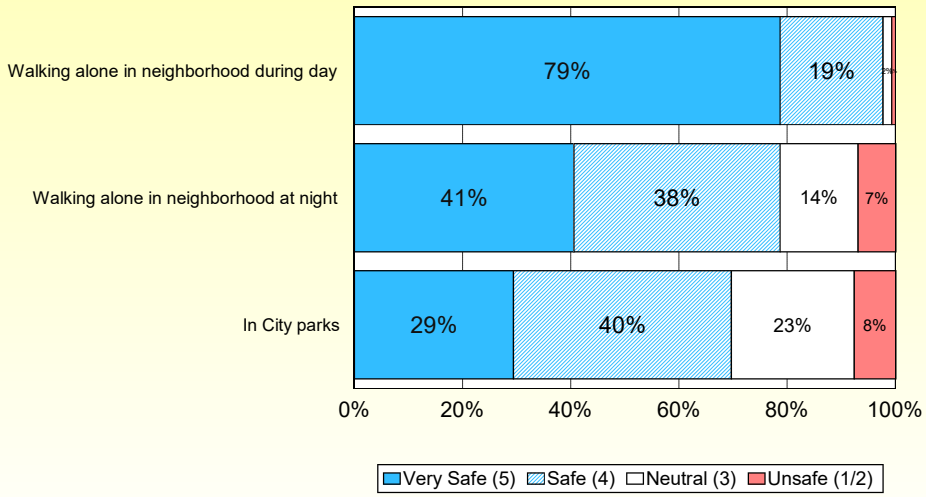
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q18. Feeling of Safety in the Following Situations

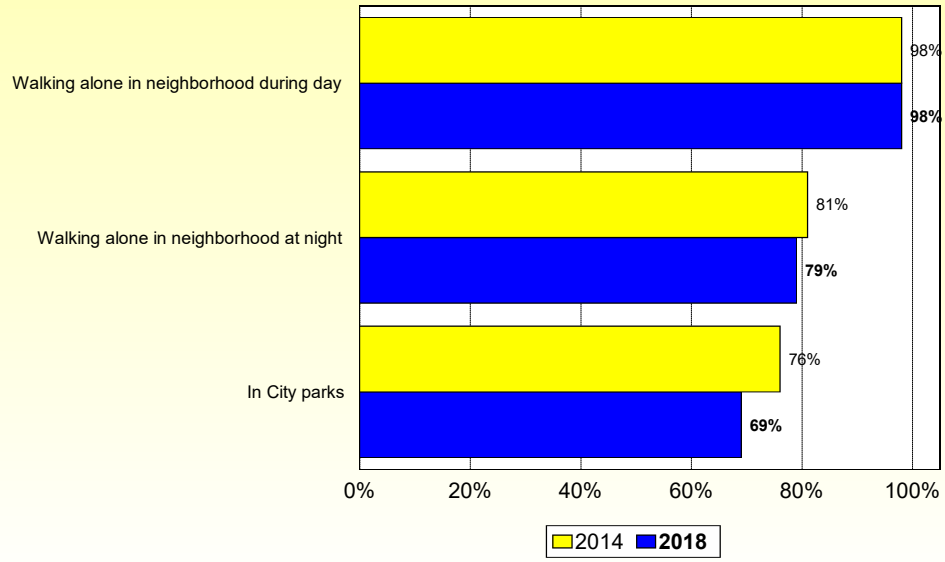
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Feeling of Safety in the Following Situations 2014 vs. 2018

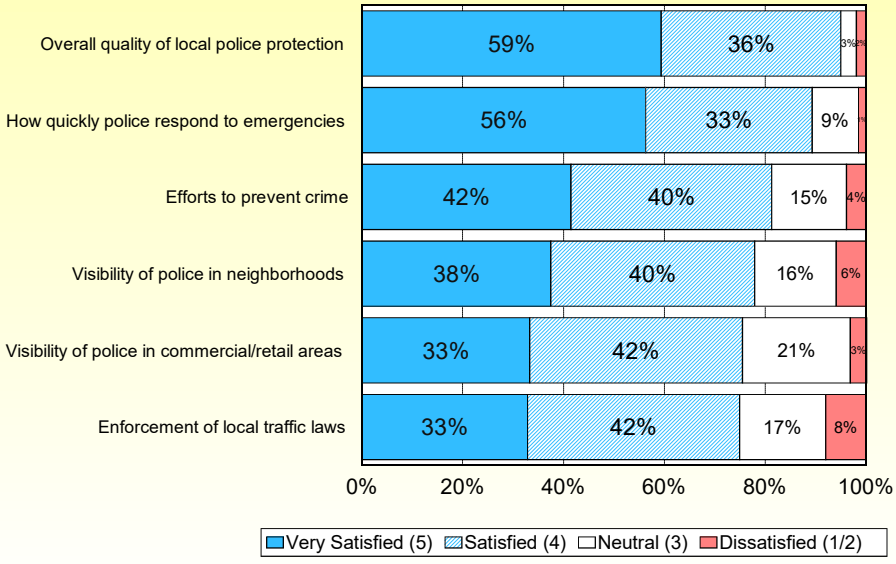
by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO) ***TRENDS***

Q19. Satisfaction With Public Safety

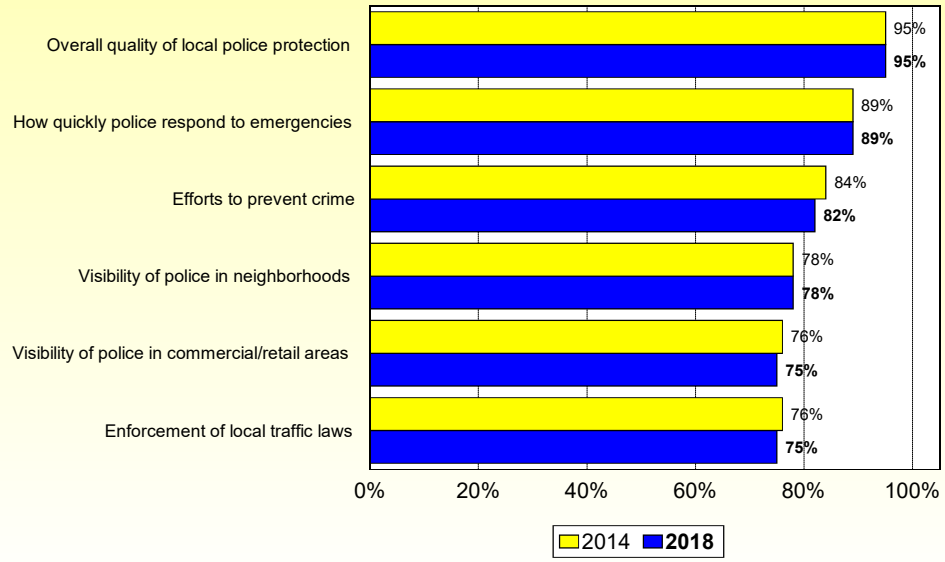
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Satisfaction With Public Safety - 2014 vs. 2018

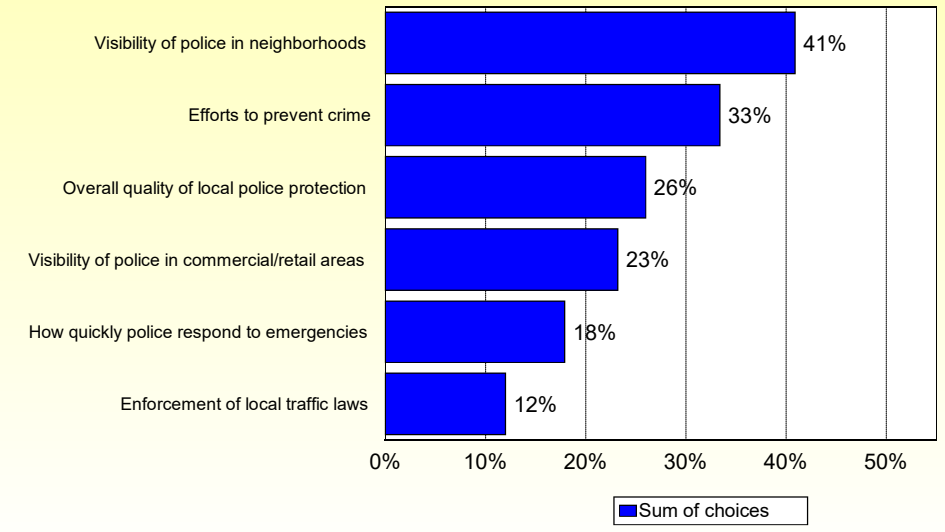
by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO) ***TRENDS***

Q20. Public Safety Services That Should Receive the Most Emphasis Over the Next 2 Years

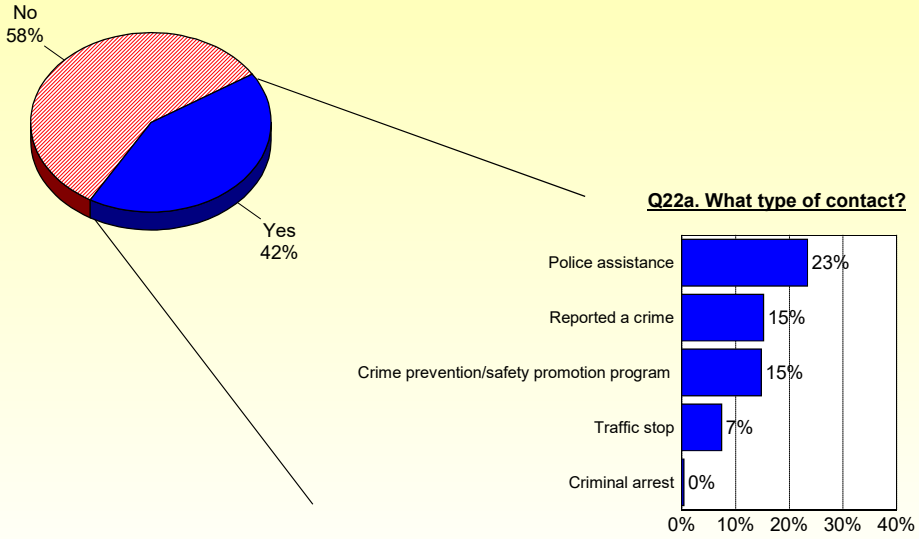
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q22. Have you had any contact with the Creve Coeur Police Department in the last year?

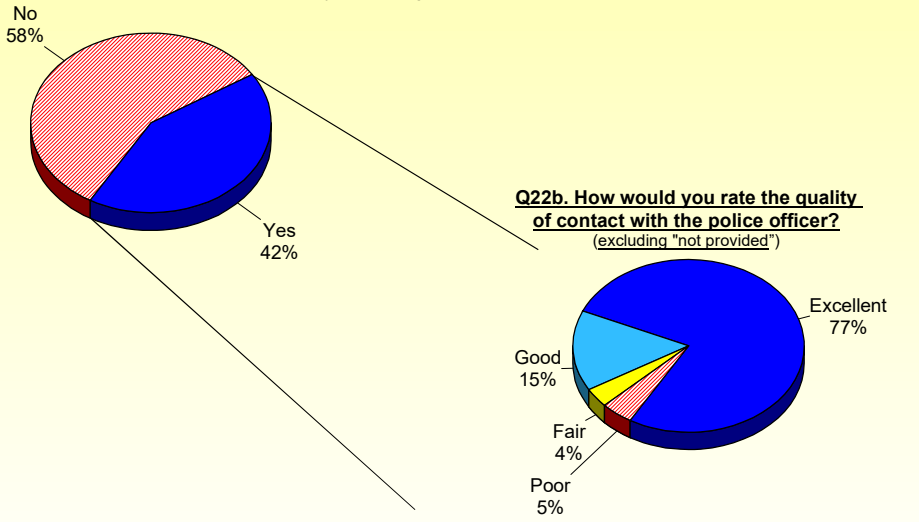
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q22. Have you had any contact with the Creve Coeur Police Department in the last year?

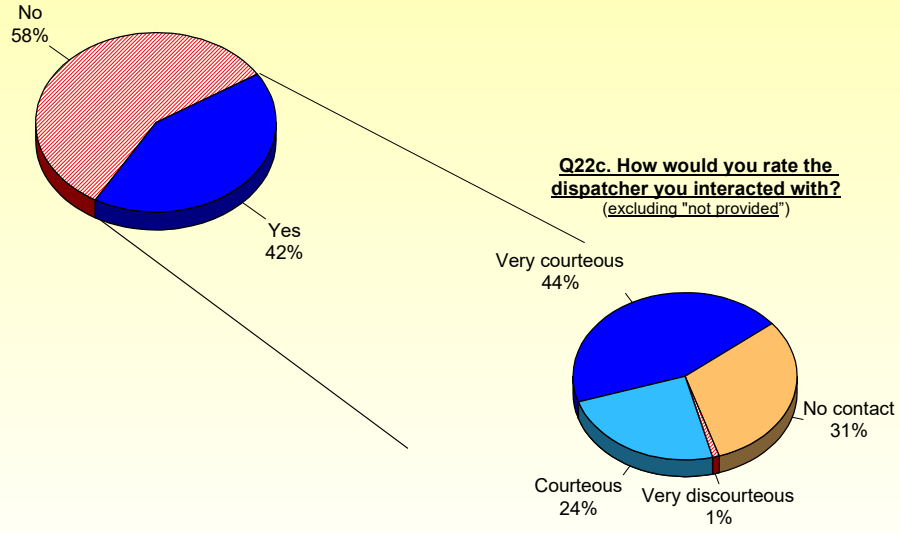
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q22. Have you had any contact with the Creve Coeur Police Department in the last year?

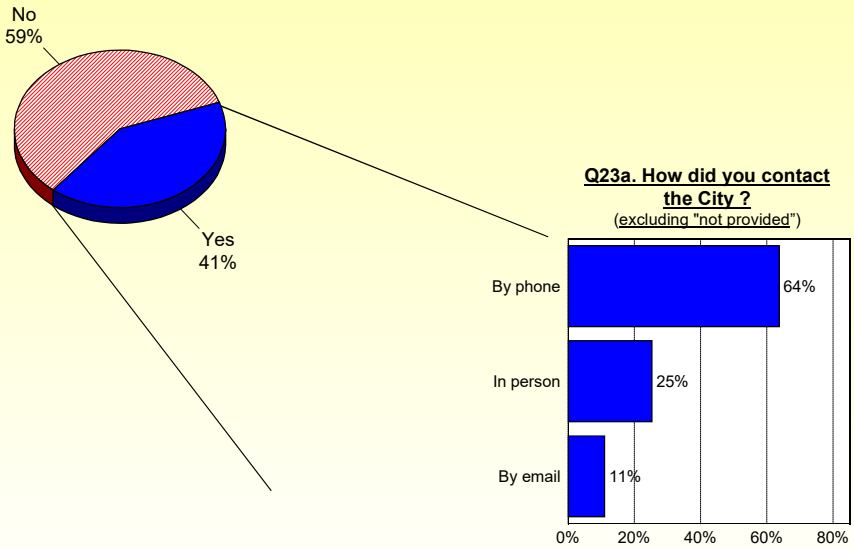
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q23. Have you called or visited the City with a question, problem, or complaint during the past year?

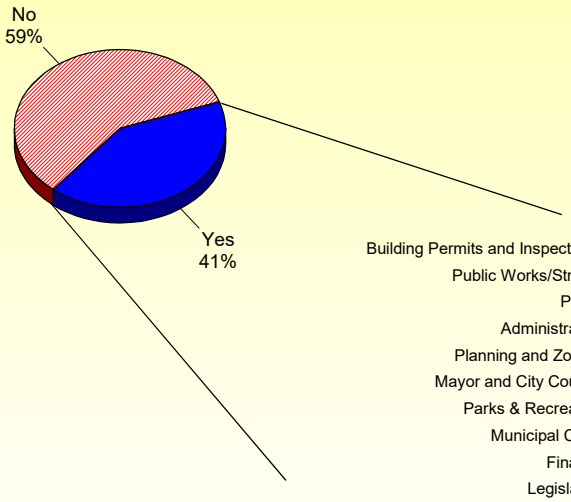
by percentage of respondents



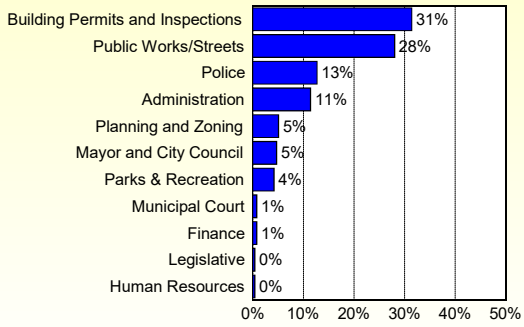
Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q23. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents



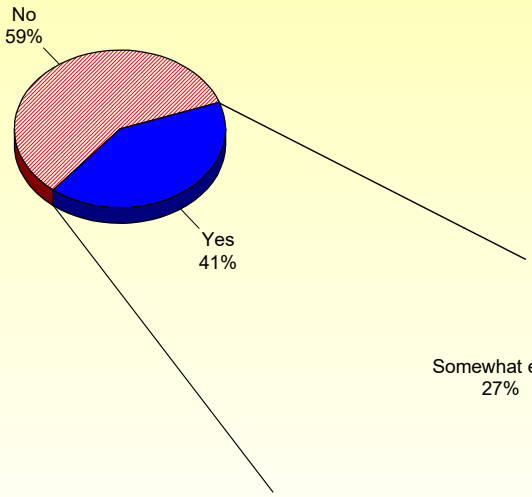
Q23b. Which dept. did you contact most recently?
(excluding "not provided" - multiple selections could be made)



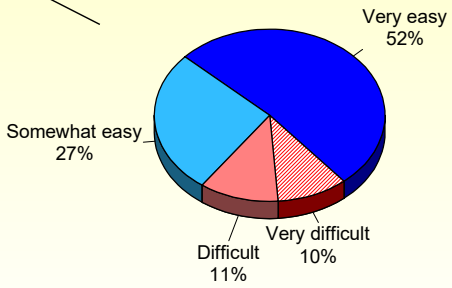
Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q23. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents



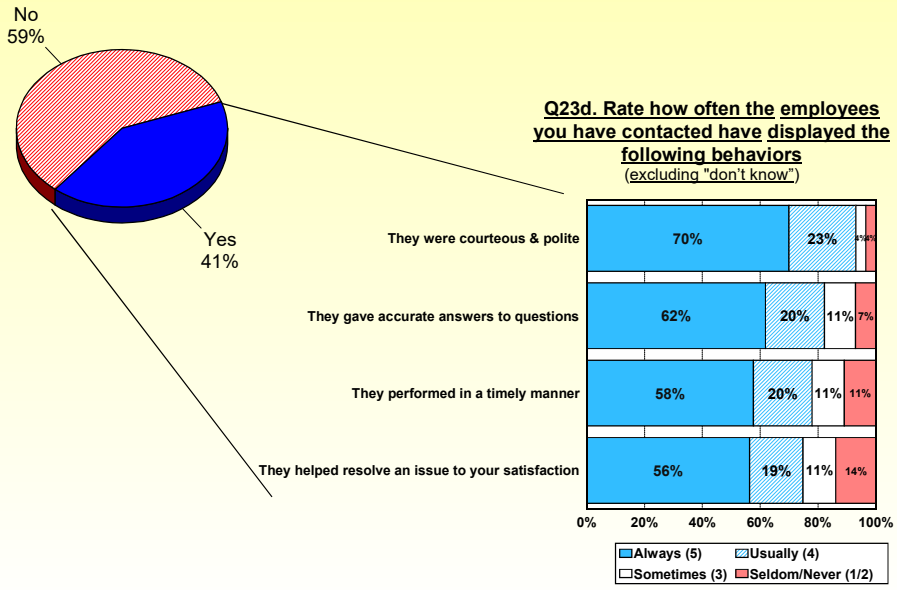
Q23c. How easy/difficult was it to address your issue ?
(excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q23. Have you called or visited the City with a question, problem, or complaint during the past year?

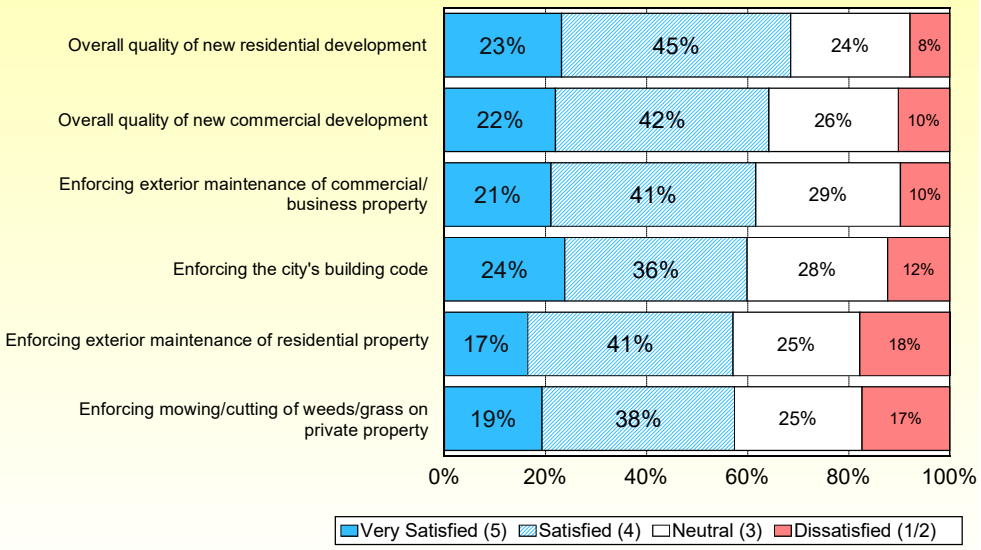
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q24. Satisfaction With Community Development

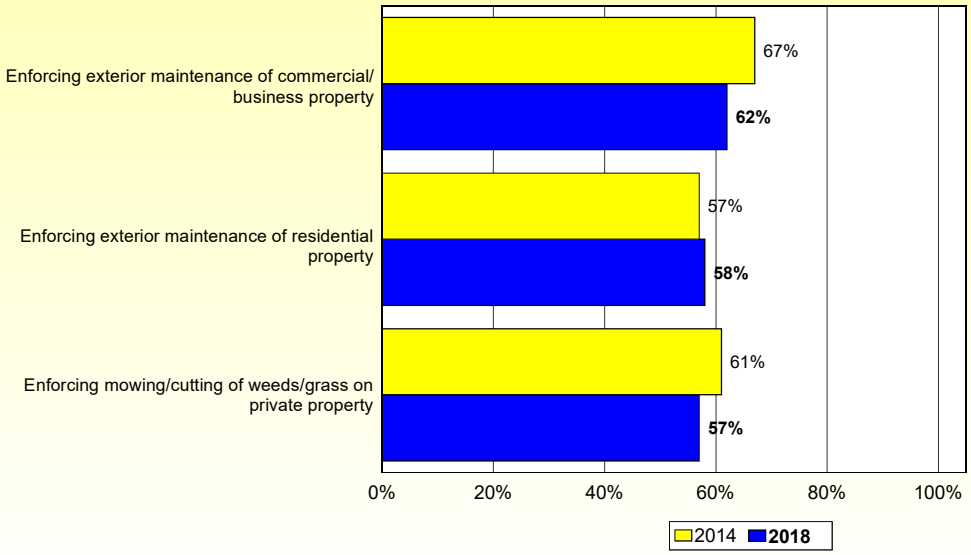
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Satisfaction With Community Development 2014 vs. 2018

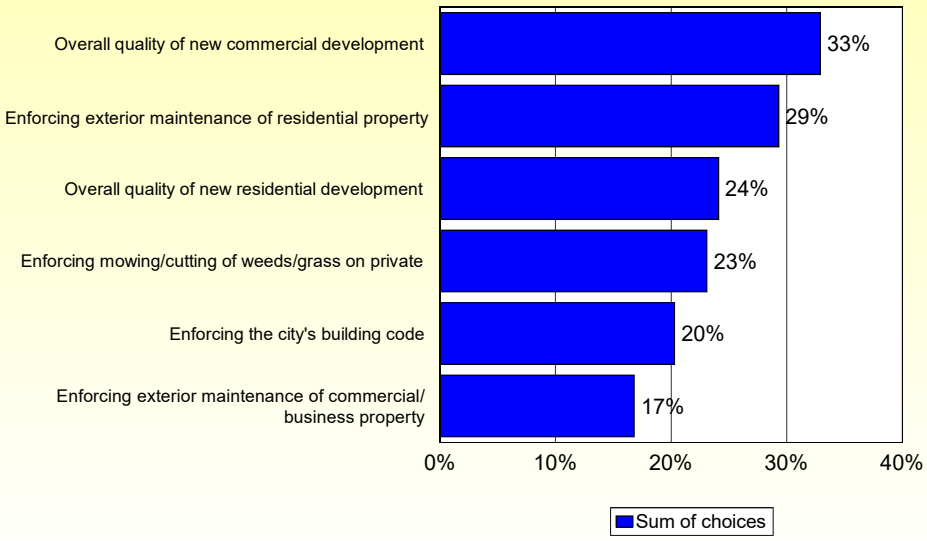
by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO) ***TRENDS***

Q25. Community Development Services That Should Receive the Most Emphasis Over the Next 2 Years

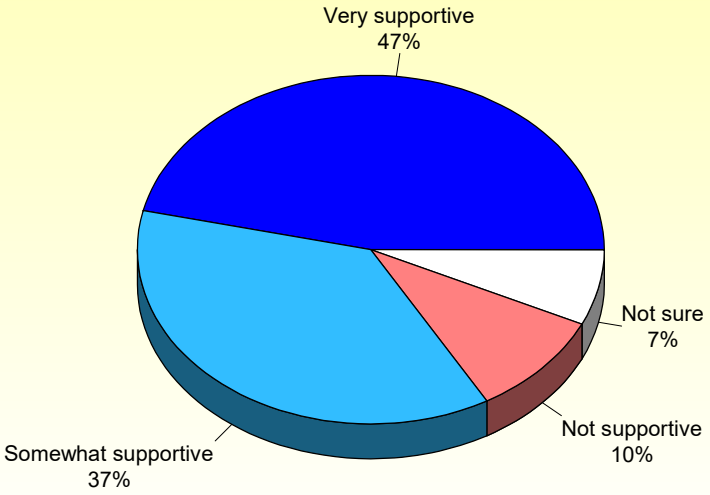
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q26. Level of support for development of a downtown Creve Coeur to consist of pedestrian-oriented retail, restaurants, and community event space?

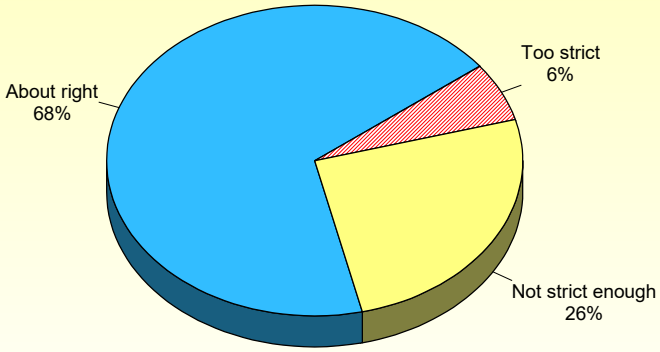
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q27. How would you rate the City's enforcement of exterior property maintenance?

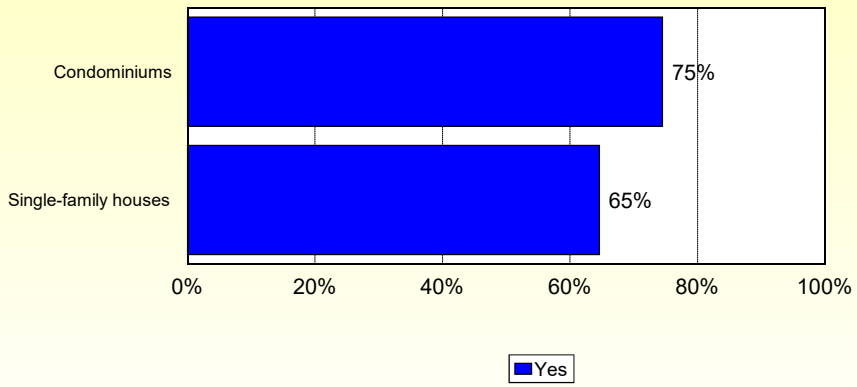
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q28. Do you believe the City should require occupancy permits for the following:

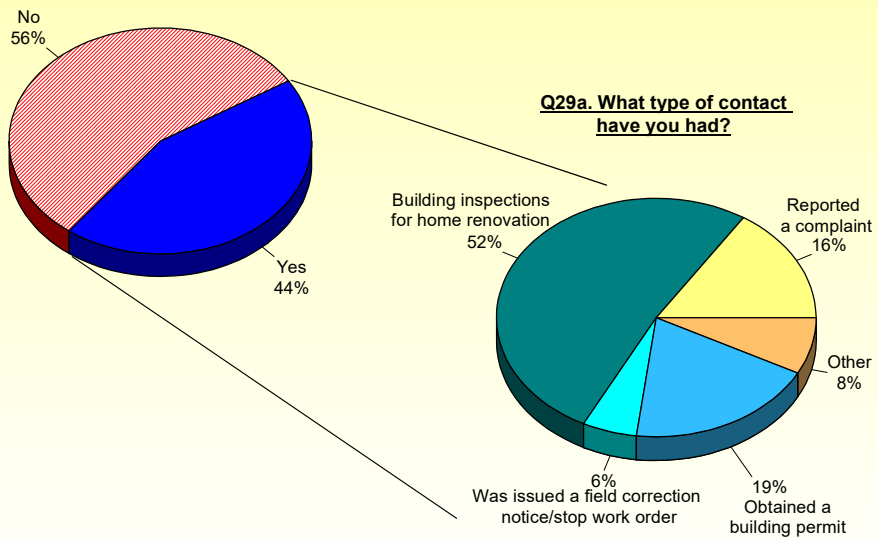
by percentage of respondents who answered "yes" (excluding "not sure")



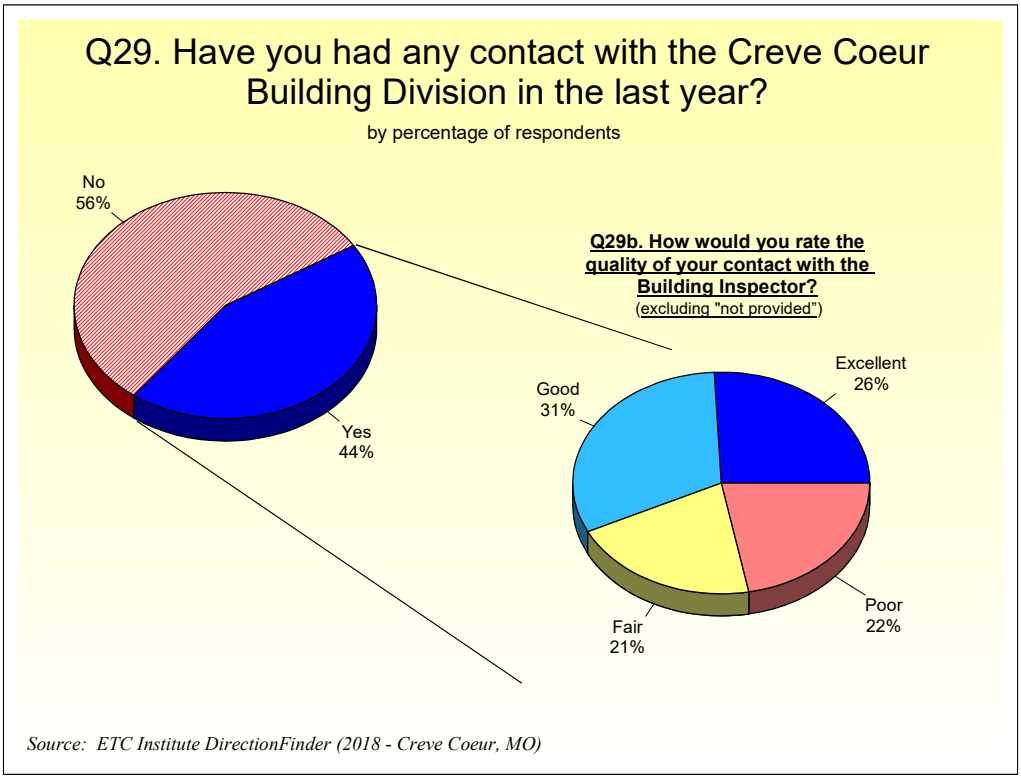
Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

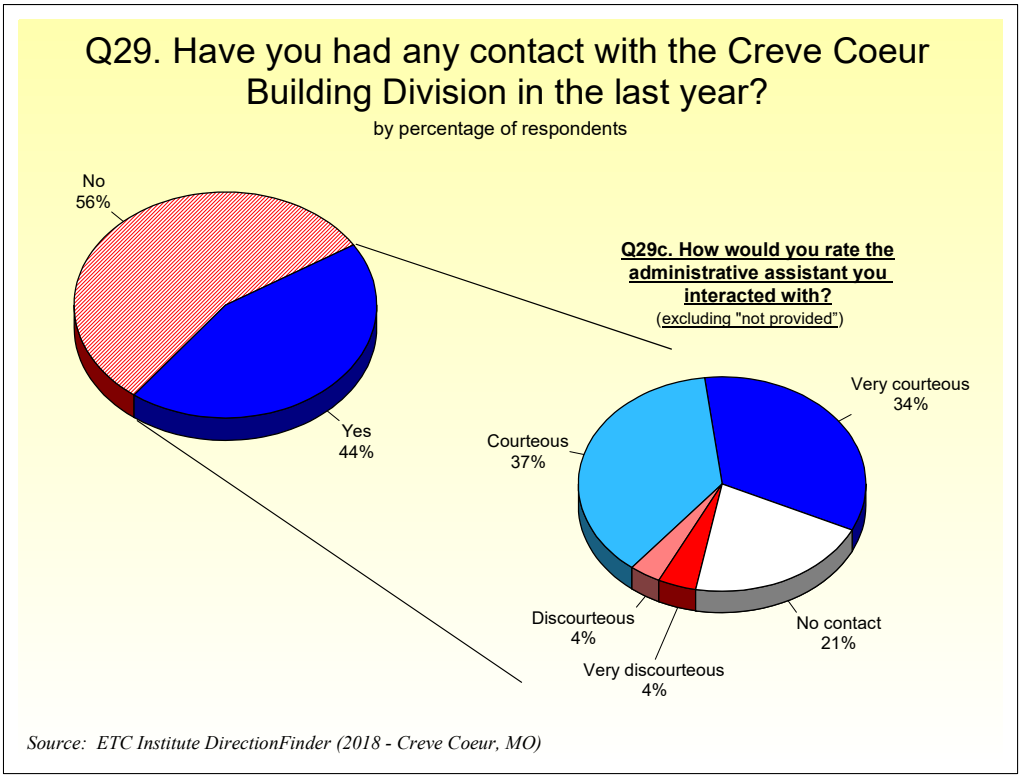
Q29. Have you had any contact with the Creve Coeur Building Division in the last year?

by percentage of respondents



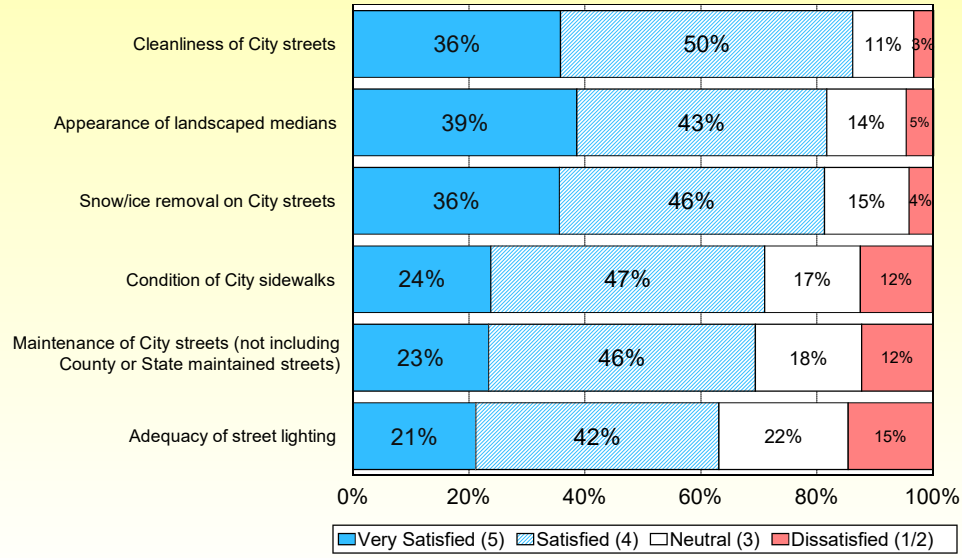
Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)


Q29. Have you had any contact with the Creve Coeur Building Division in the last year?
by percentage of respondents
No 56%
Yes 44%
Q29b. How would you rate the quality of your contact with the Building Inspector?
(excluding "not provided")
Excellent 26%
Good 31%
Fair 21%
Poor 22%
Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)


Q29. Have you had any contact with the Creve Coeur Building Division in the last year?
by percentage of respondents
No 56%
Yes 44%
Q29c. How would you rate the administrative assistant you interacted with?
(excluding "not provided")
Very courteous 34%
Courteous 37%
Discourteous 4%
Very discourteous 4%
No contact 21%
Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q30. Satisfaction with Public Works

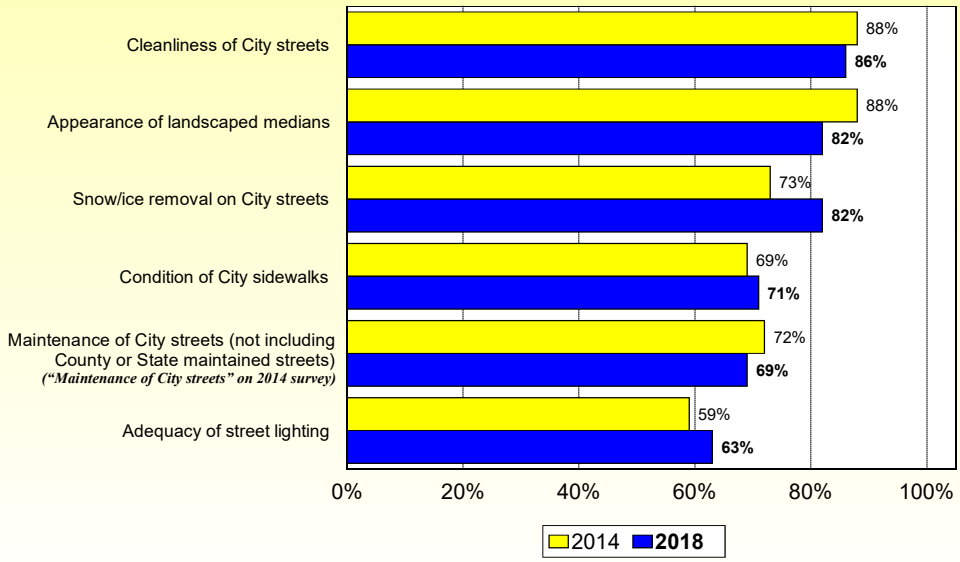
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Satisfaction with Public Works 2014 vs. 2018

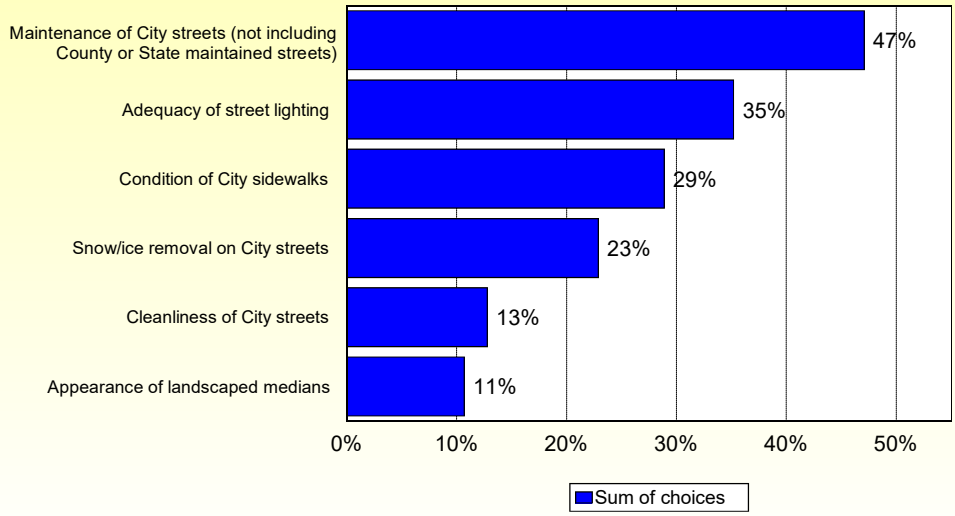
by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO) ***TRENDS***

Q31. Public Works Services That Should Receive the Most Emphasis Over the Next 2 Years

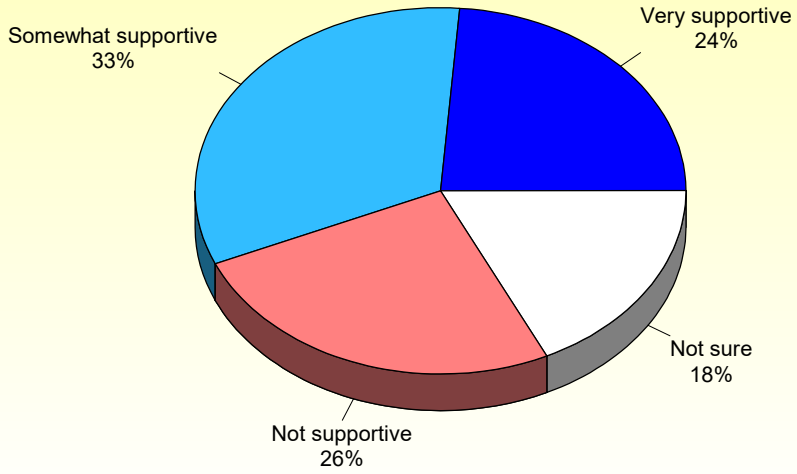
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q32. Level of support for an annual fee increase from $28 to $50 if the reimbursement of sewer lateral replacement costs increased from 50% to 80%

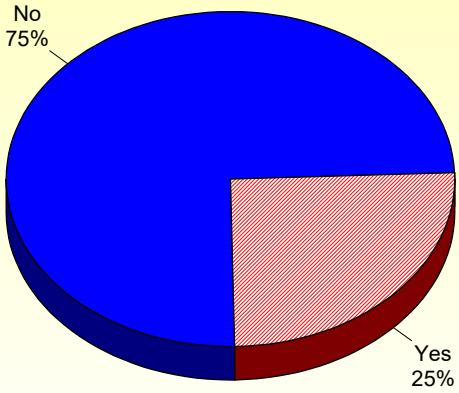
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q33. Have you experienced any issues with stormwater on your property within the last THREE years?

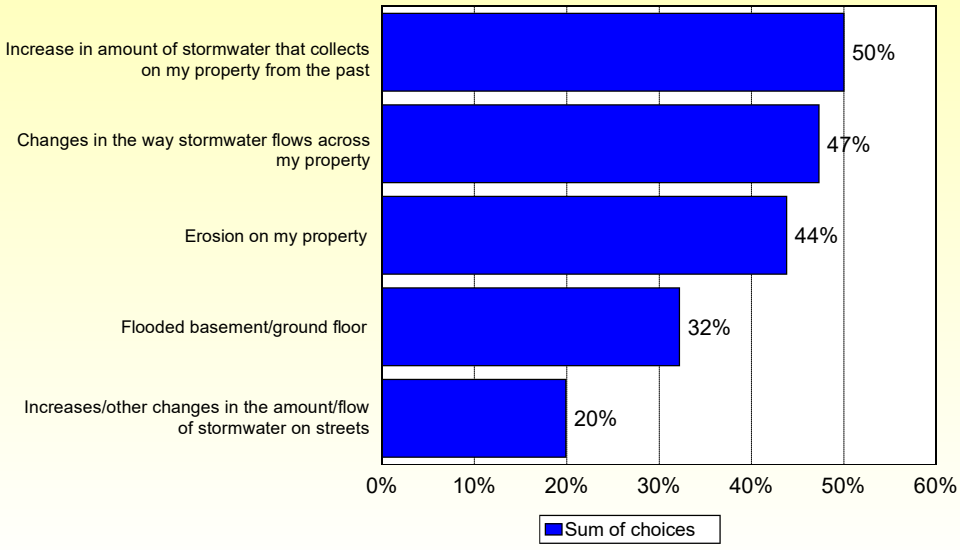
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q33a. What issues have you had with stormwater on your property?

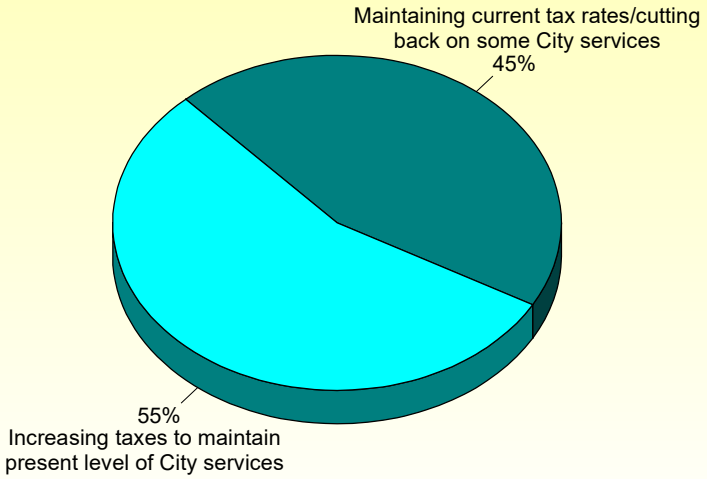
by percentage of respondents who had stormwater on their property within the last three years
(multiple selections could be made)



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q34. Options That Residents Would Prefer in Order to Maintain the Current Level of Services

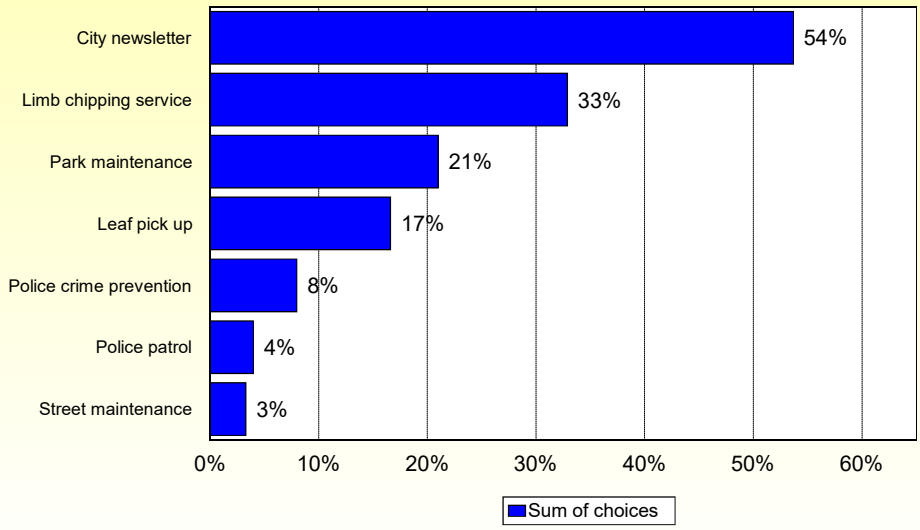
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q35. Services That Residents Would Prefer to Reduce in Order to Maintain Current Tax Rates

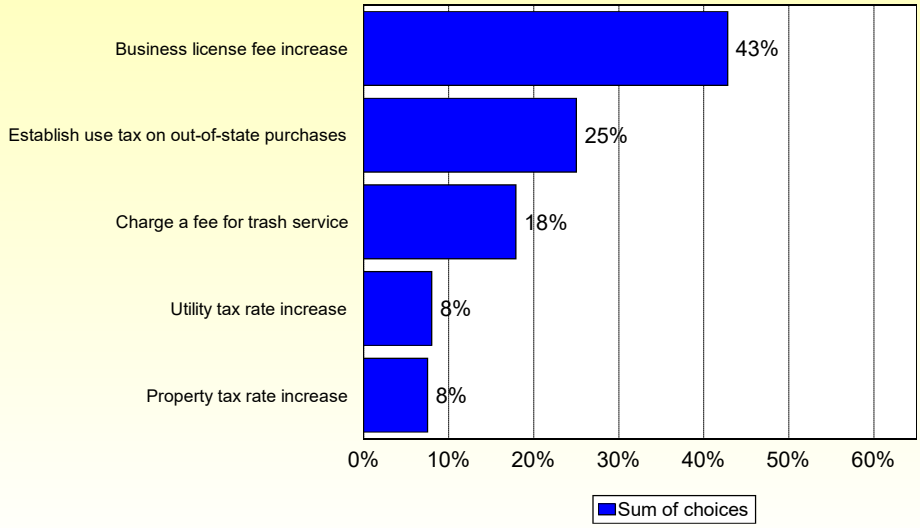
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q36. Revenue Options That Residents Would Prefer the City Use to Maintain City Services

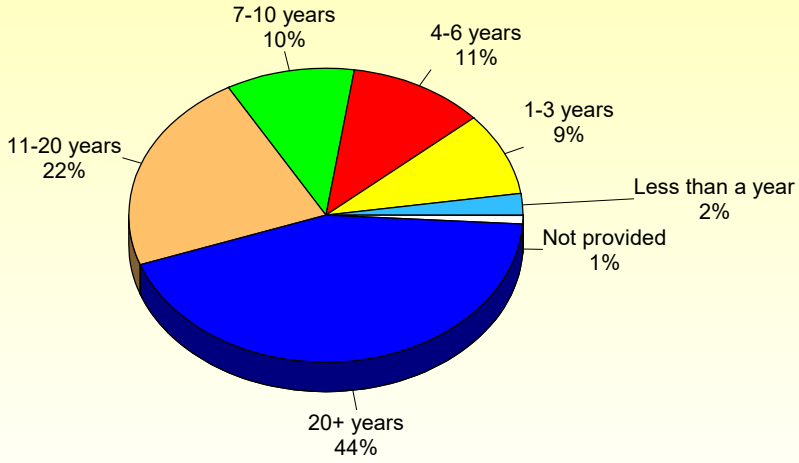
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q38. How long have you lived in Creve Coeur?

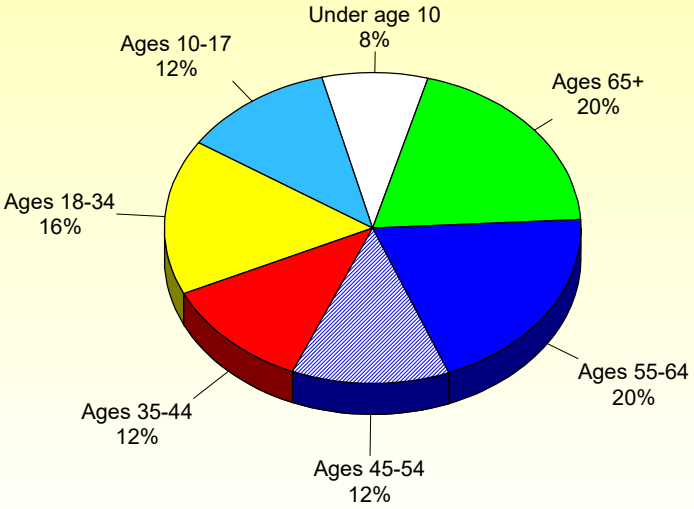
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q39. Including yourself, how many in your household are:

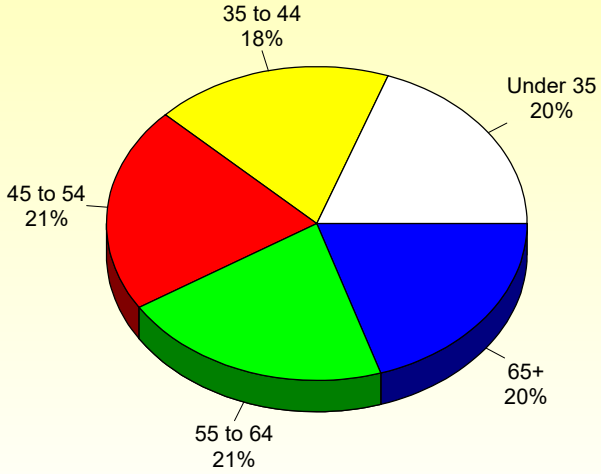
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q40. What is your age?

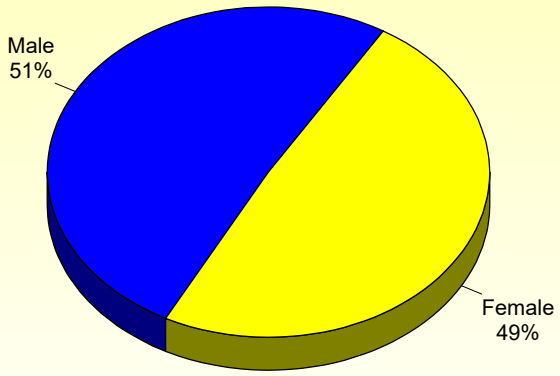
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q41. Gender

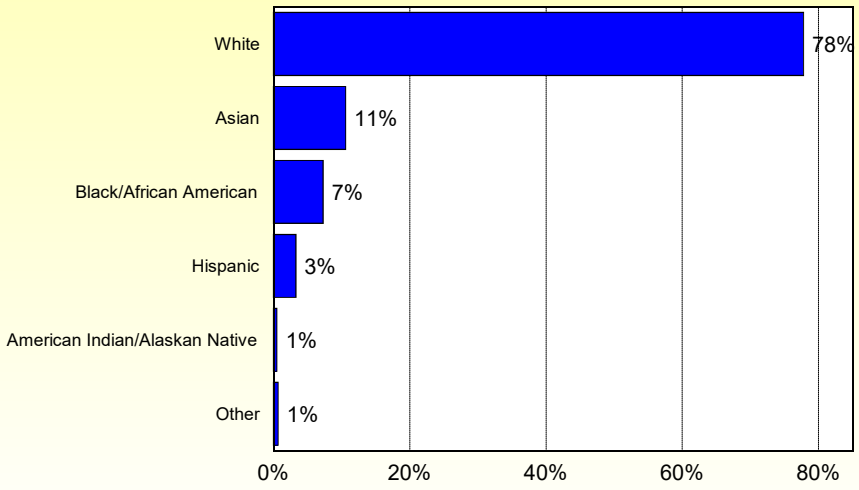
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Q42. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2018 - Creve Coeur, MO)

Section 2: Importance-Satisfaction Analysis

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-three percent (22.9%) of residents selected "overall quality of building inspections and permits" as one of the most important major services to provide.

With regard to satisfaction, 47% of the residents surveyed rated their overall satisfaction with "overall quality of building inspections and permits" as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied"). The I-S rating was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 22.9% was multiplied by 53% (1-0.47). This calculation yielded an I-S rating of 0.1214, which ranked first out of ten 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)						
Overall quality of building inspections & permits	23%	**6**	47%	**10**	0.1214	**1**
Overall enforcement of City codes and ordinances	26%	**4**	58%	**8**	0.1071	**2**
Medium Priority (IS <.10)						
Overall quality of recreation services	28%	**3**	78%	**6**	0.0618	**3**
Overall effectiveness of City communication	25%	**5**	81%	**5**	0.0477	**4**
Overall quality of Police services	46%	**1**	91%	**2**	0.0418	**5**
Quality of customer service from City employees	18%	**7**	78%	**7**	0.0396	**6**
Overall quality of municipal court services	7%	**10**	55%	**9**	0.0297	**7**
Overall maintenance of city parks	30%	**2**	93%	**1**	0.0211	**8**
Quality of leaf vacuuming	15%	**8**	88%	**4**	0.0179	**9**
Quality of limb chipping	14%	**9**	89%	**3**	0.0151	**10**

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the 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
High Priority (IS .10-.20)						
Level of public involvement in decision making	28%	**3**	53%	**6**	0.1325	**1**
City efforts to inform about planning/zoning	34%	**2**	70%	**4**	0.1008	**2**
Medium Priority (IS <.10)						
The quality of the City's website	17%	**5**	61%	**5**	0.0647	**3**
City efforts to inform about important issues	39%	**1**	84%	**2**	0.0629	**4**
Availability of info about City programs/services	23%	**4**	75%	**3**	0.0585	**5**
Quality of the City's social media	6%	**7**	46%	**7**	0.0308	**6**
The quality of the City's newsletter	11%	**6**	88%	**1**	0.0127	**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	33%	**1**	58%	**7**	0.1399	**1**
Medium Priority (IS <.10)						
Senior programs	14%	**3**	46%	**10**	0.0778	**2**
Adult recreation programs	11%	**6**	46%	**9**	0.0610	**3**
Youth recreation programs	11%	**5**	52%	**8**	0.0547	**4**
Overall satisfaction with the golf course	11%	**4**	59%	**6**	0.0467	**5**
Maintenance of City parks	32%	**2**	91%	**1**	0.0292	**6**
Overall satisfaction with the ice arena	7%	**8**	65%	**4**	0.0242	**7**
Number of City parks	11%	**7**	82%	**2**	0.0196	**8**
Maintenance of Historic buildings	6%	**9**	73%	**3**	0.0154	**9**
Overall satisfaction with the dog park	3%	**10**	61%	**5**	0.0121	**10**

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

Most Important %:

The "Most Important" percentage represents the sum of the first 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
Medium Priority (IS <.10)						
Visibility of police in neighborhoods	41%	**1**	78%	**4**	0.0900	**1**
Efforts to prevent crime	33%	**2**	82%	**3**	0.0601	**2**
Visibility of police in commercial/retail areas	23%	**4**	75%	**5**	0.0580	**3**
Enforcement of local traffic laws	12%	**6**	75%	**6**	0.0300	**4**
How quickly police respond to emergencies	18%	**5**	89%	**2**	0.0197	**5**
Overall quality of local police protection	26%	**3**	95%	**1**	0.0130	**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)						
Enforcing exterior maintenance of residential property	29%	**2**	58%	**5**	0.1231	**1**
Overall quality of new commercial development	33%	**1**	64%	**2**	0.1184	**2**
Medium Priority (IS <.10)						
Enforcing mowing/cutting of weeds/grass on private property	23%	**4**	57%	**6**	0.0993	**3**
Enforcing the city's building code	20%	**5**	60%	**4**	0.0812	**4**
Overall quality of new residential development	24%	**3**	68%	**1**	0.0771	**5**
Enforcing exterior maintenance of commercial/business property	17%	**6**	62%	**3**	0.0638	**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 (not including County or State maintained streets)	47%	**1**	69%	**5**	0.1460	**1**
Adequacy of street lighting	35%	**2**	63%	**6**	0.1302	**2**
Medium Priority (IS <.10)						
Condition of City sidewalks	29%	**3**	71%	**4**	0.0838	**3**
Snow/ice removal on City streets	23%	**4**	82%	**3**	0.0412	**4**
Appearance of landscaped medians	11%	**6**	82%	**2**	0.0193	**5**
Cleanliness of City streets	13%	**5**	86%	**1**	0.0179	**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.

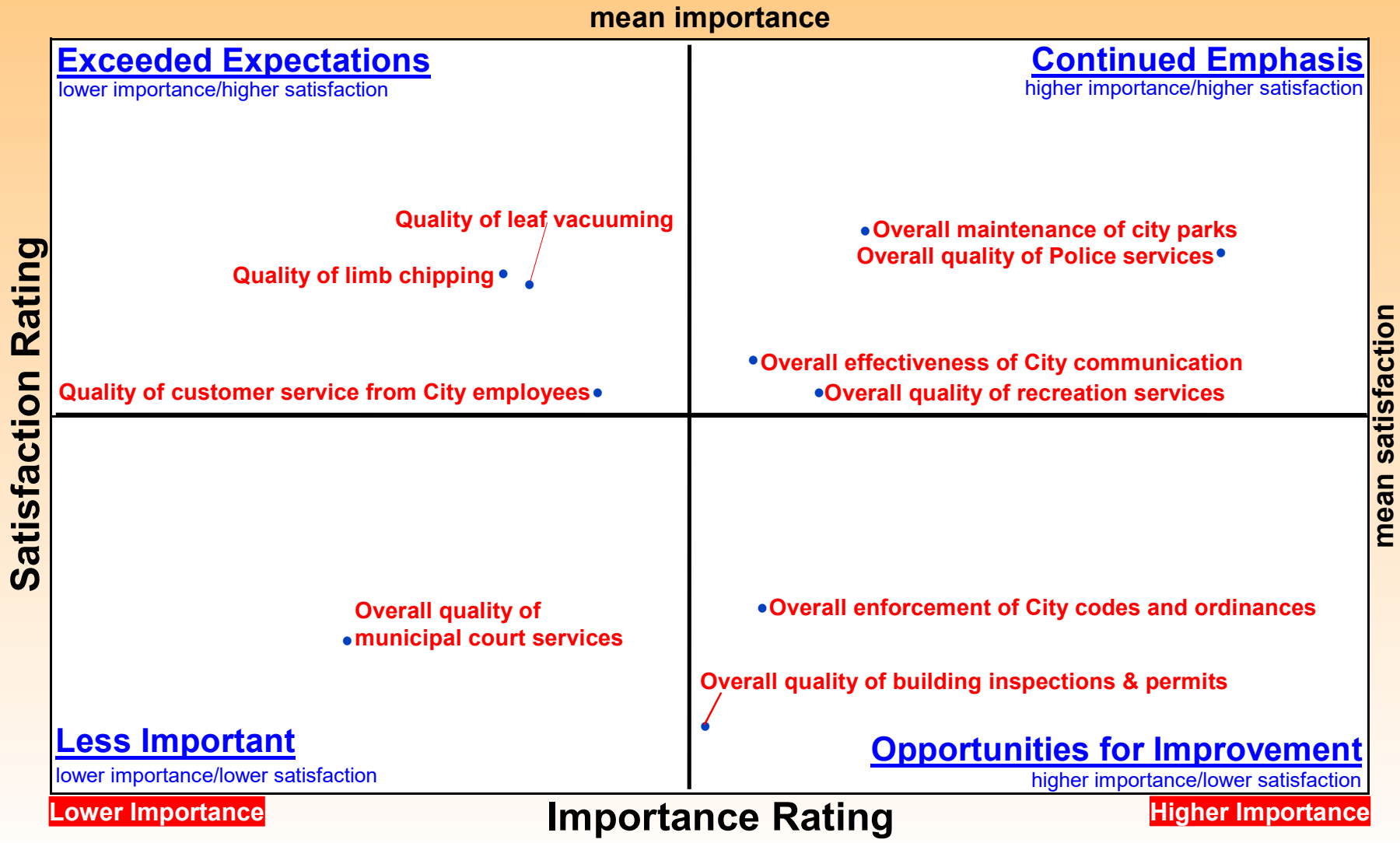
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis 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.

2018 City of Creve Coeur DirectionFinder
Importance-Satisfaction Assessment Matrix
-Overall-

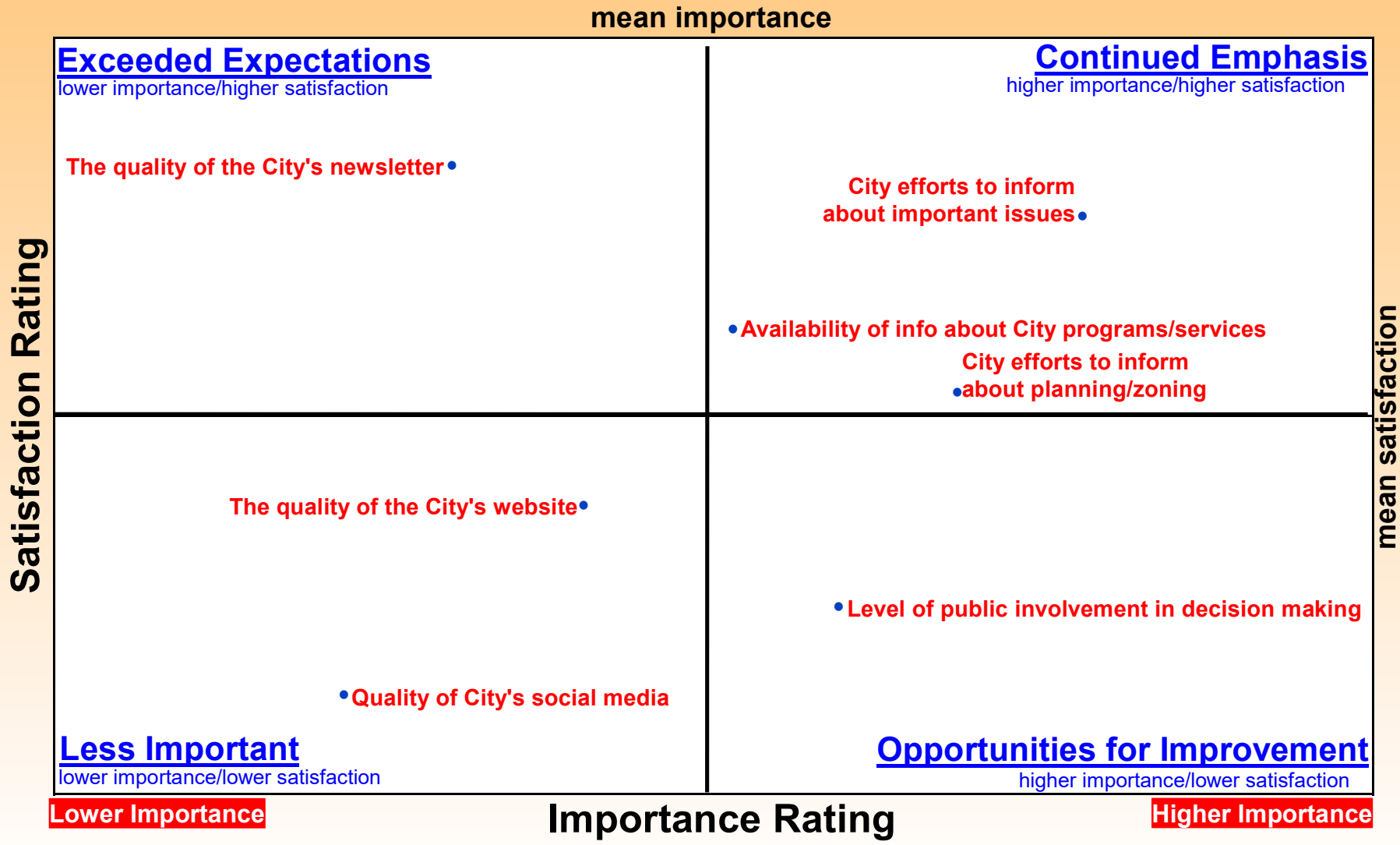
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2018)

2018 City of Creve Coeur DirectionFinder
Importance-Satisfaction Assessment Matrix
-Communication-

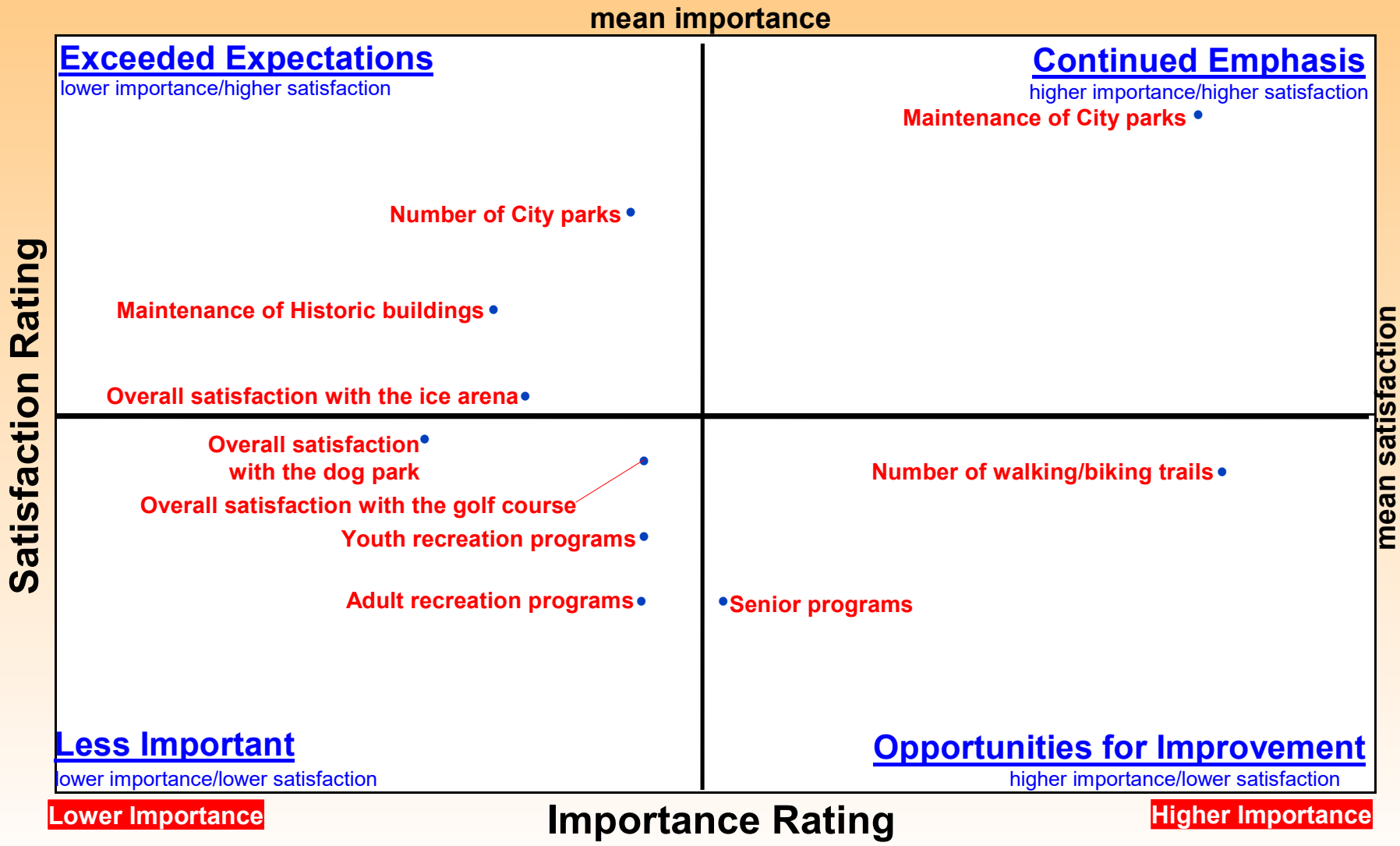
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2018)

2018 City of Creve Coeur DirectionFinder
Importance-Satisfaction Assessment Matrix
-Parks and Recreation-

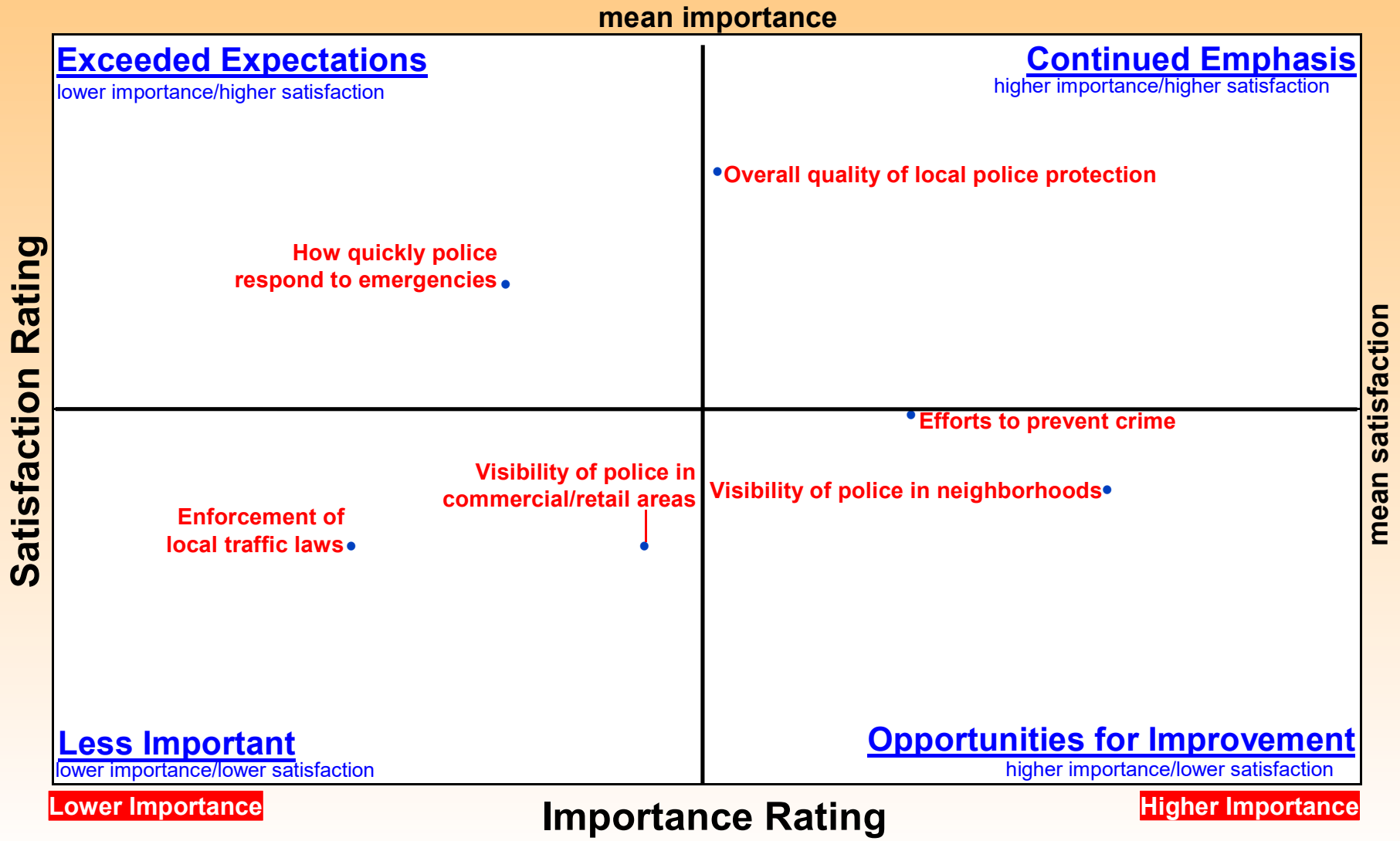
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2018)

2018 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)

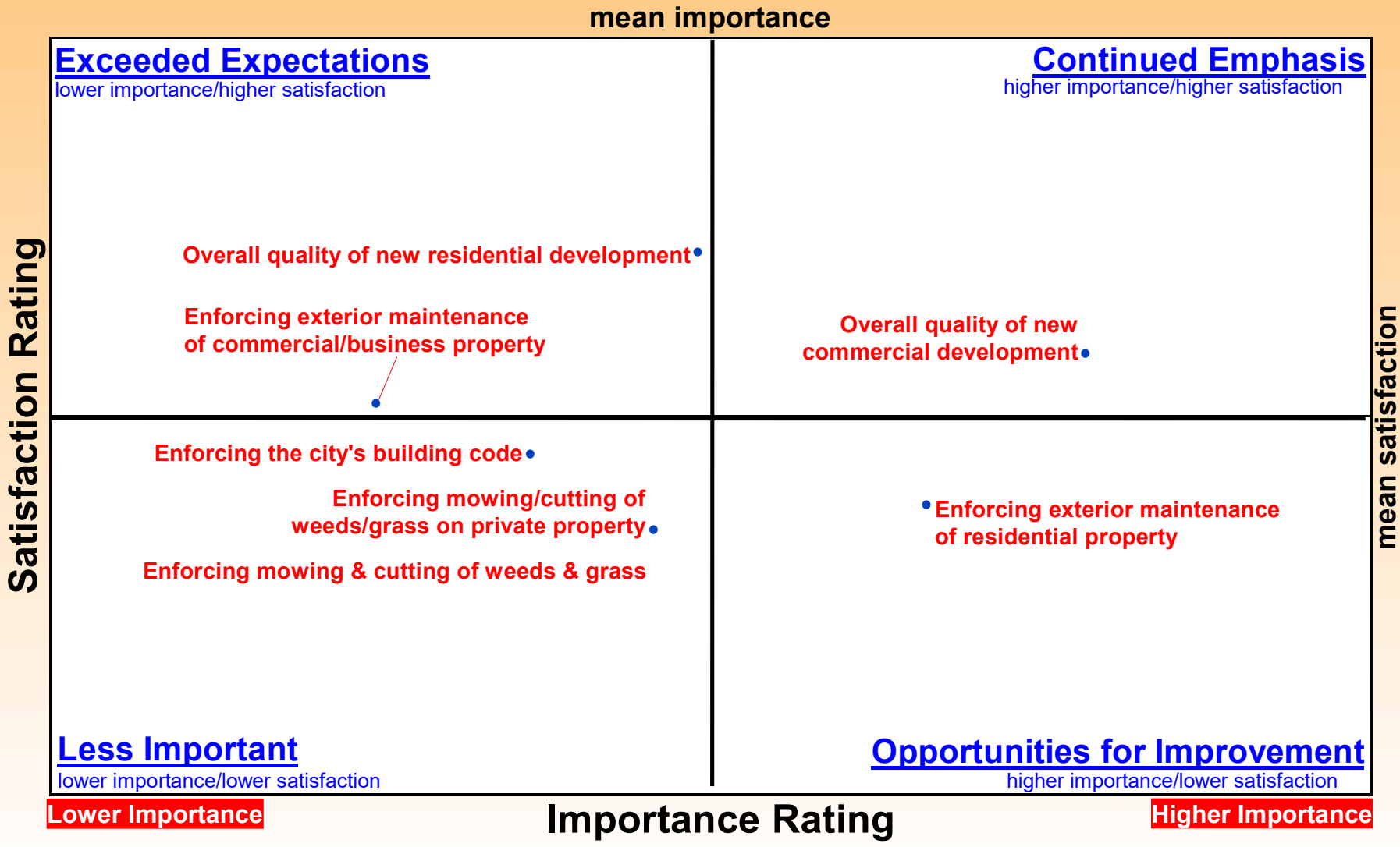


Source: ETC Institute (2018)

2018 City of Creve Coeur DirectionFinder Importance-Satisfaction Assessment Matrix

-Community Development-

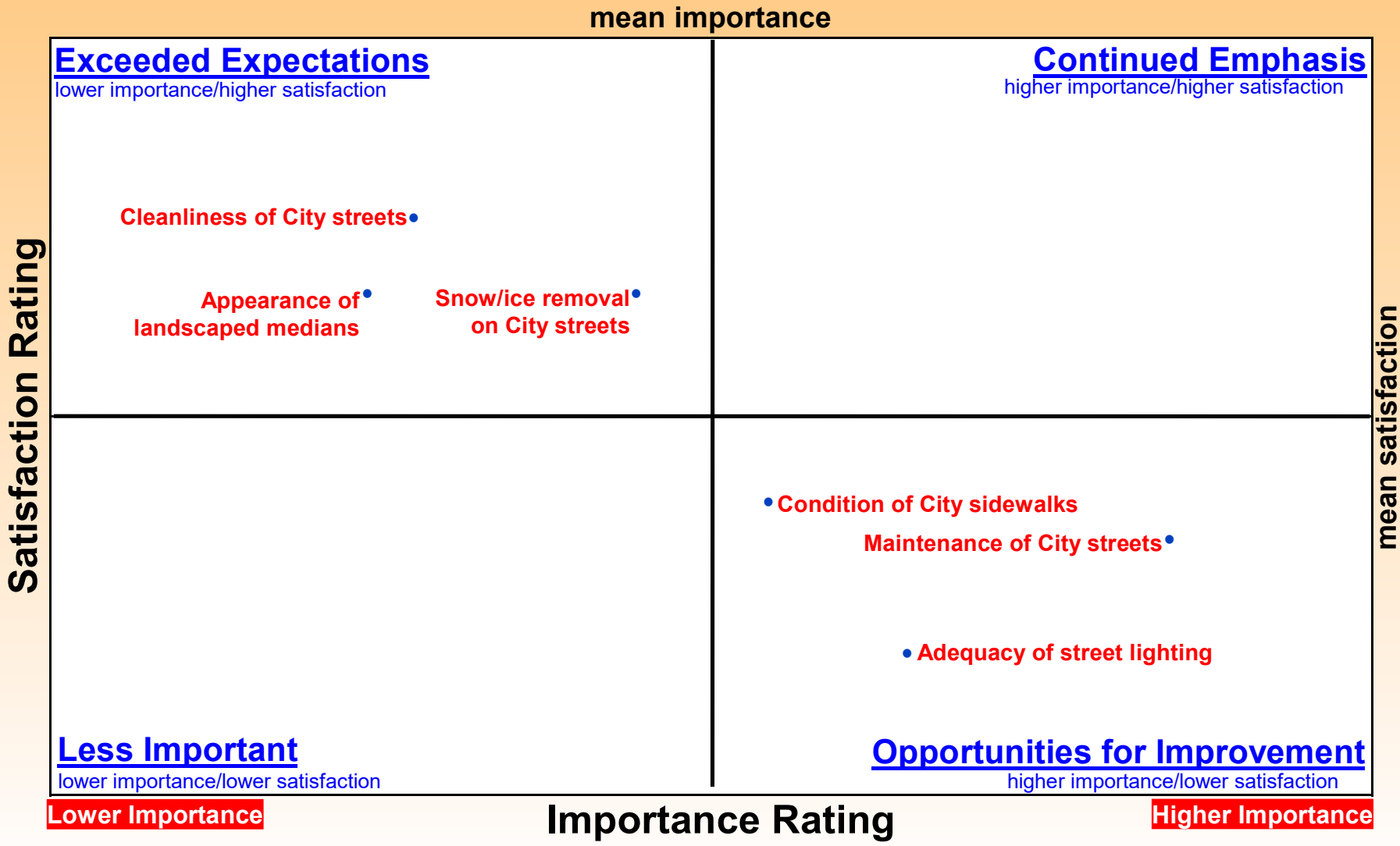
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2018)

2018 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 (2018)

Section 3: Benchmarking Analysis

DirectionFinder® Survey

Year 2018 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 300 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 2016 to a random sample of more than 4,000 residents in the continental United States, and (2) a regional survey that was administered by ETC Institute in the Summer of 2016 to a random sample of 376 residents in Kansas and Missouri communities

Interpreting the Charts

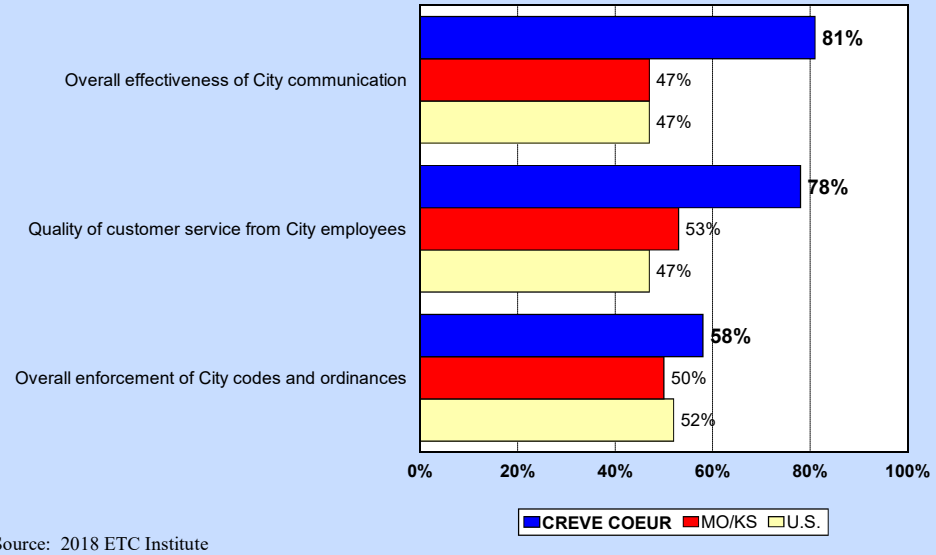
The charts on the following pages provide comparisons for several items that were rated on the survey. The percentages shown reflect the sum of the positive ratings given by respondents excluding "don't knows." The blue bar on the charts shows the results for Creve Coeur, the red bar shows the results 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

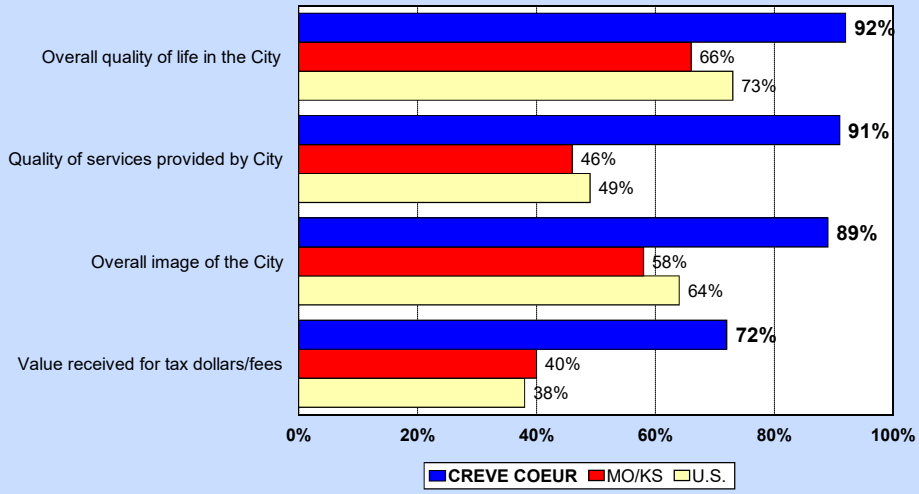
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

Satisfaction with Issues that Influence Perceptions of the City
CREVE COEUR vs. MO/KS vs. the U.S

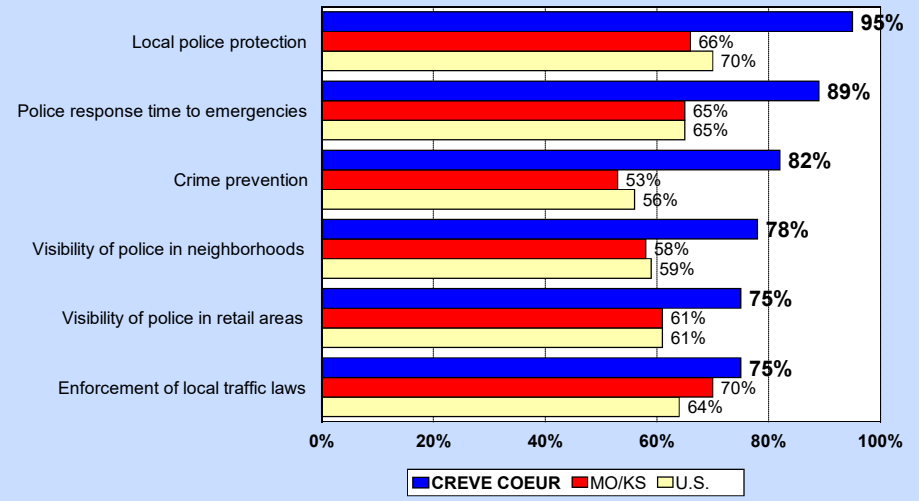
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

Overall Satisfaction with Public Safety
CREVE COEUR vs. MO/KS vs. the U.S

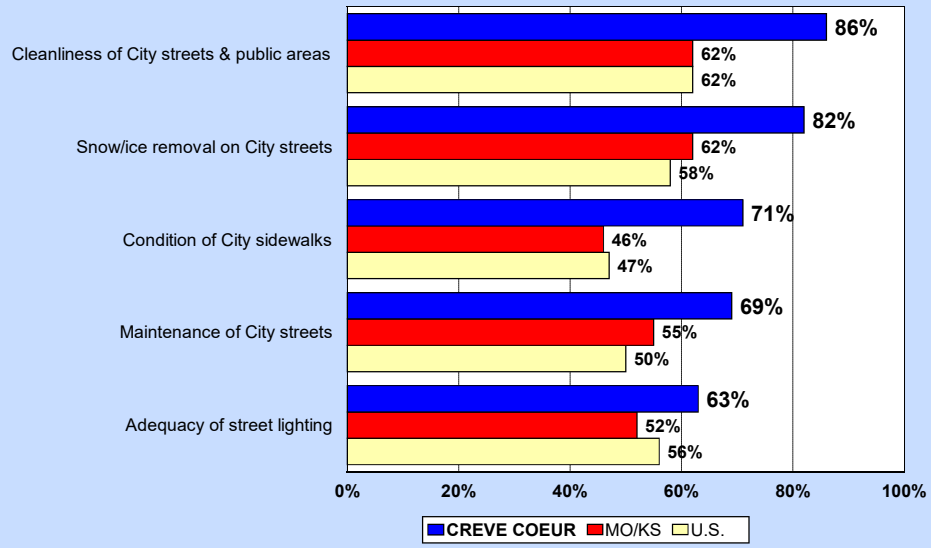
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

Overall Satisfaction with Public Works
CREVE COEUR vs. MO/KS vs. the U.S

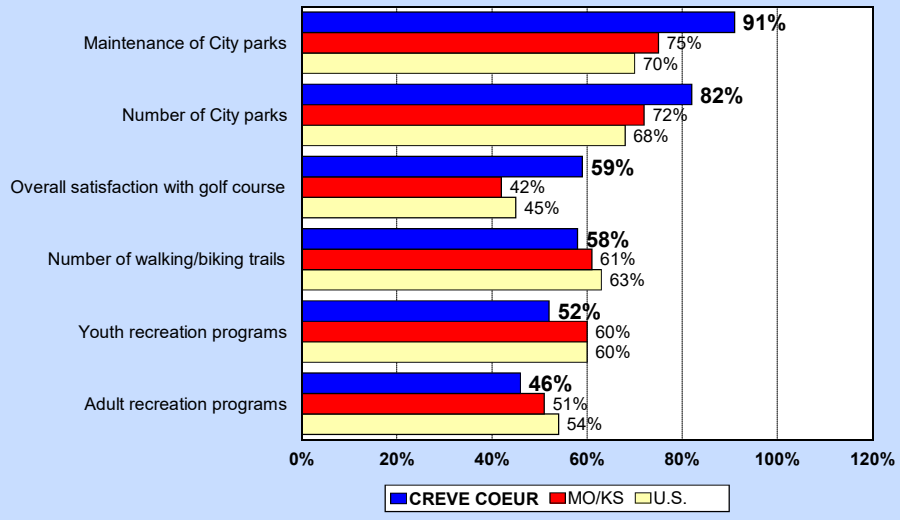
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

Overall Satisfaction with Parks and Recreation
CREVE COEUR vs. MO/KS vs. the U.S

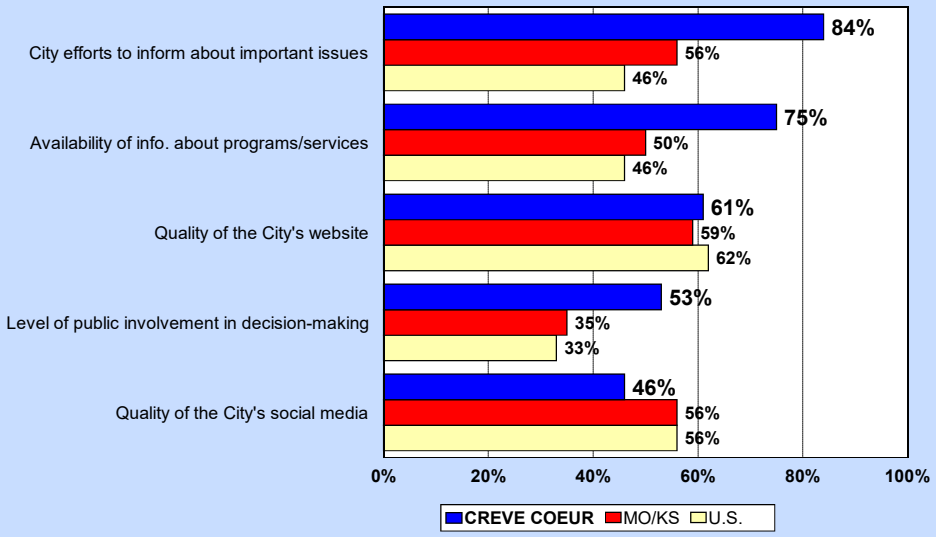
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

Overall Satisfaction with Communication
CREVE COEUR vs. MO/KS vs. the U.S

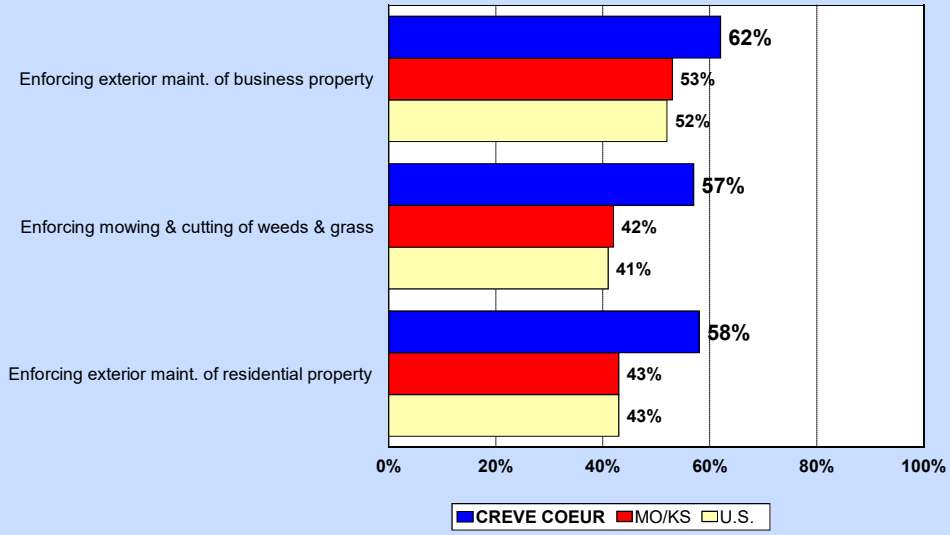
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



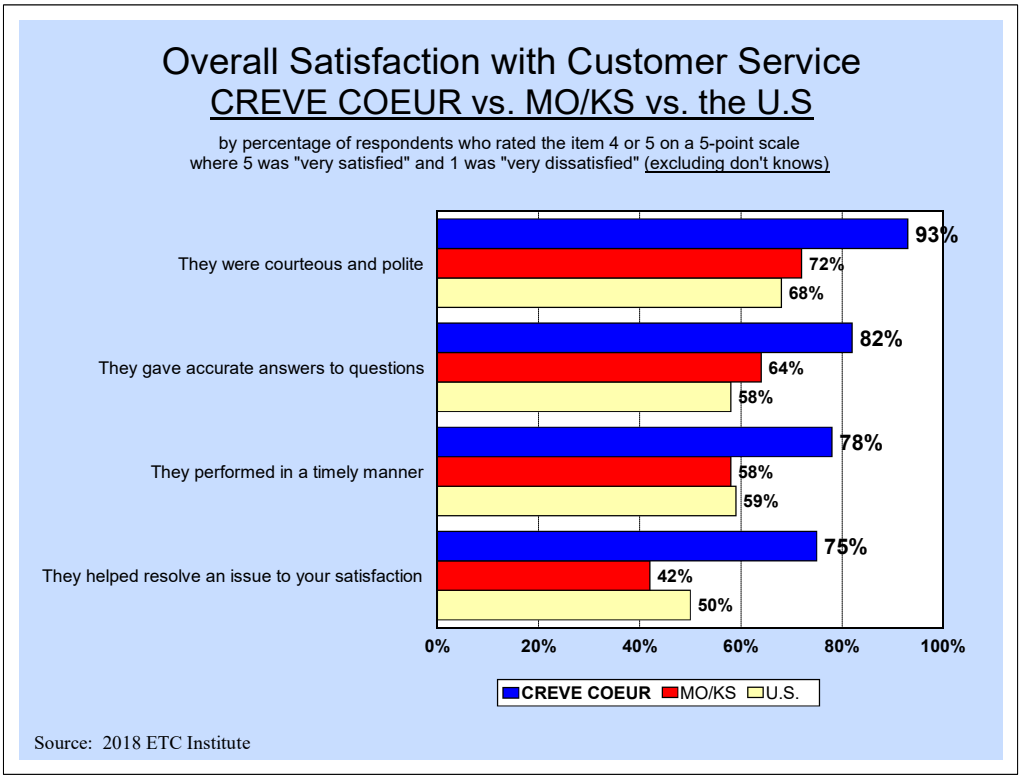
Source: 2018 ETC Institute

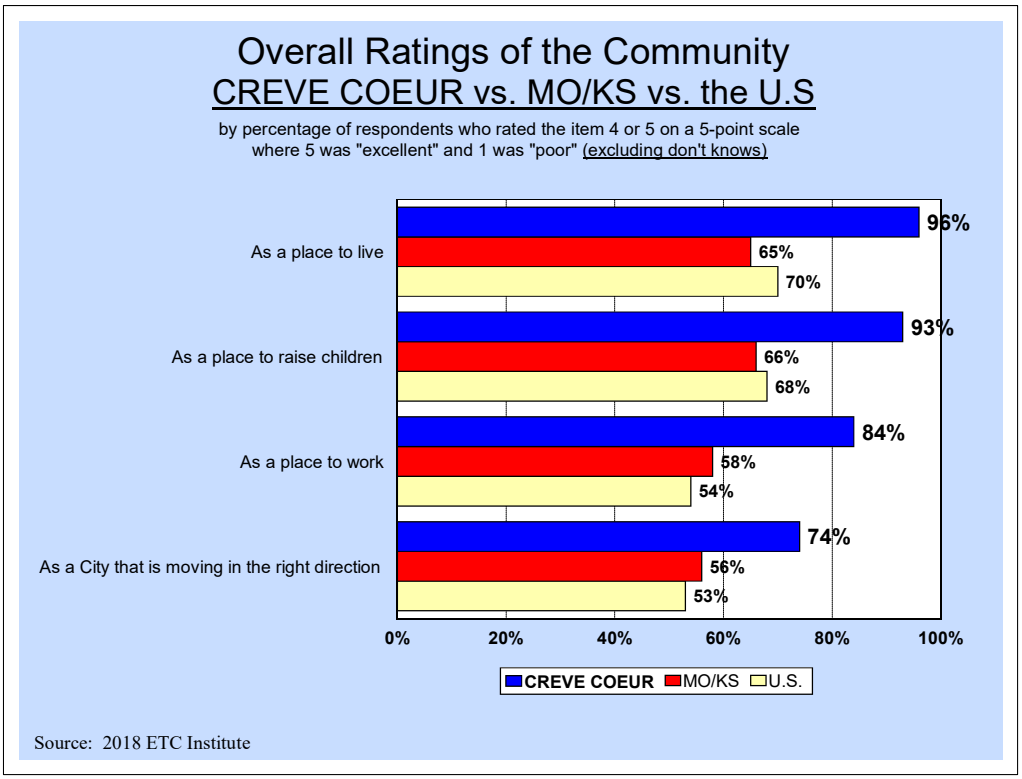
Overall Satisfaction with Community Development
CREVE COEUR vs. MO/KS vs. the U.S

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



Source: 2018 ETC Institute


Overall Satisfaction with Customer Service
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)
They were courteous and polite
93%
72%
68%
They gave accurate answers to questions
82%
64%
58%
They performed in a timely manner
78%
58%
59%
They helped resolve an issue to your satisfaction
75%
42%
50%
0%
20%
40%
60%
80%
100%
CREVE COEUR
MO/KS
U.S.
Source: 2018 ETC Institute


Overall Ratings of the Community
CREVE COEUR vs. MO/KS vs. the U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "excellent" and 1 was "poor" (excluding don't knows)
As a place to live
96%
65%
70%
As a place to raise children
93%
66%
68%
As a place to work
84%
58%
54%
As a City that is moving in the right direction
74%
56%
53%
0%
20%
40%
60%
80%
100%
CREVE COEUR
MO/KS
U.S.
Source: 2018 ETC Institute

Section 4: Tabular Data

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

(N=577)

	Excellent	Good	Neutral	Fair	Poor	Don't know
Q1-1. As a place to live	58.2%	36.7%	2.6%	0.7%	0.3%	1.4%
Q1-2. As a place to raise children	53.6%	30.7%	5.0%	0.9%	0.2%	9.7%
Q1-3. As a place to work	31.0%	23.1%	10.1%	0.7%	0.0%	35.2%
Q1-4. As a City that is moving in right direction	30.7%	38.3%	18.2%	3.6%	1.9%	7.3%

WITHOUT "DON'T KNOW"

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

(N=577)

	Excellent	Good	Neutral	Fair	Poor
Q1-1. As a place to live	59.1%	37.3%	2.6%	0.7%	0.4%
Q1-2. As a place to raise children	59.3%	34.0%	5.6%	1.0%	0.2%
Q1-3. As a place to work	47.9%	35.6%	15.5%	1.1%	0.0%
Q1-4. As a City that is moving in right direction	33.1%	41.3%	19.6%	3.9%	2.1%

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

(N=577)

	Excellent	Good	Neutral	Fair	Poor	Don't know
Q2-1. Overall quality of services provided by City of Creve Coeur	44.0%	44.4%	6.4%	2.1%	0.3%	2.8%
Q2-2. Overall image of City	38.8%	48.5%	7.6%	3.1%	0.2%	1.7%
Q2-3. Overall quality of life in City	43.8%	46.1%	6.8%	1.0%	0.2%	2.1%
Q2-4. Overall value that you receive for your local tax & fees	27.7%	41.4%	17.9%	6.9%	2.3%	3.8%
Q2-5. How well your community is planning for future	24.3%	33.6%	18.4%	5.7%	3.8%	14.2%
Q2-6. Efforts to conserve energy & protect environment	20.6%	32.1%	21.0%	4.2%	1.7%	20.5%

WITHOUT "DON'T KNOW"

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

(N=577)

	Excellent	Good	Neutral	Fair	Poor
Q2-1. Overall quality of services provided by City of Creve Coeur	45.3%	45.6%	6.6%	2.1%	0.4%
Q2-2. Overall image of City	39.5%	49.4%	7.8%	3.2%	0.2%
Q2-3. Overall quality of life in City	44.8%	47.1%	6.9%	1.1%	0.2%
Q2-4. Overall value that you receive for your local tax & fees	28.8%	43.1%	18.6%	7.2%	2.3%
Q2-5. How well your community is planning for future	28.3%	39.2%	21.4%	6.7%	4.4%
Q2-6. Efforts to conserve energy & protect environment	25.9%	40.3%	26.4%	5.2%	2.2%

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

(N=577)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall maintenance of City parks	37.8%	46.6%	4.5%	1.2%	0.5%	9.4%
Q3-2. Quality of limb chipping	44.4%	36.4%	8.0%	2.3%	0.2%	8.8%
Q3-3. Quality of leaf vacuuming	48.4%	33.6%	7.5%	2.9%	0.7%	6.9%
Q3-4. Overall quality of police services	58.8%	28.8%	6.8%	1.4%	0.5%	3.8%
Q3-5. Overall quality of recreation services	25.8%	41.1%	16.6%	1.9%	0.7%	13.9%
Q3-6. Overall quality of building inspections & permits	14.4%	23.1%	25.0%	10.2%	6.2%	21.1%
Q3-7. Overall quality of municipal court services	10.1%	13.2%	16.6%	1.0%	1.2%	57.9%
Q3-8. Overall enforcement of City codes & ordinances	14.2%	24.8%	18.4%	7.1%	3.3%	32.2%
Q3-9. Overall quality of customer service you receive from City employees	29.5%	36.0%	14.2%	3.1%	1.7%	15.4%
Q3-10. Overall effectiveness of City communication	31.9%	44.2%	13.9%	2.1%	1.7%	6.2%

WITHOUT "DON'T KNOW"

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

(N=577)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall maintenance of City parks	41.7%	51.4%	5.0%	1.3%	0.6%
Q3-2. Quality of limb chipping	48.7%	39.9%	8.7%	2.5%	0.2%
Q3-3. Quality of leaf vacuuming	52.0%	36.1%	8.0%	3.2%	0.7%
Q3-4. Overall quality of police services	61.1%	29.9%	7.0%	1.4%	0.5%
Q3-5. Overall quality of recreation services	30.0%	47.7%	19.3%	2.2%	0.8%
Q3-6. Overall quality of building inspections & permits	18.2%	29.2%	31.6%	13.0%	7.9%
Q3-7. Overall quality of municipal court services	23.9%	31.3%	39.5%	2.5%	2.9%
Q3-8. Overall enforcement of City codes & ordinances	21.0%	36.6%	27.1%	10.5%	4.9%
Q3-9. Overall quality of customer service you receive from City employees	34.8%	42.6%	16.8%	3.7%	2.0%
Q3-10. Overall effectiveness of City communication	34.0%	47.1%	14.8%	2.2%	1.8%

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

Q4. Top choice	Number	Percent
Overall maintenance of City parks	57	9.9 %
Quality of limb chipping	12	2.1 %
Quality of leaf vacuuming	23	4.0 %
Overall quality of police services	186	32.2 %
Overall quality of recreation services	48	8.3 %
Overall quality of building inspections & permits	58	10.1 %
Overall quality of municipal court services	8	1.4 %
Overall enforcement of City codes & ordinances	31	5.4 %
Overall quality of customer service you receive from City employees	14	2.4 %
Overall effectiveness of City communication	44	7.6 %
None chosen	96	16.6 %
Total	577	100.0 %

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

Q4. 2nd choice	Number	Percent
Overall maintenance of City parks	62	10.7 %
Quality of limb chipping	32	5.5 %
Quality of leaf vacuuming	32	5.5 %
Overall quality of police services	56	9.7 %
Overall quality of recreation services	58	10.1 %
Overall quality of building inspections & permits	41	7.1 %
Overall quality of municipal court services	18	3.1 %
Overall enforcement of City codes & ordinances	68	11.8 %
Overall quality of customer service you receive from City employees	48	8.3 %
Overall effectiveness of City communication	29	5.0 %
None chosen	133	23.1 %
Total	577	100.0 %

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

Q4. 3rd choice	Number	Percent
Overall maintenance of City parks	55	9.5 %
Quality of limb chipping	35	6.1 %
Quality of leaf vacuuming	31	5.4 %
Overall quality of police services	26	4.5 %
Overall quality of recreation services	56	9.7 %
Overall quality of building inspections & permits	33	5.7 %
Overall quality of municipal court services	12	2.1 %
Overall enforcement of City codes & ordinances	48	8.3 %
Overall quality of customer service you receive from City employees	42	7.3 %
Overall effectiveness of City communication	72	12.5 %
None chosen	167	28.9 %
Total	577	100.0 %

SUM OF TOP 3 CHOICES

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

Q4. Sum of top 3 choices	Number	Percent
Overall maintenance of City parks	174	30.2 %
Quality of limb chipping	79	13.7 %
Quality of leaf vacuuming	86	14.9 %
Overall quality of police services	268	46.4 %
Overall quality of recreation services	162	28.1 %
Overall quality of building inspections & permits	132	22.9 %
Overall quality of municipal court services	38	6.6 %
Overall enforcement of City codes & ordinances	147	25.5 %
Overall quality of customer service you receive from City employees	104	18.0 %
Overall effectiveness of City communication	145	25.1 %
None chosen	96	16.6 %
Total	1431	

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

- A central number to call for all services
- Ability to apply for permits via mobile app.
- add bike/walking paths, revitalize olive from Craig to grasser
- ALL GOOD
- allow police to take a strong stance to protect the city, the area is slipping, stop being so PC, work will get out in the criminal (community to steer clear of Creve Coeur)
- ANIMAL CONTROL
- ARRANGE DOOR SIDE PICK UP OF TRASH AND RECYCLING FOR THOSE WHO CAN'T PUSH CARTS WE'RE ALMOST THERE. WE CAN PAY.
- balance setting criteria
- be helpful to homeowners who want to improve their homes and property, stop treating us like the enemy. code enforcement is too strict so contractors increase bid in cc or will not bid at all, this is an extra tax on residents
- be honest with residents
- Be more friendly and cooperative.
- be more responsive in the permits and inspections
- be more responsive to inquiries
- BE NICER AT POST OFFICE
- BE SURE TO HAVE ADEQUATE STAFF
- Benchmark St. Petes, MO customer service.
- Better follow through and communication with residents and vendors
- BETTER PAY AND BENEFITS FOR CITY EMPLOYEES.
- Building inspections group seems to make up their own rules and appear accountable to no one. This group needs some serious attention.
- change contractor's attitude about our building permit process and inspectors
- CITIZENS ARE NOT CUSTOMERS.
- City is doing a great job already. Keep doing the same.
- CLARIFY WHICH OFFICE DEALS WITH SPECIFIC RESPONSBILITIES SO PEOPLE KNOW WHO TO CONTACT DIRECTLY USE REGULAR SENT EMAILS AND SNAIL MAIL
- Communicate more.
- COMPARED TO OTHER CITIES CREVE COEUR PERMIT POLICIES FOR HOME IMPROVEMENT ARE SLOW.
- CONNECTION BETWEEN OFFICIALS AND COMMUNITY
- Continue prompt responses to inquiries, whether in person, by telephone, or email.
- continue to communicate
- continue upgrades of businesses
- Continue.
- continuously reinforce what services are available and who to contact
- CREVE COEUR HAS A BAD REPUTATION WITH CONTRACTORS DUE TO ARBITRARY CODE ENFORCEMENT.
- customer service is already very good
- Customer service seems to be fine. I have not noticed any particular issues.

Q5. What can the city do to improve customer service? (cont.)

- do an info session for residents at the municipal bldg.
- Doing a great job.
- Doing a great job.
- Doing a great job.
- Don't be so hard on builders developing
- don't have decisions already made about future development before even hearing what current resident have to say. we tried for years to fight mobil or run and it was clear nothing was said mattered, decision was already made
- DON'T KNOW AS NEVER CALLED FOR ANY ASSISTANCE
- DON'T KNOW THE CITY CUSTOEMR SERVICE HAS BEEN EXCELLENT IN OUR EXPERIENCE
- Each time that I've been to city hall, everyone has been super nice and helpful.
- Easier access to information or to get questions answered for example finding specific codes and ordinances is next to impossible.
- Email. We need more restaurants in Creve Coeur.
- email the newsletters periodically email new developments
- ENFORCE CITY RULES
- Enforce codes, I've noticed homes with sheds in their backyards, I thought this was prohibited. I've also noticed cars always parked in the street in front of homes that never seem to be moved, they are always parked in the street. Something I thought was prohibited
- ENFORCE LAWS
- enforce no left turn signal from balboa toolic from Addis to balboa
- enhance neighborhood relationship
- Exam the waste of time by the permit staff by dragging out a permit inspection and repairs for more than a year over a 20 year old deck!
- Expand online services.
- fire all inspections and permit employees
- fire the whole bldg. inspection service and get honest people in there
- FOLLOW UP MAKE IT A MORE FRIENDLY PROCESS, RESIDENTS SHOULD NOT GEEL AS IF WE ARE A BOTHER
- friendliness
- FRIENDLINESS AT CITY HALL
- Friendly employees always make a difference
- GET FEEDBACK FROM CUSTOMERS
- get people in good communication skills
- have an easier to navigate website, have a better phone secretary
- Have an inspector who can write legibly and understand the codes being enforced without making up his own set of rules. Allowing for scheduled inspections or allowing inspectors to notify owners.
- have city offices return calls
- Have enough employees and pay them a decent wage to decrease turnover.
- Have people available. Rarely are people there the first hour or last hour, never on Friday afternoon. Two hour-plus lunch hours.
- HAVE RESULTS OF CITY COUNCIL MEETINGS ON WEBSITE WITHIN 24 HRS WITHOUT HAVING TO LISTEN TO LENGTHY AUDIO

Q5. What can the city do to improve customer service? (cont.)

- have someone answer phones instead of our just leave a message. better communication on leaf and limb pick ups, improve congestion on both olive and ballas
- have the employees treat residents with respect. don't make us feel stupid. don't be abrupt or rude. help us don't hinders
- Creve Coeur has the worst reputation with contractors. its getting harder to find a contractor willing to go through the hassle the Creve Coeur permit office puts them through.
- hey do a good job
- Hi - two suggestions:
- First - the newsletter can transition to some email. Younger residents are very comfortable with email and email can be sent to multiple members of the same household. Sometimes the monthly letter gets lost/recycled before my spouse can read.
- Second - For the permit process, it is very odd that you have to bring two checks. One is for a deposit and the other is for the fee. I did not know and had to incur a credit card fee to cover my permit. I understand why - there are two separate GL accounts; but, it is VERY inconvenient to have to do so. Why can't the clerk, segregate the funds in the system? Or, at least move the money internally. Such a silly process.
- HIER MORE PEOPLE TO WORK IN AREA OF PERMITS AND BLDG INSPECTIONS ON 2 DIFFERENT OCCASIONS I HAD TO WAIT 2 MONTHS FOR PERMIT AND THEN WAIT AGAIN FOR INSPECTIONS
- hire better qualified people
- Hire individuals who our better prepared.
- hold a forum with bldg. contractors ,the permit and inspection process is terrible. contractors refuse to work in cc
- Host events, festivals and cultural stuff in the city parks.
- I AM SATISFIED
- I DON'T INTERACTY WITHTHE CITY SO I DON'T KNOW
- I HAVE HAD NO ISSUES
- I have no issues
- I like that I can send an email (ex: I requested some assistance in getting a sidewalk cleared of leaves since the homeowner wasn't doing it) and there was a quick response to it.
- I think it's great. Always cordial.
- I think the city does a good job of communicating with its residents
- I think the city's permit and inspection process should be adjusted, so that it's not more restrictive than St. Louis County. When we had our kitchen remodeled, we heard from all of our contractors how difficult it was to do work in Creve Coeur.
- I'm satisfied. Live in a condo.
- immediate return communication with list of options for resident as well as contact information for those options
- Improve communications of the inspection department. Plans get approved then when the projects are nearing completion opps we forgot that or you need to do this. The plan review should have caught issues that might arise. This usually add unexpected costs to projects.
- IMPROVE ELECTRONIC COMMUNICATIONS CURRENT EMAIL LISTS ARE TOO BROAD
- IMPROVE SPEED LIMIT ENFORCEMENT BY SPOEDE SCHOOL IMPROVE PROCESS FOR BUILDING PERMITS AND INSPECTIONS IMPROVE ROAD MAINTENANCE
- Improve street maintenance/resurface.

Q5. What can the city do to improve customer service? (cont.)

- IMPROVE THE AUTOMATED PHONE SYSTEM
- Improve the quality of life in the city. Not much going on right now. City just seems to exist without a personality or purpose.
- IMPROVE TRAFFIC MOVEMENTS
- IMPROVE WEBSITE
- in general cs is good, someone manning the phones at all times, we should know about pay raises and pension plans prior to granting them
- increase help in bldg. permits dept rude inspectors
- INSPECTION
- I'VE NEVER HAD AN ENCOUNTER WITH CUSTOMER SERVICE.
- just be nicer overall helpful
- Just to recognize when we call or email, that it is with purpose and we are looking for friendly assistance.
- Keep doing a good job!
- Keep open communications.
- keep up the good work
- kindness please
- Less focus on building and house inspections/permits
- List all names of city employees on list and mail out.
- Listen better
- Listen more to resident' desires. For example, wanting a pot hole and loose concrete/asphalt repaired on our street. Asked three times. Was fixed once but still in disrepair.
- LISTEN TO CUSTOMERS AND MAINTAIN HELPFUL ATTITUDE
- Listen to residents vs what businesses want. Been wanting asphalt repairs on my street and asked several times but still a mess .
- LISTEN TO RESIDENTS REQUESTS MORE SERIOUSLY
- listen to residents when speaking like you listen to developers need more discussions from council members not just a vote
- LOWER TAX
- Maintenance of the city roads and sewer infrastructure is pertinent over the next five years. Also, we must improve the overall sustainability and efficiency of the sewer services and impact on the climate.
- Make it easier for contractors to get permits to help residents improve their homes.
- MAKE IT EASIER TO CONTACT A PERSON WHEN A CITIZEN CALLS, CALLS GO TO VOICEMAIL ALL THE TIME
- Make less codes so you can do things around your house . No need to get a permit to hang a sheet of drywall or a cabinet in your kitchen
- MORE COMMUNICATION
- MORE COMMUNICATION ON FRONT END
- More customer friendly and oriented.
- more frequent leaf pick up and limb chipping
- MORE LIVE PHONE ANSWERING

Q5. What can the city do to improve customer service? (cont.)

- More marketing to improve awareness of services. Maybe try new format for newsletter-via email to save postage costs.
- more parks, need driving range, pool
- More police presence in residential areas.
- More updates via social media and an open forum on Facebook to community members to talk to each other or using app like Nextdoor https://itunes.apple.com/us/app/nextdoor/id640360962?mt=8
- Need a family recreation complex. Don't want to use Maryland Heights. Not where we live. Build new facility at Conway Park.
- NEED FOR INSPECTIONS/PERMITS
- need to communicate better, posting signs regarding proposed development good but need to push out more communication, neighborhood trustees do not forward the emails they receive from city, signing up for notices or alerts on city websites does not work
- NEUTRAL
- new golf course
- NEW PERSONAL
- no comment it is very good
- no complaints
- NO NEED EVERYTHING'S FINE
- no suggestions keep up the good work
- not assume that the customer is trying to pull on over on them. listen without having the answer ready
- Nothing at this time. Very responsive, friendly service.
- Nothing for me although it would be great to have better restaurant choices.
- NOTHING NEED TO BE IMPROVED
- Nothing. Already excellent.
- Nothing. It is excellent!
- offer in your newsletter baby sitting service
- OFTEN COUNCIL ACTIVITIES IN THE NEWSLETTER DO NOT EXPLAIN THINGS WELL ENOUGH I.E., ORD579 AMENDING SECTION 140.O30C.. ??
- our experience has been positive, Barry and his team are great
- People at office more friendly and willing to solve problem
- phone system is terrible, you call the police dept and not sure which choices to make and its disconnects you
- Please add a mother/son dance. The father/daughter dance is lovely. Let's have mothers and sons experience that.
- Post the agenda of committee meetings a week prior to meetings; particularly important for the committees addressing planning and zoning, and Council meetings.
- Prevent people from parking in the street permanently rather than use driveway or garage which are left unused, especially on Gallegher Rd.
- Provide written responses to citizen complaints and comments framed by the council in closed sessions.
- Put recycle bins in the city parks. Affordable recycle contract for businesses, so more will recycle.
- quit being overzealous with bldg inspections and permits and quit charging so much for same, Creve Coeur has reputation for being the worst municipality in this regard
- RATHER PATHETIC WHEN CREVE COEUR CITY EMPLOYEES DON'T LIVE IN CREVE COEUR.

Q5. What can the city do to improve customer service? (cont.)

- RECOGNIZE PEOPLE STILL USE US MAIL SERVICE
- recreation center
- Remodeling was hard due to over-strict emphasis on smoke alarms and different information, but nine years ago.
- REQUIRE SEPARATE CONTAINER AND PICK UP OF CANS, GLASS, PAPER FROM ALL APARTMENTS, BUSINESS, RESIDENTS
- Respond to people instead of pass the buck and have people leave voice messages that go unanswered.
- RESPONSIVE EMPLOYEES
- return calls
- return phone calls
- Return phone calls in a timely manner.
- Return phone calls!
- revamp website, answer phone not going to voicemail
- Review and audit building permit process. Not resident friendly or even accommodating.
- review inspections and permits streamline, allow homeowners to care for their own homes, deer population is a problem
- ROAD MAINT IN MY SUBDIVISION
- Seems fine
- Set standards for the behavior and service of contractors.
- SINCE LITTLE SNOW COLLECTED LIMBS ALL YEAR
- spring leaf vacuuming needs to start earlier and run longer
- Stay the course.
- STOP BUILDING MULTI FAMILY DWELLINGS IN SINGLE UNIT NEIGHBORHOODS
- Stop trying to raise revenue off police tickets.
- STREETS ARE TERRIBLE, FIX THE STREET ON NIMEES DR, PEOPLE COMPLAINED FOR YEARS
- take care of my storm water problem
- Take residents' comments seriously and act on complaints.
- The city is renown for being difficult to work with on inspections and permits. Communications could be better, too, re: crime, new mayor, building projects, etc.
- The city services should be bench marked annually against other cities providing similar services. Our city services should also undergo independent audits to determine if value for money spent is being achieved. Lower cost alternatives to providing the same services should be investigated and bid out to independent contractors.
- THE CITY STAFF IS MORE FOCUSED ON DEVELOPERS THEN RESIDENTS, THIS HAS TO STOP
- The government building and police force lack cultural diversity.
- The need for permits, etc. Would also love a rec center.
- There are some codes that are either not well explained or make it difficult to enhance ones property. For example, a neighbor who is trying to rebuild their existing deck, was told they could not as it was too large. This makes it challenging for people to maintain their property...especially if they purchased the property with the same deck. There are several similar issues. Try to make it easy for community members to enhance and maintain their property.
- They do a pretty good job. Maybe offer more workshops to understand each department and how we can benefit. For example, I'm having problems with water drainage and irrigation. seasonal stuff.

Q5. What can the city do to improve customer service? (cont.)

- this is good start, try to better understand the opinions of all citizens
- THIS IS WRONG QUESTIONS WE ARE NOT CUSTOMERS
- TOO MUCH TIME AND EFFORT SPENT ON COMPLIANCE WITH ORDIINANCES/CODES IMPROVE RESPONSES TO QUESTIONS OF BLDG INSPECTIONS AND REQUIREMENTS
- TRAFFIC CONTROL
- TRANSPORT
- TREAT RESIDENTS AS THEY ARE VERY IMPORTANT,MORE THAN CORPORATIONS.
- Trees in our neighborhood park have been dying or choked by vines and city has done nothing until dead tree finally falls over. Our neighbors had to spend their own time and dime to clear some tress of vines, but without a comprehensive measure from the city park services, trees will disappear. Please do something!
- understand that not everything can go by the book
- watch our money
- Way too structured. The building enforcement and court system in pitiful.
- WE ARE PLEASED KEEP THE COST DOWN
- We are satisfied.
- WE HAVE FOUND THAT GETTINGPERMITS HERE IS A PROBLEM AND MANY CONTRACTORS COMPLAIN ABOUT CC'S RIDGITY AND HASSEL
- We need more gas stations.
- We purchased our home a little over five years ago, and have done a lot of work to it, most recently a kitchen renovation. Creve Coeur hassled us over our smoke alarm system, which I researched via the county website prior to installing it, and it was just a frustrating process to go through. In addition, we put in a new driveway around three years ago, and just two weeks ago I received a letter from Creve Coeur telling me that my contractor didn't file some permit (though his contract clearly claimed he did), and that I owed money to the city, even though the driveway installation looks fine according to the city inspector. Totally understand the need to have ordinances and building codes, but Creve Coeur has long been known as being a little ridiculous in this area, and if the city plans to attract new development, this is going to have to be relaxed a little.
- Website improvements.
- we're known to be difficult to work with regarding permits they take too long
- What happened to the concept of developing a Creve Coeur downtown?
- WITH WEATHER CHANGES I THINK LEAF VACUUMING SHOULD BEGIN AND END 2 WEEKS LATER.
- Would like it if the leaf vacuuming extended by one or two more cycles. Also would be good to re-emphasize that limbs and leaves should not be placed onto streets.
- The real estate taxes went up considerably based on recent assessments. That was definitely a big (and unpleasant) surprise for me and others in the neighborhood.
- WOULD LIKE TO HAVE COMMUNITY CENTER WITH GYM

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	505	87.5 %
No	72	12.5 %
Total	577	100.0 %

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

Q6a. How satisfied are you with City's trash & recycling service?	Number	Percent
Very satisfied	324	64.2 %
Satisfied	141	27.9 %
Neutral	23	4.6 %
Dissatisfied	6	1.2 %
Very dissatisfied	4	0.8 %
Don't know	7	1.4 %
Total	505	100.0 %

WITHOUT "DON'T KNOW"

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

Q6a. How satisfied are you with City's trash & recycling service?	Number	Percent
Very satisfied	324	65.1 %
Satisfied	141	28.3 %
Neutral	23	4.6 %
Dissatisfied	6	1.2 %
Very dissatisfied	4	0.8 %
Total	498	100.0 %

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

(N=577)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. City efforts to keep you informed about important issues	38.1%	43.7%	12.5%	2.1%	0.5%	3.1%
Q7-2. Quality of City's newsletter	42.1%	42.1%	10.2%	1.7%	0.3%	3.5%
Q7-3. City efforts to keep you informed about planning & zoning matters	28.9%	37.1%	20.8%	6.4%	1.7%	5.0%
Q7-4. Availability of information about City programs & services	31.4%	40.0%	19.9%	2.9%	0.7%	5.0%
Q7-5. Level of public involvement in local decision making	18.4%	24.4%	28.6%	5.4%	3.8%	19.4%
Q7-6. Quality of City's social media (e.g. Facebook, Twitter)	8.1%	10.7%	19.4%	2.1%	0.9%	58.8%
Q7-7. Quality of City's website	13.2%	26.5%	20.8%	2.9%	1.6%	35.0%

WITHOUT "DON'T KNOW"

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

(N=577)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. City efforts to keep you informed about important issues	39.4%	45.1%	12.9%	2.1%	0.5%
Q7-2. Quality of City's newsletter	43.6%	43.6%	10.6%	1.8%	0.4%
Q7-3. City efforts to keep you informed about planning & zoning matters	30.5%	39.1%	21.9%	6.8%	1.8%
Q7-4. Availability of information about City programs & services	33.0%	42.2%	21.0%	3.1%	0.7%
Q7-5. Level of public involvement in local decision making	22.8%	30.3%	35.5%	6.7%	4.7%
Q7-6. Quality of City's social media (e.g. Facebook, Twitter)	19.7%	26.1%	47.1%	5.0%	2.1%
Q7-7. Quality of City's website	20.3%	40.8%	32.0%	4.5%	2.4%

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

Q8. Top choice	Number	Percent
City efforts to keep you informed about important issues	157	27.2 %
Quality of City's newsletter	35	6.1 %
City efforts to keep you informed about planning & zoning matters	84	14.6 %
Availability of information about City programs & services	44	7.6 %
Level of public involvement in local decision making	75	13.0 %
Quality of City's social media (e.g. Facebook, Twitter)	16	2.8 %
Quality of City's website	55	9.5 %
None chosen	111	19.2 %
Total	577	100.0 %

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

Q8. 2nd choice	Number	Percent
City efforts to keep you informed about important issues	70	12.1 %
Quality of City's newsletter	26	4.5 %
City efforts to keep you informed about planning & zoning matters	110	19.1 %
Availability of information about City programs & services	91	15.8 %
Level of public involvement in local decision making	88	15.3 %
Quality of City's social media (e.g. Facebook, Twitter)	17	2.9 %
Quality of City's website	41	7.1 %
None chosen	134	23.2 %
Total	577	100.0 %

SUM OF TOP 2 CHOICES

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

Q8. Sum of top 2 choices	Number	Percent
City efforts to keep you informed about important issues	227	39.3 %
Quality of City's newsletter	61	10.6 %
City efforts to keep you informed about planning & zoning matters	194	33.6 %
Availability of information about City programs & services	135	23.4 %
Level of public involvement in local decision making	163	28.2 %
Quality of City's social media (e.g. Facebook, Twitter)	33	5.7 %
Quality of City's website	96	16.6 %
None chosen	111	19.2 %
Total	1020	

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

Q9. How often would you say you read City's newsletter?	Number	Percent
Every month	458	79.4 %
A few times a year	87	15.1 %
Never	19	3.3 %
Not provided	13	2.3 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"

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

Q9. How often would you say you read City's newsletter?	Number	Percent
Every month	458	81.2 %
A few times a year	87	15.4 %
Never	19	3.4 %
Total	564	100.0 %

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

- ACTUALLY LISTEN TO RESIDENTS ABOUT MORE DEVELOPMENT ONLY FOCUS ON MONEY
- Advertise more events to bring communities together. Promote what is coming to the city and family events.
- ADVERTISE RATES
- ALDERMEN HAVING COFFEES
- Allow residents to opt-out of mail and transition to email. This wouldn't have to be used by all residents. There could be a significant expense saving over time, and multiple members of the same household could receive the newsletter at the same time.
- already doing a very good job
- an e-newsletter would be helpful to refer back to and cut down on waste
- ANSWER THE PHONE
- As a renter, I do not always receive information sent to property owners. A way to access would be helpful.
- Barry Glantz could take a more public facing role. I see the advertisements for Coffee with the Mayor, but I'm usually working. I would take part in a similar engagement if it was scheduled around working hours.
- be upfront about what residents can do about issues
- believe they do a good job
- Better availability of information.
- Better human contact
- better website to communicate with residents
- CITY MANAGER AND DEVELPMENT STAFF DO NOT CARE ABOUT RESIDENTS
- communicate an easy method for us to communicate with you
- Communicate more. For instance most residents don't even know we have a newsletter!!
- communication is good
- continue doing what is being done now
- continue newsletter
- continue print and electronic
- CONTINUE THE WARD EMAILS WITH UPDATES
- Continue to stress social media.
- continue updates
- Council and Planning and Zoning tell residents reasons why they vote against them
- Create list servs that residents can sign themselves for on topics of importance e.g. planning and zoning issues.
- Dates for ad hoc meetings for changing codes should be communicated better.
- DETAIL IMPROTANT ISSUES WITH UPDATES
- DOING AN EXCELLENT JOB NOW`
- Doing fine
- Doing good
- Don't bury information and decisions that impact residents, like rezoning issues.
- Drive around and see the broken down cars in people's driveways. Not cutting their grass.
- E updates
- Electronic newsletter
- E-MAIL
- Email blast options
- Email important news pieces.

Q10. What can the city do to improve communication with residents? (cont.)

- email it/ tweet it
- email newsletter
- Email newsletter.
- Email residents.
- EMAIL THEN
- EMAILS OR TEXTS
- emphasis availability of website/social media
- emphasis on website
- emphasis the planning and zoning matters in newsletter and website, find a better layout to get info to residence
- Encourage trustees to be more active and share info with their residents.
- Everything is good.
- Explain ordinance changes better.
- Feature a Did you know?, highlighting available services, or recognize a great employee.
- FIX THE STREETS
- Furnish written updates about major zoning and construction projects.
- Get newsletter to us before printed deadlines.
- get them signed up to receive emails from the city
- Give more updates on ongoing controversy (see above).
- give us the vision and strategy for the long term plan
- Great communication. No improvement needed.
- great job
- HAVE A BBQ WITH A GUEST SPEAKER
- Have a comment section or editorial section in the newsletter.
- Have a Q & A column in the newsletter, with opportunity for resident input. Also an editorial column would be great.
- Have a thumbnail alert on the web site advising folks of major issues covered by the current newsletter and perhaps those that are archived.
- HAVE CLEAR, EASY WEBSITE LINK CORDINATED TO POSTED SIGNS
- have had trouble using website
- HAVE RESULTS OF COUNCIL MEETINGS POSTED WITHIN 24 HRS
- HAVE SOME LARGE ELECTRONIC MARQUE BOARDS THAT STATE UPCOMING EVENTS AND ISSUES
- hire better people
- I DON'T HAVE AN OPINION ON THIS TOPIC.
- I don't think we need a full page lecture from the mayor each month.
- I like getting text and voice mail.
- I THINK IT IS FINE
- I THINK THEY DO A LOT.
- I used to receive a city newsletter in mail. Now I don't. That's fine but I would like it emailed to me.
- I'm satisfied!
- Improve data/information on website.
- improve newsletter

Q10. What can the city do to improve communication with residents? (cont.)

- Improve the newsletter.
- Improve website, more email notice options.
- Invite public to small advisory meetings.
- isn't there a better vehicle than the newsletter? Can you do an email newsletter more frequently?
- IT'S FINE NOW
- It's good!
- It's the residents' responsibility to read the communication.
- keep doing what currently doing, the newsletter is awesome
- KEEP DOING WHAT THE CITY IS DOING
- Keep the information on the City's website complete and up to date. New Zoning issues, for example are rarely on the website. The recent city meeting agendas and minutes are difficult to load and often hard to read (PDFs size).
- keep the public
- Keep up newsletter, etc.
- Keep up the good work
- keep up the good work
- Keep up the good work with newsletter and phone tree.
- KEEP UP THE TEXT MESSAGES FOR URGENT MATTERS
- KEEP UP WITH THE NEWS LETTER AND SEND LETTERS FOR CHANGES OR PROJECTS.
- Keep website up to date and informative. Notify by email of updates.
- less bs more facts
- Less fluff, more planning and zoning info, more strategic growth info
- LET US KNOW HOW WE CAN BE APPOINTED TO COMMITTEES
- Let us know of the large and small projects, ex. the medical facility on 270 and Olive.
- LETTER
- Like emails to remind when leaf and limb pickup
- list of crimes in the city in newsletter and email
- LISTEN TO ELDER PERSON.
- LISTEN! WHEN FOLKS DON'T WANT ZONING CHANGD ON CERTAIN BULDINGS BUILT DON'T BUILD OR REZONE
- local news reports and updates
- Look at other community newspapers and get ideas. Ours is not good.
- LOVE MORE E-MAILS ABOUT IMPORTANT ISSUES
- LOWER TAXES
- MAILINGS
- MAINTAIN CURRENT LEVEL
- MAKE BETTER EFFORT
- make it easier to talk to a person regarding a specific issue
- MAKE SURE NEWSLETTERS ARRIVES AT OR BEFORE THE 1ST OF THE MONTH I SIGNED UP FOR P & Z AND COUNCIL EMAIL NOTIFICATIONS OF MEETING NEVER RECEIVED
- MAPS SHOWING LOCATIONS OF NEW BUSINESSES.
- maybe a more dynamic/interactive website ward mtgs

Q10. What can the city do to improve communication with residents? (cont.)

- maybe email
- Maybe post a reminder in the newsletter to check out city website for more information about topics.
- Meetings with staff and mayor
- MINIMIZE ADDING NEW LARGE APARTMENT BUILDINGS.
- MORE COMMUNICATION WITH BUSINESS OWNERS
- More community.
- MORE DETAIL ON BUILDING AND ZONING ISSUES
- More items on calendar of events
- More mailings for those who rarely use the internet
- more meets with the mayor & the police chief
- MORE ON CITY FUNCTIONS AND LESS ON GENERAL INTERST
- More one on one communication via social network
- More public forums/town hall meetings for key issues
- MORE PUBLIC MEETINGS
- more social media
- More thorough information in the newsletter is always appreciated
- MORE TRANSPARENT ON FINANCIALS
- NEUTRAL
- NEWSLETTER
- NEWSLETTER AND WEBSITE
- newsletter is great
- newsletter on more timely basis and with more detail on council actions
- no complaints
- no issues
- No particular deficiencies need to be addressed.
- NO SUGGESTIONS
- no suggestions
- None that I see. Current level of communication is adequate.
- Not allowing a certain group to disrupt public access to some streets, like the closure of Ladue Rd on April 22!
- NOT BE CLANDESTINE
- NOT MUCH
- NOTHING IT IS DOING A GREAT JOB AT COMMUNICATION
- nothing, doing a great job
- Offer more stuff online like Facebook
- once again quit lying, be honest
- online newsletter sent monthly or weekly
- PAY ATTENTION TO CURRENT RESIDENTS RATHER THAN CORPORATE INTEREST WHICH DON'T HAVE THE BEST INTERESTS OF THE CITY.
- phone or text notification of changes
- PHONE TO REMIND US WHEN TRASH DATES CHANGE.
- Possibly send email blasts when important news becomes available
- prompt notification when police activity affects my neighborhood

Q10. What can the city do to improve communication with residents? (cont.)

- Provide more detailed information about planning and zoning considerations and other important issues. Inform residents who cannot attend evening meetings of ways for them to voice concerns and have input.
- PROVIDE THE WEBSITE DETAILS
- Put important planning/zoning topics more prominently on city website.
- put the important issues on the front page of the City newsletter
- Reach out to residents impacted by zoning and building changes.
- recently the 401K was changed to a traditional pension, do not remember seeing part of decision
- repetitive communication including where to find details
- REPORTING ZONING CHANGS AND APPROVALS TRANSLATE THE DECISIONS INTO EVERYDAY LANGUAGE AVOID LEGALRESE
- SAFETY FIRST
- Satisfied
- Satisfied it does
- Seems fine
- seems to be doing well already
- SEND EMAIL
- send email updates
- send out email alert when crimes or other emergencies are happening that people need to be aware of on the lookout for
- SEND OUT EMAILS
- Send out emails in place of paper.
- Email blasts
- SEPARATE EMAIL BLASTS ABOUT IMPORTANT ISSUES
- Social media
- SOCIAL MEDIA PROMOT YOUR SITES
- SOMETIMES THE NEWSLETTER ARRIVES AFTER SOME ADVERTISED DATES HAVE PASSED
- stay transparent
- STOP CHANGING ZONING ON WHIMS OF FRIENDS
- Stop newsletter. Send emails.
- Talk more about local businesses or events
- Or people in the community verses just the political schmoozers in City Council or the Mayor- tired of seeing them all verses the citizens and businesses in the community.
- text alerts, email
- The city is doing their part. The residents must do theirs.
- The city needs to measure how successful its communication channels are and make improvements. We have a need for different channels and I think there are some that haven't been fully exploited. The city needs to recognize the diversity of the community in its communication. I think there needs to be a diverse citizen team set up to investigate and make recommendations.
- The newsletter is great. Maybe include events held at schools or churches, like Legion fish fry, flea market.
- There needs to be more follow up on planning/zoning decisions.
- think they doing a good job
- town hall on matters city and regional importance

Q10. What can the city do to improve communication with residents? (cont.)

- trim the fat
- Use email to notify about important issues (or text, Facebook, NextDoor).
- Use plain English when discussing planning and zoning.
- VERY SATISFIED
- website
- welcome package of information about city and how to info about the city
- What I really like is the communication from the city. I receive the newsletter in the mail. I can read on the Creve Coeur website. And the Creve Coeur police recently joined Nextdoor.com and posts on there. This is great communication.
- when listing zoning change list the issue i.e. hotel instead of address, when listing action by the council it would help to explain the ordinance etc. instead of just a number
- YOU ARE DOING A GREAT JOB, KEEP UP THANKS
- You can lead a horse to water but...
- you do enough
- zoning section is confusing not sure how to raise concerns about zoning issues, information seems to go out after the fact

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

(N=577)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Maintenance of City parks	34.8%	42.1%	6.2%	1.4%	0.5%	14.9%
Q11-2. Number of City parks	30.0%	39.7%	10.2%	4.5%	0.5%	15.1%
Q11-3. Number of walking/biking trails	19.1%	29.1%	17.7%	13.2%	3.1%	17.9%
Q11-4. Overall satisfaction with Ice Arena	12.5%	22.0%	15.1%	2.3%	1.4%	46.8%
Q11-5. Overall satisfaction with Golf Course	13.3%	17.0%	15.8%	3.1%	1.9%	48.9%
Q11-6. Overall satisfaction with Dog Park	10.9%	13.5%	14.0%	1.2%	0.7%	59.6%
Q11-7. Youth recreation programs	6.9%	13.9%	14.4%	3.8%	1.0%	60.0%
Q11-8. Adult recreation programs	7.3%	13.0%	17.7%	4.5%	1.7%	55.8%
Q11-9. Senior programs	7.1%	9.2%	14.6%	3.3%	1.4%	64.5%
Q11-10. Maintenance of historic buildings in Conway, Millennium & Lake School Parks	19.2%	24.8%	14.6%	1.9%	0.3%	39.2%

WITHOUT "DON'T KNOW"

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

(N=577)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Maintenance of City parks	40.9%	49.5%	7.3%	1.6%	0.6%
Q11-2. Number of City parks	35.3%	46.7%	12.0%	5.3%	0.6%
Q11-3. Number of walking/biking trails	23.2%	35.4%	21.5%	16.0%	3.8%
Q11-4. Overall satisfaction with Ice Arena	23.5%	41.4%	28.3%	4.2%	2.6%
Q11-5. Overall satisfaction with Golf Course	26.1%	33.2%	30.8%	6.1%	3.7%
Q11-6. Overall satisfaction with Dog Park	27.0%	33.5%	34.8%	3.0%	1.7%
Q11-7. Youth recreation programs	17.3%	34.6%	35.9%	9.5%	2.6%
Q11-8. Adult recreation programs	16.5%	29.4%	40.0%	10.2%	3.9%
Q11-9. Senior programs	20.0%	25.9%	41.0%	9.3%	3.9%
Q11-10. Maintenance of historic buildings in Conway, Millennium & Lake School Parks	31.6%	40.7%	23.9%	3.1%	0.6%

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

Q12. Top choice	Number	Percent
Maintenance of City parks	133	23.1 %
Number of City parks	22	3.8 %
Number of walking/biking trails	120	20.8 %
Overall satisfaction with Ice Arena	23	4.0 %
Overall satisfaction with Golf Course	30	5.2 %
Overall satisfaction with Dog Park	4	0.7 %
Youth recreation programs	23	4.0 %
Adult recreation programs	20	3.5 %
Senior programs	37	6.4 %
Maintenance of historic buildings in Conway, Millennium & Lake School Parks	12	2.1 %
None chosen	153	26.5 %
Total	577	100.0 %

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

Q12. 2nd choice	Number	Percent
Maintenance of City parks	54	9.4 %
Number of City parks	41	7.1 %
Number of walking/biking trails	72	12.5 %
Overall satisfaction with Ice Arena	17	2.9 %
Overall satisfaction with Golf Course	36	6.2 %
Overall satisfaction with Dog Park	14	2.4 %
Youth recreation programs	43	7.5 %
Adult recreation programs	45	7.8 %
Senior programs	46	8.0 %
Maintenance of historic buildings in Conway, Millennium & Lake School Parks	21	3.6 %
None chosen	188	32.6 %
Total	577	100.0 %

SUM OF TOP 2 CHOICES

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

Q12. Sum of top 2 choices	Number	Percent
Maintenance of City parks	187	32.4 %
Number of City parks	63	10.9 %
Number of walking/biking trails	192	33.3 %
Overall satisfaction with Ice Arena	40	6.9 %
Overall satisfaction with Golf Course	66	11.4 %
Overall satisfaction with Dog Park	18	3.1 %
Youth recreation programs	66	11.4 %
Adult recreation programs	65	11.3 %
Senior programs	83	14.4 %
Maintenance of historic buildings in Conway, Millennium & Lake School Parks	33	5.7 %
None chosen	153	26.5 %
Total	966	

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

Q13. How many times have you visited one of City's parks in last two years?	Number	Percent
None	57	9.9 %
1-4 times	180	31.2 %
5-9 times	107	18.5 %
10+ times	215	37.3 %
Not provided	18	3.1 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"

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

Q13. How many times have you visited one of City's parks in last two years?	Number	Percent
None	57	10.2 %
1-4 times	180	32.2 %
5-9 times	107	19.1 %
10+ times	215	38.5 %
Total	559	100.0 %

Q14. Do you support the expansion of off-street pedestrian trails utilizing Ameren utility easements, abandoned railroad property and subdivision common ground?

Q14. Do you support expansion of off-street pedestrian trails utilizing Ameren utility easements, abandoned railroad property & subdivision common ground?	Number	Percent
Very supportive	323	56.0 %
Somewhat supportive	153	26.5 %
Not supportive	36	6.2 %
Not sure	51	8.8 %
Not provided	14	2.4 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"

Q14. Do you support the expansion of off-street pedestrian trails utilizing Ameren utility easements, abandoned railroad property and subdivision common ground? (without "not provided")

Q14. Do you support expansion of off-street pedestrian trails utilizing Ameren utility easements, abandoned railroad property & subdivision common ground?	Number	Percent
Very supportive	323	57.4 %
Somewhat supportive	153	27.2 %
Not supportive	36	6.4 %
Not sure	51	9.1 %
Total	563	100.0 %

Q15. Golf course user fees fall short of covering course expenses by about $100,000 annually, or a little less than 1% of the city's operating budget. Knowing this, do you believe the City should continue to operate the golf course in the future?

Q15. Do you believe City should continue to operate Golf Course in the future?	Number	Percent
Very supportive	201	34.8 %
Somewhat supportive	128	22.2 %
Not supportive	142	24.6 %
Not sure	87	15.1 %
Not provided	19	3.3 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"

Q15. Golf course user fees fall short of covering course expenses by about $100,000 annually, or a little less than 1% of the city's operating budget. Knowing this, do you believe the City should continue to operate the golf course in the future? (without "not provided")

Q15. Do you believe City should continue to operate Golf Course in the future?	Number	Percent
Very supportive	201	36.0 %
Somewhat supportive	128	22.9 %
Not supportive	142	25.4 %
Not sure	87	15.6 %
Total	558	100.0 %

Q16. A parks and stormwater sales tax could be adopted with voter approval to expand parks and recreation facilities and programs and improve stormwater management in the community. Would you support a ½ cent sales tax for parks and stormwater?

Q16. Would you support a 1/2 cent sales tax for parks & stormwater?	Number	Percent
Very supportive	179	31.0 %
Somewhat supportive	179	31.0 %
Not supportive	138	23.9 %
Not sure	60	10.4 %
Not provided	21	3.6 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"

Q16. A parks and stormwater sales tax could be adopted with voter approval to expand parks and recreation facilities and programs and improve stormwater management in the community. Would you support a ½ cent sales tax for parks and stormwater? (without "not provided")

Q16. Would you support a 1/2 cent sales tax for parks & stormwater?	Number	Percent
Very supportive	179	32.2 %
Somewhat supportive	179	32.2 %
Not supportive	138	24.8 %
Not sure	60	10.8 %
Total	556	100.0 %

Q17. If you could propose only one thing to improve City parks, recreation facilities, equipment or services, what would it be?

- 1/4 cent sales tax or sunset provision, stipulation not to support things not used by many residents like your golf course
- 18 hole golf course and forget about pedestrian trails we would have if put in our subdivision
- A city pool would be a huge asset.
- A dog park in eastern Creve Coeur
- A HOSE SPIGOT NEAR NEW NATIVE PLANTINGS IN MILLENIUM PARK
- A pool and tennis courts/volleyball courts
- A TRAIL SYSTEM TO MOVE CC MORE WALKABLE AWAY FROM TRAFFIC NOT SIDEWALKS
- Add a mini golf area for families.
- add a pool
- add a pool
- Add a rec center for residents.
- Add fitness trails to park facilities.
- Add more off street trails.
- Add more sidewalks.
- Added shaded areas in parks
- An indoor rec facility and/or swim pool, rather than golf course
- AVAILABILITY OF TRASH BINS AND RESTROOMS
- BE COST EFFECTIVE
- be efficient minimize cost, optimize operations
- Better drainage on trails
- Better landscape and maintenance
- better maintenance and safety of walking trails
- Better maintenance of existing parks
- BETTER MANAGEMENT AND PROMOTION OF GOLF COURSE AND ICE RINK
- BETTER SIGNAGE.
- BETTER STOP LIGHTS.
- BIKE PATH THROUGH OUT CREVE COEUR
- BIKE PATHS NO BIKERS ON THE ROAD
- bike walking path
- BRING BANDS IN OVER SUMMER WEEKENDS TO PLAY AT GOLF COURSE
- build an amphitheater
- buy more park land, make santino ct a park
- Care for trees, eradicate honeysuckle.
- Change design of golf course. Slope is too steep for course layout.
- city parks
- close golf course
- close the golf course use it as a central park for the Creve Coeur community
- close the golf course and ice rink
- Community pool for summer
- Continue to upgrade in a way befitting of the area.

Q17. If you could propose only one thing to improve City parks, recreation facilities, equipment or services, what would it be? (cont.)

- create more parks
- Cut back on employees. Too many. Too much bureaucracy!
- do more scramble golf tournaments do special golf outings for seniors
- dog watering fountains
- Don't know
- Don't get rid of the golf course. It's a beautiful green space that should not be developed.
- ELIMINATE GOLF & ICE ARENAS AND MOVE MONEY TOOTHER EXPENSES
- encourage city residents to provide volunteer and dedications
- Ensure no sharp edges where small children are playing. My son is five, and cut his hand at Millennium Park, on a post.
- equipment and services
- expand with a pool, swim lessons
- FIX SIGNAGE IN MALOCM TERRACE PARK
- friendlier pedestrian traffic city wide
- Full recreation center: Improved ice rink, indoor/outdoor pool, gym.
- Get rid of golf course and put money into walking trails with exercise stations
- GET RID OF THE GOLF COURSE AND SAVE MONEY
- GOLF COURSE NEED RENOATION UNSAFE /CROWDED
- Golf, soccer, tennis, softball, youth recreational team sports programs, volunteer coaching
- good as is
- Goose control
- Greater upkeep and maintenance
- GYM
- HAVE A BIG TRASH ITEM PICK UP DAY.
- Have better and more public facilities (food/beverage stands, baths, BBQ areas, etc.).
- HAVE MORE EVENTS AT PARKS
- I am satisfied restrict bikes
- I believe the Golf Course should stay and not converted to anything else. The golf course is always clean and well maintained and it is a great place for my family to go every week and enjoy.
- I don't support increased sales taxes, as source of necessary funding, as they hurt the lower income residents disproportionately.
- I DON'T KNOW I AM 87 CAN'T GET TO ANY PARK
- I just don't care that much about these things.
- I like No. 14 above.
- I think it would be great to have some additional pedestrian trails. I often try to go for walks around here and there aren't always great loops to do because of how the streets are designed.
- I use the parks a lot very satisfied
- Implement suggestions made by the Golf Task Force to lessen the operating deficit.
- important proposed sales tax increases
- Improve and upgrade ice rink and its facilities.

Q17. If you could propose only one thing to improve City parks, recreation facilities, equipment or services, what would it be? (cont.)

- Improve some of the playgrounds
- IMPROVE STORMWATER MANAGEMENT
- IMPROVE THE POCLA TERRACE PARK
- improved trails and sidewalks
- Improvements of off-street pedestrian trails
- INCREASE ADMISSION FEE TO REC FACILITY TO COVE THE EXPENSES
- increase golf course user fees, do not up sales tax
- INCREASE GOLF FEES
- Increase golf fees if they don't cover expenses.
- INCREASE NUMBER OF LEAF PICK-UPS
- INCREASE SALES TAX
- Increase the fees for using the golf course to help offset the $100,000 annual shortfall.
- Increase to pedestrian / bicycle paths would be great. It would be fantastic to be able to bicycle/walk safely from Ladue/Mason roads up to Olive and then on the Ballas side, as well. These are very busy roads which are hard to walk on without sidewalks. The pedestrian walkway on Ladue between 270 and Mason is tremendously popular. it would be great to expand along the road way, or perhaps along the creeks.
- increase user fees don't raise taxes
- Increase walking and biking trails.
- INSTEAD OF GOLF COURSE MAYBE A COMMUNITY CTR.
- IS THE STREETS
- It would be great to use parks for education purposes. Plant native trees and grasses, label all plants in designated zone.
- Just overall maintenance of the existing facilities.
- keep expanding those areas as it helps make the community desirable
- Keep in mind that there ARE residents of the City who are under age 65 and live west of 270. All the city's recreation resources seem to apply to senior citizens in Wards 1 & 2 only. The response is always But Millennium Park! Maintenance and upkeep of Millennium Park is not a substitute for serving citizens west of 270.
- Keep maintenance up!
- keep the golf course open, it adds to the attractiveness of the city
- KEEP THE PLAYGROUNDS CLEAN AND SAFE
- keep up the good work
- KEEP UPDATING
- Keeping the Millennium Splash Park open past Labor Day, pending weather. Bathrooms in all parks, keeping them open earlier and longer each year. Changing stations in men's and women's bathrooms (in) park.
- Landscape
- LEAVE MAINTENANCE OF HISTORICAL BLDG BUDGE AS IS AND SPEND MORE ON COMTEMPORARY FACILITIES
- Lower city staff by one. That would cover golf course. Cut a salary or two.
- LOWER TAXES

Q17. If you could propose only one thing to improve City parks, recreation facilities, equipment or services, what would it be? (cont.)

- MAINT SAFETY
- Maintain the baseball/softball/soccer fields better. The fields need better maintenance to prevent injuries.
- maintenance
- Maintenance of facilities (playgrounds, tennis courts, etc.)
- Maintenance of the grounds
- MAKE 9 HOLE COURSE INTO 18
- Make a more bike friendly city
- Make Creve Coeur more bike and pedestrian friendly. Slow the traffic!!
- Make Creve Coeur more pedestrian and bike friendly
- make it a walkable city with sidewalks, street crossings, trails and paths
- MAKE IT LESS EXPENSIVE TO GET A CITY ID.
- Make offerings a little more limited. Focus on quality and unique programs.
- Make the city more pedestrian and bike friendly.
- Make the parks culturally inclusive with basketball!!! Add things that people of color like!!
- Make them more accessible to people with disabilities.
- Modern Rec complex needed.
- More big parks, walking trails and dedicated bike trails
- more bike paths
- more bike trails not within city park boundaries
- More biking and hiking, and better/more sidewalks, so that you never have to walk on street
- More efficient use of existing funds. Connect bike or walking trails so we can actually get to them.
- more effort to revitalize the strip along olive between craig and graser
- MORE EMPHASIS ON SENIOR PROGRAMS-MAYBE IN THE NEWSLETTER.
- More extensive bike trails
- more hiking trails if possible
- More pedestrian trails
- more police visibility
- MORE PROGRAMS
- More readily available info about them
- More safe biking trails connecting various biking spots (e.g., 270/Olive to Creve Coeur Lake)
- More shade
- More sidewalks and less buildings/businesses
- More sidewalks to connect places and streets
- More sidewalks, areas to walk
- MORE STREET REPAIRS
- more summer concerts
- More summer concerts
- More than one dog park, with less than a quarter mile walk to access it
- More trails for biking and walking

Q17. If you could propose only one thing to improve City parks, recreation facilities, equipment or services, what would it be? (cont.)

- More trash cans and dog poop bags.
- More walking paths/sidewalks
- MORE WALKING TRAILS
- more walking trails
- More walking trails
- More/longer trails
- NEED MORE WALKING TRAILS AND TENNIS COURTS.
- NEW BUILDING TO HOUSE ICE ARENA AND GOLF CLUB ADD SOME RECREATION ROOMS FACILITIES.
- No real family place to be healthy. Rec plex needed.
- Not sure but planting more of everything would be good.
- off road trails with easy access
- Offer a work facility like Maryland Heights and St. Petes rec. center.
- offer more senior offerings
- offer youth golf lessons/programs
- Open area of golf course provides needed environmental balance to area.
- OPEN YEAR ROUND. IMPROVE BATHROOMS AT BIERNE AND MALCOLM TERRACE.
- Operate the golf course on a self-sustaining budget.
- periodic checking and notifying residents about park maintenance, having a phone number available at park to inform officials of faulty equipment
- PICNIC FACILITIES
- place work our equipment that residents could use
- Places to walk within and around the city as well as bike paths..
- Many sidewalks just end or are too narrow or close to traffic.
- Would be good to have paths to walk to places such as post office, restaurants, etc. for the residents. No easy access to business district by bike or on foot. Poor for creating that community feel.
- PLEASE KEEP GOLF COURSE
- Please maintain trees better in the parks, clearing them free from invasive vines; accessibility to parks are only through cars and there needs to be sidewalks to parks and trails where people can walk and bike to and from parks as well.
- POOL
- Private industry should take over golf course. Taxes should not be increased. Look at your budget and make appropriate adjustments.
- PROGRAMS FOR SENIORS AND FAMILIES
- PROMOTE, MARKET FACILITIES TO ST LOUIS AREA
- provide supervised activities on the summer for all school age children
- Publicity. Other than rec plex/golf course, I didn't know scheduled parties.
- PUT A FENCE AROUND LAVERNE COLLINS PARK
- Put recycling containers next to every trash can.

Q17. If you could propose only one thing to improve City parks, recreation facilities, equipment or services, what would it be? (cont.)

- Golf course user fees fall short of covering course expenses by about $100,000 annually, or a little less than 1% of the city's operating budget. Knowing this, do you believe the city should continue to operate the golf course in the future?
- There isn't enough info to answer this -- will the city get rid of the course without an increase? I love the course and the green space it provides to the community.... more money should be allocated to it from the budget.
- raise fees at golf course
- raise golf course fees to cover costs
- Raise golf fees to cover costs.
- raise golf fees to reduce deficit
- Raise rates at golf course to support costs.
- recreation facility
- renovate bathrooms
- Repave existing paths.
- Re-purposing the golf course into a walking trail/park and expanding walking trails within the city to make it more walkable. We also live in an older neighborhood without a sidewalk and little street lighting. An increase in either of these would increase the walkability of the city.
- Retain golf course
- RUNNING TRAILS
- Safe walking trails
- SAFETY
- SAFETY INSPECTIONS OF EQUIPMENT
- Save the golf course before you build trails in utility easements. How many rounds are played by non-residents vs residents? What is the cost increase needed per round played among residents and non residents to reduce the golf course deficit by 25% or 50%?
- seasonal events, festivals, and celebrations in the Parks
- SECURITY
- sell the golf course and apply proceeds to parks
- Separate proposal for parks sales tax from proposal for stormwater management sales tax.
- sidewalks
- SIGNS TO INDICATE DISTANCES ON WALKING TRAILS
- SOAP IN THE BATHROOMS
- spend more money
- Stop newsletter. Send email.
- stop paying for recreation services that lose money and few people use
- STOP SUPORTING THE GOLF COURSE
- Storm Water Management
- support and promote the golf course
- tennis courts
- The pocket parks are rarely used because they lack play areas, paths and parking.

Q17. If you could propose only one thing to improve City parks, recreation facilities, equipment or services, what would it be? (cont.)

- The city of Creve Coeur has no recreational activities for adults that most of the residents I have asked know of. A few sports leagues or facilities to conduct such would be awesome. So would bike paths and pedestrian trails so one doesn't need to drive all the way to Creve Coeur lake for some biking paths.
- The fire department chief and many of the firemen have compensations that are very high compared to national averages. There needs to be much more fiscal responsibility in this regard.
- The geese need to be removed.
- THE GOLF COURSE SHOULD BE LESS MAINTAINED TOO MUCH EMPHASIS ON THE GOLF COURSE.
- The intersection at 270 and Lade is a mess and weed need a berm/trees down Emerson rd to block the highway. You also have had that giant pile of dirt on the east side of 270 for 10 years. Why can we make into a nice park or something? or use the dirt to make into a berm?
- Also, we need a nice green-way bike trail like the one on Clayton in TC. I'm thinking a nice big paved path surrounded by trees and wildlife
- there is very little you offer, look at the other cities
- trail system
- Trash clean up
- Trash services
- UNDERGROUND UTILITY LINES
- UNLOCK BATHROOMS AND KEEP THEM CLEAN
- UPDATE ICE RINK FLAT SCREEN TV AND PUB OR BAR AREA FOR BOTH RINK AND GOLF
- Update recreation facilities.
- UPGRADES TO SCHOOL PARK PLAYGROUND EQUIPMENT.
- Upkeep the tennis courts better.
- use volunteer groups to help maintain park beautification projects
- WALKING AND BIKING TRAILS CONNECTING ALL PARKS
- WALKING PATHS
- WALKING PATHS AND TENNIS COURTS
- walking talk exercise facility swimming pool
- WE COULD USE MORE PARKS AND TRAILS
- Website improvements.
- WHEN MONSANTO MOVES TO CHESTERFIELD PUT A PARK AND REC AREA THERE.
- with regard to #15/16 raise fees slightly at golf club and raise real estate tax slightly
- year round bathrooms, heated

Q18. Feeling of Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=577)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q18-1. Walking alone in your neighborhood during the day]	76.8%	18.5%	1.6%	0.5%	0.2%	2.4%
Q18-2. Walking alone in your neighborhood at night	38.6%	36.2%	13.7%	5.2%	1.4%	4.9%
Q18-3. In City parks	23.4%	32.1%	18.0%	4.5%	1.6%	20.5%

WITHOUT "DON'T KNOW"

Q18. Feeling of Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=577)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q18-1. Walking alone in your neighborhood during the day]	78.7%	19.0%	1.6%	0.5%	0.2%
Q18-2. Walking alone in your neighborhood at night	40.6%	38.1%	14.4%	5.5%	1.5%
Q18-3. In City parks	29.4%	40.3%	22.7%	5.7%	2.0%

Q19. Public Safety. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Creve Coeur.

(N=577)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Overall quality of local police protection	56.3%	33.8%	2.9%	0.9%	0.9%	5.2%
Q19-2. Visibility of police in neighborhoods	36.0%	38.8%	15.6%	4.7%	0.9%	4.0%
Q19-3. Visibility of police in commercial & retail areas	30.5%	38.6%	19.6%	2.1%	0.9%	8.3%
Q19-4. How quickly police respond to emergencies	40.2%	23.6%	6.6%	0.5%	0.5%	28.6%
Q19-5. Efforts to prevent crime	33.6%	32.2%	12.0%	2.1%	1.0%	19.1%
Q19-6. Enforcement of local traffic laws	28.6%	36.6%	14.9%	4.5%	2.4%	13.0%

WITHOUT "DON'T KNOW"

Q19. Public Safety. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Creve Coeur. (without "don't know")

(N=577)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Overall quality of local police protection	59.4%	35.6%	3.1%	0.9%	0.9%
Q19-2. Visibility of police in neighborhoods	37.5%	40.4%	16.2%	4.9%	0.9%
Q19-3. Visibility of police in commercial & retail areas	33.3%	42.2%	21.4%	2.3%	0.9%
Q19-4. How quickly police respond to emergencies	56.3%	33.0%	9.2%	0.7%	0.7%
Q19-5. Efforts to prevent crime	41.5%	39.8%	14.8%	2.6%	1.3%
Q19-6. Enforcement of local traffic laws	32.9%	42.0%	17.1%	5.2%	2.8%

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. Top choice	Number	Percent
Overall quality of local police protection	110	19.1 %
Visibility of police in neighborhoods	142	24.6 %
Visibility of police in commercial & retail areas	48	8.3 %
How quickly police respond to emergencies	37	6.4 %
Efforts to prevent crime	94	16.3 %
Enforcement of local traffic laws	28	4.9 %
None chosen	118	20.5 %
Total	577	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
Overall quality of local police protection	40	6.9 %
Visibility of police in neighborhoods	94	16.3 %
Visibility of police in commercial & retail areas	86	14.9 %
How quickly police respond to emergencies	66	11.4 %
Efforts to prevent crime	99	17.2 %
Enforcement of local traffic laws	41	7.1 %
None chosen	151	26.2 %
Total	577	100.0 %

SUM OF TOP 2 CHOICES

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? (top 2)

Q20. Sum of top 2 choices	Number	Percent
Overall quality of local police protection	150	26.0 %
Visibility of police in neighborhoods	236	40.9 %
Visibility of police in commercial & retail areas	134	23.2 %
How quickly police respond to emergencies	103	17.9 %
Efforts to prevent crime	193	33.4 %
Enforcement of local traffic laws	69	12.0 %
None chosen	118	20.5 %
Total	1003	

Q21. If you could recommend one thing for the City's Police Department to do to improve its service, what would it be?

- A police officer commented that they'd never been down my street before and didn't know the neighborhood was there. While I think it may have been intended to be a compliment of the quiet neighborhood, it was also disturbing.
- Add more staff to the department.
- address increase in crime along olive blvd
- ANSWER THE PHONE I DON'T MEAN 911
- ARREST MORE BAD DRIVERS
- badger mdot to sync traffic signals
- Be accommodating/friendly.
- Be consistent in how and where you enforce traffic ordinances.
- Be more inclusive, add people of color on the force!
- Be more present in neighborhoods.
- be more visible in the neighborhoods
- BE MORE VISIBLE AROND THE NEIGHBORHOOD
- be more visible in retail parking lots
- be more visible put more money toward taking care of our police officers
- Be tough on crime.
- BE VISIABLE AND ACCESSIBLE BIKE PATROLS ALONG TRAILS, PARKS NEAR SCHOOLS
- Be visible.
- become a sanctuary city
- catch speeders
- CATCH SPEEDERS
- CATCHING SPEEDERS OLIVE AND LADUE AND CONWAY
- communication a list of crimes in Creve Coeur on a monthly basis via email or monthly newsletters
- CONCENTRATE ON DRUG AND GUN CRIMES
- Continue its good efforts to prevent crime
- Continue neighborhood patrols.
- Continue to be approachable-the police in our area.
- continue to be visible
- CONTINUE TO OFFER SALARIES THAT ARE COMPETITIVE WITH OTHER COMMUNITIES SO WE DON'T LOSE OFFICERS OVER PAY.
- continue your great services and response
- cyber crime ID Theft
- Deer population control more of a safety concern when walking in our neighborhood in the evening than anything else. What are we doing to control the deer populations in Creve Coeur?
- Discretion. Understand who is a resident and who is not.
- Do a great job. Keep looking. Police visibility (in) regard (to) the problems/criminals.
- do whatever needs to be done to make criminal types avoid Creve Coeur
- don't give residents tickets unless they rally deserve it
- DON'T KNOW HAPPY TO HAVE NO EXPERIENCE
- don't profile by race

Q21. If you could recommend one thing for the City's Police Department to do to improve its service, what would it be? (cont.)

- don't worry about being revenue source focus on protection and support
- Drive around neighborhoods more often.
- DRIVE THROUGH SUBDIVISIONS SO THEY CAN BE SEEN.
- ELMINATE CRIME
- Enforce and ticket those who block intersections. Emerson Rd. at Ladue Rd., westbound drivers stack up and block westbound Ladue Rd. when turning west from Emerson.
- ENFORCE LOCAL TRAFFIC LAWS.
- ENFORCE SPEED LIMIT ON LADUE RD WHERE I LIVE, THE AM ANDPM CARS GOING 60 PLUS MP, DIFFICULT TO CROSS LADUE RD WITH MY DOG
- Enforce stop signs on secondary streets, like, Spoede Rd.
- ENFORCE TRAFFIC LAWS
- ENGAGEMENT
- even more visibility
- Everything is excellent now.
- EXCELLENT AS IS
- CC police seem to be good at this, but I'm not convinced the local police academy trains this well.
- FOOT PATROLS IN BUSIENSS DISTRICTS AND PARKS
- Get rid of bank robbers and people that don't belong in Creve Coeur
- people here just here looking to commit crime
- GET RID OF CENTRAL DISPATCHING NEED OUR OWN
- GET TO KNOW PEOPLE IN CREVE COEUR MAYBE ANOTHER BBQ
- get to know the people they aren't even friendly
- Give more speeding tickets and watch for drivers running red lights or texting while driving.
- Great department. Can't think of anything.
- HAVE LESS POLICE, THEYONLY GIVE OUT TRAFFIC TICKETS THEY DON'T SOLVE CRIMES
- have not had contact with police
- HIRE MORE OF THEM
- Hire more officers.
- HIRE MORE PATROL OFFICERS
- Hire more police.
- I AM CONCERNED ABOUT THE REPUTATION OF ST LOUIS COUNTY INCLUDING CREVE COEUR POLICES STOPPING DRIVERS WHO ARE DRIVING WHEN BLACK, THE ENTIRE AREAS REPUTATION IS POOR REGARDING THIS ISSUE AND I LIKE IT ADDRESSED
- I live visibility!
- I never see police and since we moved here 3 yrs. ago all the banks have been robbed, 2 jewelry stores and Creve Coeur camera twice the police sure worry about their new bldg. but not about the residents or the business where are the police?
- I SEE WAY TOO MANY SPEEDERS AND POOR DRIVERS ON OLIVE.
- I THINK THEY DO A FANTASTIC JOB
- I think they're great. Very proud of our force.

Q21. If you could recommend one thing for the City's Police Department to do to improve its service, what would it be? (cont.)

- I would like more enforcement of speed limits especially on our street. We live on Country View Drive and don't have sidewalks. People drive too fast here.
- I'm a little concerned about the amount of bank and jeweler robberies that have taken place on businesses off Olive over the past two years. I don't know what the answer to this situation is, but I'd like to hear more from our elected leaders on what they believe the best course of action will be to keep criminals out of our area and prosecute those that do break the law.
- IMPROVE ENFORCEMENT OF SPEED LIMITS ON STREETS ESPECIALLY NEAR SCHOOLS
- Improve the enforcement of the NO U-TURN rule at Cross Creek and Olive.
- IMPROVE VISIBILITY
- increase neighborhood patrols
- Increase police pay.
- increase presence
- Increase the quality of the service. Last month my husband and I were stopped while walking our dog because a neighbor had reported that someone was dropping dog feces in the corner of their yard. The officer accused us and when we assured him it was not us and we would be sure not to do so in the future, he continued to accuse us and tell us that charges would be pressed. We tried to walk away to diffuse the situation, but the cop continued in a very abrasive and accusatory tone. As someone who enjoys being outside and walking around the community, it was incredibly off-putting and portrayed the community officers in a poor light. After the incident, we walked straight to the neighbor's house to clear the air and they assured us they did not think we were the couple in question. I understand that this one cop does not act as all cops do, but the situation was incredibly souring and reflected poorly upon the city.
- Increase visibility by driving through neighborhoods.
- Increased enforcement of traffic laws, especially on Olive Blvd.
- Internet ID theft task force
- It would be nice to have some familiarity with local officers. Traffic enforcement is just right.
- It's ok.
- Keep going.
- Keep residents informed about crime in Creve Coeur.
- keep the police in better shape, some of the officers would not be able to chase a person
- keep up the good work
- less aggressive ticketing for minor driving offenses
- Less emphasis on traffic enforcement on 270
- Less parking in lots doing nothing.
- Light neighborhoods better
- little less traffic cop more of other items that have indicated above
- LOWER TAXES
- make neighborhoods safe instead of giving traffic tickets
- Make sure all the cars' speed is normal.
- make sure officer have physical fitness built into their work routine
- Mange crime along Olive Blvd. corridor. speeding along Spoede Rd

Q21. If you could recommend one thing for the City's Police Department to do to improve its service, what would it be? (cont.)

- Market the crime prevention and crime in Creve Coeur in the newsletter.
- meet the people, more visibility
- Meetings with residents
- more visibility in neighborhood
- More black police officers
- More community engagement
- More community events.
- MORE COMMUNITY INVOLVEMENT
- More community programming. More visibility in neighborhoods.
- More contact with the public
- more drive thru visibility in neighborhoods
- More education to the public to prevent crimes, more about situational awareness, different things to look for that might be suspicious try publishing videos on YouTube. More visibility, information and demonstrations are community events.
- More neighborhood drive through
- More officers
- More opportunities to interact with community. Have rarely seen an office in the five years I have lived here.
- MORE POLICE OFFICERS AND BETTER PAY FOR THEM
- MORE POLICE PRESENCE ON LOCAL/MAIN ROADS WHICH WILL EASE TRFFIC VIOLATORS
- more police visibility
- MORE RESIDENTIAL PATROL TOPOLICE FORIMPROPER DOOR TODOOR SOLICIATION
- More speeding tickets on Mason and near schools.
- more subdivision patrols
- MORE TRAINING/MORE POLICE
- More visibility
- More visibility
- More visibility
- More visibility in Briarcliff Condo Sub-Division
- MORE VISIBILITY IN NEIGHBORHOOD
- more visibility in neighborhoods, telwood neighbor robbed at gun point still never see a city police officer come thru and I am home all day
- More visibility in Ward IV neighborhoods. More enforcement of traffic laws in Ward IV.
- More visibility of police in retail areas
- More visibility overall. Rarely see them.
- More visibility
- More visibility
- MOSTLY VERY GOOD
- much more visibility never seen car on my street
- MY PROPERTY IS CLOSE TO LINGDBURG BLVD GOING NORTH WE FREQUENTLY HAVE SOME VERY NOISY TRAFFIC EXCEEDING THE SPEED LIMIT VERY LATE AT NIGHT AND EARLY AM, SAME CAR, NOISE LEVELS ARE INTHE EXTREME

Q21. If you could recommend one thing for the City's Police Department to do to improve its service, what would it be? (cont.)

- NEED MORE OFFICERS
- Neighborhood patrols night and day. Prevent car break ins.
- neighborhood visibility
- No particular deficiencies.
- NO SUGGESTIONS
- none very pleased with police keeping eye on home while on vacation
- not sure need more info
- not sure of what could be improved upon
- not sure they already do an excellent job
- nothing they are great
- NOTICE HOW MANY OFFENDERS RACE FROM WESTBOUND OLIVE DOWN THE RAMP TO NORTHBOUND LINDBERGH IGNORING THE YIELD SIGN AND ONCOMING TRAFFIC.
- Ok as is
- Our city is mixed with residential and commercial and people often text and drive way in and out of their residential areas. I want to see more enforcement for distracted driving. Traffic signals on Lindbergh changed allowing left turns from Lindbergh to Ladue on flashing yellow arrow, and one cannot see oncoming traffic very well to make the left turn.
- Overall is very good. Reduce crime by posting unmarked cars in parking garages or other public places.
- PATROL
- patrol the neighborhood more routinely
- PATROL, LIKE TO SEE OUR POLICE CARE AROUND
- Pay them less and hire more.
- People speed down Olive Blvd. Would like to see more police presence when possible.
- play an active roll in subdivision events by attending Trustee Meetings or hosting cul-de-sac meetings to share info and get know one another
- Please discontinue special enforcement zone speed limits in all residential areas at 20 MPH and then handing out tickets to folks going 25-30 MPH. 20 MPH is a ludicrously slow pace even in residential areas. Several folks use their car's electronic speed system where if I am in a 35 MPH zone, I'd much rather lock my speed in at or below 35 MPH than risk going too fast. Car systems have not even been designed to electronically lock speeds as low as 20 MPH. Most cars I have driven allow electronic cruise control at a minimum of 25MPH. I truly believe the 20 MPH special enforcement zones need to be changed to at least 25 MPH if not 30 MPH zones.
- PLEASE DO NOT TICKET PEOPLE TO RAISE MONEY I REFER TAXES
- Police (on) Laduemont between hours of 7-9 a.m. and 4-6 p.m.
- police need to be more visible along ladue rd west of I-270
- Police protection is a valuable asset.
- police protections very good
- police visibility at Creve Coeur lake
- possible greater smaller community involvement (ward)
- PREVENT BEGGERS WALKING ALONG THE INTERSECTIONS.
- Prevent crime. More visibility.

Q21. If you could recommend one thing for the City's Police Department to do to improve its service, what would it be? (cont.)

- PUBLICIZE THEIR CRIME PREVENTION EFFORTS PROVABLY VERY GOOD BUT NOT PUBLICIZED
- quickly respond
- recruit/retain adequate quality staff (endure funding for)
- REDUCE CRIME
- Reduce speed limits by 5 mph and enforce!
- Require four-year degree to ensure quality applicant pool.
- RESPOND QUICKER OR AT ALL FOR NON EMERGENCIES
- seem to be doing very good work at present
- seems to be working just fine
- service is fine
- SERVING COMMERCIAL AREAS
- SOMEONE IS GOING TO GET HURT AT SPOEPEC CHILTON REALLY BAD 6-8 AM, 4-6 PM
- Stay visible.
- Stop crimes (robberies) before they occur.
- Stop jewelry store heists! Overall very pleased with police.
- Stop speeding in neighborhood that does not have sidewalks.
- Stop the tailgaters and bad drivers. At least get drivers to slow down at stop signs!
- stop u turns on olive
- Strict enforcement of dog leash laws
- take a stronger approach to identify problems subject before crime even begin. Scan/run plates in public parking lots, watch public transportation rates, criminals are coming into this area, it will only get worse until the police are allowed to start pushing back
- takes forever to get police to respond to loitering calls, suspects gone before police come
- Tell us when you apprehend robbers so we know they won't come back
- THE BACK PARKING LOT SHOULD BE BETTE RLIT FOR PEOPLE ATTENDING MEETINGS IN THE COMMUNITY CENTER MEETING ROOMS
- THE CITY HAS NO OCCUPANCY PERMITS ONLY FOR COMMERCIAL APARTMENTS.
- the cops could be more respectful to residents
- The new police station on New Ballas is a great idea. I look forward to better police protection after that is built and in operation.
- The police force is great!
- THEY ARE EXCELLENT PROUD TO LIVE IN CREVE COEUR
- They are pretty good
- they do a good job
- THEY DO A GREAT JOB
- They have been very helpful to me and visible.
- TICKETS ARE REVENUE
- TRAFFIC TICKETS
- unknown not necessary
- VERY SATISFIED

Q21. If you could recommend one thing for the City's Police Department to do to improve its service, what would it be? (cont.)

- visibility in neighborhoods commercial retail areas
- Visibility
- Visibility
- VISIBILITY IN NEIGHBORHOODS
- VISIBILITY IN RETAIL AREAS
- Visibility on patrols through the neighborhood
- WE HAD A VERY SERIOUS BURGLARY ABOUT 4 YEARS AGO. POLICE WERE SLOW TO RESPOND 30 MINS AND COMPLETELY UNHELPFUL IN HELPING US FIND OUR JEWELRY AND VERY UNRESPONSIVE TO OUR PHONE CALLS.
- We need a stop sign or speed bumps on Bellerive Estates Dr. and more speeding tickets issued on that street!
- we shouldn't have jewelry store robberies in our city protect business better
- when driving through a neighborhood, see walkers stop and introduce yourself to the walkers, we stopped Aaron Hoffman I think Hoffman was his last name walkers see a lot
- Why do I see Police Officers sitting at the back of various church parking lots. If an officer needs to take a break, then he / she should do so near the entrance to act as a speed deterrent. I walk a lot and see police cars at the back of the Pentecostal church and also the traditional congregation on Ladue Rd. It looks shady... they are sitting there b/c they don't want to be seen. They are police officers and should be see.
- WORK HARDER
- WORK ON ADDING OVERNIGHT PATROLS IN NEIGHBORHOODS.

Q22. Have you had any contact with the Creve Coeur Police Department in the last year?

Q22. Have you had any contact with Creve Coeur Police Department in last year?	Number	Percent
Yes	244	42.3 %
No	333	57.7 %
Total	577	100.0 %

Q22a. What type of contact have you had with the Creve Coeur Police Department most recently?

Q22a. What type of contact have you had?	Number	Percent
Reported a crime (e.g. burglary, domestic violence, assault)	37	15.2 %
Traffic stop	18	7.4 %
Criminal arrest	1	0.4 %
Crime prevention or safety promotion program	36	14.8 %
Police assistance (e.g. motorist assist, response to an alarm)	57	23.4 %
Other	95	38.9 %
Total	244	100.0 %

Q22a. Other

Q22a. Other	Number	Percent
EMS	3	3.6 %
Accident	2	2.4 %
Barking dog	2	2.4 %
911 call	2	2.4 %
Down deer in backyard	1	1.2 %
City Hall screening/metal detector	1	1.2 %
DIRECT CONVERSATION MEMBER OF BACKSTOPPERS	1	1.2 %
Informed by officer of son's car involved in minor accident	1	1.2 %
LECC with Officer Doug	1	1.2 %
Email from community liaison officer	1	1.2 %
Dog problem	1	1.2 %
Checking on vacationing neighbors	1	1.2 %
Neighbor was making false accusations to police regarding property problems	1	1.2 %
Noise complaint	1	1.2 %
File an accident report	1	1.2 %
REPORTED A NUISANCE	1	1.2 %
INQUIRED ABOUT ROBBERY	1	1.2 %
Call when out of town	1	1.2 %
Call regarding loitering	1	1.2 %
Vacation checks	1	1.2 %
Remove dead animal on Conway Road	1	1.2 %
Vandalism	1	1.2 %
Involved in auto accident	1	1.2 %
Notice of garage door left open overnight	1	1.2 %
Stopped in station to make them aware of an Order of Protection	1	1.2 %
Thought phone stolen but found	1	1.2 %
Ask about burglaries in neighborhood	1	1.2 %
Police assistance for medical emergency	1	1.2 %
Contact about fast drivers on my street	1	1.2 %
Friendly contact	1	1.2 %
On phone	1	1.2 %
REPORT KIDS HANGING OUT IN NEIGHBORHOOD PARK AFTER DARK	1	1.2 %
Neigborhood visbility	1	1.2 %
NUISANCE COMPLAINTS	1	1.2 %
NEIGHBORHOOD VISIT	1	1.2 %
GUN QUESTION	1	1.2 %
QUESTION	1	1.2 %
REQUESTED DRIVE BY WHEN WE WENT OUT OF TOWN	1	1.2 %
Domestic dispute of niece with her husband	1	1.2 %
Discussing traffic on our street	1	1.2 %
Crime Dept	1	1.2 %
Tree on rooftop	1	1.2 %
Called about log hanging from telephone line on Lauder	1	1.2 %
TRAFFIC ACCIDENT	1	1.2 %
Vacation check, driving through neighborhood	1	1.2 %
Requested police presence on our street for stop signs speeding violations	1	1.2 %
Information of alarm system	1	1.2 %
Reported a driver yelling at another driver on Ballas Rd	1	1.2 %

Q22a. Other

Q22a. Other	Number	Percent
Deer caught in our soccer net	1	1.2 %
Fraud	1	1.2 %
Requested no parking signs	1	1.2 %
In passing conversation	1	1.2 %
Front door of house left open	1	1.2 %
Neighbors nusiance	1	1.2 %
IDENTITY THEFT	1	1.2 %
Chatting with patrol officer in my neighborhood	1	1.2 %
Alarm went off	1	1.2 %
ADT alarm	1	1.2 %
False home alarm	1	1.2 %
Off duty security	1	1.2 %
Missing/stolen vehicle	1	1.2 %
Requested vacation watch	1	1.2 %
First impact driver parent class	1	1.2 %
Questions related to subdivision crime	1	1.2 %
Obtain a police report	1	1.2 %
Call for service	1	1.2 %
Neighborhood dispute	1	1.2 %
Citizen Police Academy	1	1.2 %
Reported suspicious activitiy	1	1.2 %
Shares concerns	1	1.2 %
Unsolicited sales call at home	1	1.2 %
Talked with an officer in my neighborhood	1	1.2 %
Drug recycling	1	1.2 %
Suspected unauthorized entry to residence garage	1	1.2 %
Injured deer in yard	1	1.2 %
Event at first watch	1	1.2 %
At public events	1	1.2 %
Farmers Market	1	1.2 %
RESPONSE TO FIRE	1	1.2 %
Total	84	100.0 %

Q22b. How would you rate the quality of your contact with the police officer?

Q22b. How would you rate quality of your contact with police officer?	Number	Percent
Excellent	185	75.8 %
Good	36	14.8 %
Fair	9	3.7 %
Poor	11	4.5 %
Not provided	3	1.2 %
Total	244	100.0 %

WITHOUT "NOT PROVIDED"

Q22b. How would you rate the quality of your contact with the police officer? (without "not provided")

Q22b. How would you rate quality of your contact with police officer?	Number	Percent
Excellent	185	76.8 %
Good	36	14.9 %
Fair	9	3.7 %
Poor	11	4.6 %
Total	241	100.0 %

Q22c. How would you rate the dispatcher you interacted with?

Q22c. How would you rate dispatcher you interacted with?	Number	Percent
Very courteous	105	43.0 %
Courteous	57	23.4 %
Discourteous	1	0.4 %
Very discourteous	2	0.8 %
Did not have contact with a dispatcher	76	31.1 %
Not provided	3	1.2 %
Total	244	100.0 %

WITHOUT "NOT PROVIDED"

Q22c. How would you rate the dispatcher you interacted with? (without "not provided")

Q22c. How would you rate dispatcher you interacted with?	Number	Percent
Very courteous	105	43.6 %
Courteous	57	23.7 %
Discourteous	1	0.4 %
Very discourteous	2	0.8 %
Did not have contact with a dispatcher	76	31.5 %
Total	241	100.0 %

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	238	41.2 %
No	339	58.8 %
Total	577	100.0 %

Q23a. How did you contact the City?

Q23a. How did you contact City?	Number	Percent
By phone	151	63.4 %
By email	26	10.9 %
In person	60	25.2 %
Not provided	1	0.4 %
Total	238	100.0 %

WITHOUT "NOT PROVIDED"

Q23a. How did you contact the City? (without "not provided")

Q23a. How did you contact City?	Number	Percent
By phone	151	63.7 %
By email	26	11.0 %
In person	60	25.3 %
Total	237	100.0 %

Q23b. Which department did you contact the City about MOST RECENTLY?

Q23b. Which department did you contact?	Number	Percent
Administration	27	11.3 %
Building Permits & Inspections	74	31.1 %
Planning & Zoning	12	5.0 %
Finance	2	0.8 %
Human Resources	1	0.4 %
Legislative	1	0.4 %
Mayor & City Council	11	4.6 %
Municipal Court	2	0.8 %
Parks & Recreation	10	4.2 %
Police	30	12.6 %
Public Works/Streets	66	27.7 %
Not provided	2	0.8 %
Total	238	100.0 %

WITHOUT "NOT PROVIDED"

Q23b. Which department did you contact the City about MOST RECENTLY? (without "not provided")

Q23b. Which department did you contact?	Number	Percent
Administration	27	11.4 %
Building Permits & Inspections	74	31.4 %
Planning & Zoning	12	5.1 %
Finance	2	0.8 %
Human Resources	1	0.4 %
Legislative	1	0.4 %
Mayor & City Council	11	4.7 %
Municipal Court	2	0.8 %
Parks & Recreation	10	4.2 %
Police	30	12.7 %
Public Works/Streets	66	28.0 %
Total	236	100.0 %

Q23c. How easy/difficult was it to address your issue?

Q23c. How easy/difficult was it to address your issue?	Number	Percent
Very easy	121	50.8 %
Somewhat easy	63	26.5 %
Difficult	26	10.9 %
Very difficult	22	9.2 %
Don't know	6	2.5 %
Total	238	100.0 %

WITHOUT "DON'T KNOW"

Q23c. 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	121	52.2 %
Somewhat easy	63	27.2 %
Difficult	26	11.2 %
Very difficult	22	9.5 %
Total	232	100.0 %

Q23d. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

(N=238)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q23d-1. They were courteous & polite	67.2%	22.3%	3.4%	2.1%	1.3%	3.8%
Q23d-2. They gave accurate answers to your questions	58.4%	19.3%	10.1%	4.2%	2.5%	5.5%
Q23d-3. They did what they said they would do in a timely manner	52.5%	18.5%	10.1%	5.9%	4.2%	8.8%
Q23d-4. They helped you resolve an issue to your satisfaction	52.5%	17.2%	10.5%	6.3%	6.7%	6.7%

WITHOUT "DON'T KNOW"

Q23d. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

(N=238)

	Always	Usually	Sometimes	Seldom	Never
Q23d-1. They were courteous & polite	69.9%	23.1%	3.5%	2.2%	1.3%
Q23d-2. They gave accurate answers to your questions	61.8%	20.4%	10.7%	4.4%	2.7%
Q23d-3. They did what they said they would do in a timely manner	57.6%	20.3%	11.1%	6.5%	4.6%
Q23d-4. They helped you resolve an issue to your satisfaction	56.3%	18.5%	11.3%	6.8%	7.2%

Q24. Community Development. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following community services provided by the City of Creve Coeur.

(N=577)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q24-1. Enforcing City's building code in your community	17.5%	26.5%	20.5%	6.2%	2.8%	26.5%
Q24-2. Enforcing mowing & cutting of weeds & grass on private property	14.2%	28.1%	18.5%	10.2%	2.6%	26.3%
Q24-3. Enforcing exterior maintenance of residential property	12.0%	29.5%	18.2%	9.7%	3.3%	27.4%
Q24-4. Enforcing exterior maintenance of commercial/ business property	14.6%	27.9%	19.8%	5.2%	1.6%	31.0%
Q24-5. Overall quality of new residential development	17.9%	34.8%	18.2%	3.8%	2.3%	23.1%
Q24-6. Overall quality of new commercial development	17.2%	32.9%	19.9%	5.7%	2.3%	22.0%

WITHOUT "DON'T KNOW"

Q24. Community Development. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following community services provided by the City of Creve Coeur. (without "don't know")

(N=577)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24-1. Enforcing City's building code in your community	23.8%	36.1%	27.8%	8.5%	3.8%
Q24-2. Enforcing mowing & cutting of weeds & grass on private property	19.3%	38.1%	25.2%	13.9%	3.5%
Q24-3. Enforcing exterior maintenance of residential property	16.5%	40.6%	25.1%	13.4%	4.5%
Q24-4. Enforcing exterior maintenance of commercial/business property	21.1%	40.5%	28.6%	7.5%	2.3%
Q24-5. Overall quality of new residential development	23.2%	45.3%	23.6%	5.0%	2.9%
Q24-6. Overall quality of new commercial development	22.0%	42.2%	25.6%	7.3%	2.9%

Q25. Which TWO of the community development services listed in Question 24 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q25. Top choice	Number	Percent
Enforcing City's building code in your community	93	16.1 %
Enforcing mowing & cutting of weeds & grass on private property	93	16.1 %
Enforcing exterior maintenance of residential property	62	10.7 %
Enforcing exterior maintenance of commercial/business property	36	6.2 %
Overall quality of new residential development	70	12.1 %
Overall quality of new commercial development	87	15.1 %
None chosen	136	23.6 %
Total	577	100.0 %

Q25. Which TWO of the community development services listed in Question 24 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q25. 2nd choice	Number	Percent
Enforcing City's building code in your community	24	4.2 %
Enforcing mowing & cutting of weeds & grass on private property	40	6.9 %
Enforcing exterior maintenance of residential property	107	18.5 %
Enforcing exterior maintenance of commercial/business property	61	10.6 %
Overall quality of new residential development	69	12.0 %
Overall quality of new commercial development	103	17.9 %
None chosen	173	30.0 %
Total	577	100.0 %

SUM OF TOP 2 CHOICES

Q25. Which TWO of the community development services listed in Question 24 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q25. Sum of top 2 choices	Number	Percent
Enforcing City's building code in your community	117	20.3 %
Enforcing mowing & cutting of weeds & grass on private property	133	23.1 %
Enforcing exterior maintenance of residential property	169	29.3 %
Enforcing exterior maintenance of commercial/business property	97	16.8 %
Overall quality of new residential development	139	24.1 %
Overall quality of new commercial development	190	32.9 %
None chosen	136	23.6 %
Total	981	

Q26. As opportunities present themselves, do you believe that the City should support development of a downtown Creve Coeur (south of Olive and east of New Ballas) to consist of pedestrian-oriented retail, restaurants, and community event space?

Q26. Do you believe that City should support development of a Downtown Creve Coeur to consist of pedestrian-oriented retail, restaurants, & community event space?	Number	Percent
Very supportive	262	45.4 %
Somewhat supportive	207	35.9 %
Not supportive	56	9.7 %
Not sure	39	6.8 %
Not provided	13	2.3 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"

Q26. As opportunities present themselves, do you believe that the City should support development of a downtown Creve Coeur (south of Olive and east of New Ballas) to consist of pedestrian-oriented retail, restaurants, and community event space? (without "not provided")

Q26. Do you believe that City should support development of a Downtown Creve Coeur to consist of pedestrian-oriented retail, restaurants, & community event space?	Number	Percent
Very supportive	262	46.5 %
Somewhat supportive	207	36.7 %
Not supportive	56	9.9 %
Not sure	39	6.9 %
Total	564	100.0 %

Q27. City ordinances contain standards for the condition of residential properties. How would you rate the City's enforcement of exterior property maintenance?

Q27. How would you rate City's enforcement of exterior property maintenance?	Number	Percent
Too strict	26	4.5 %
About right	288	49.9 %
Not strict enough	108	18.7 %
Don't know	155	26.9 %
Total	577	100.0 %

WITHOUT "DON'T KNOW"

Q27. 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")

Q27. How would you rate City's enforcement of exterior property maintenance?	Number	Percent
Too strict	26	6.2 %
About right	288	68.2 %
Not strict enough	108	25.6 %
Total	422	100.0 %

Q28. 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=577)

	Yes	No	Not sure
Q28-1. Condominiums	59.6%	20.5%	19.9%
Q28-2. Single-family houses	52.5%	28.8%	18.7%

WITHOUT "NOT SURE"

Q28. 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=577)

	Yes	No
Q28-1. Condominiums	74.5%	25.5%
Q28-2. Single-family houses	64.6%	35.4%

Q29. The City's Building Division handles building permitting and inspections as well as exterior property maintenance and nuisance matters. Have you had any contact with the Creve Coeur Building Division in the last year?

Q29. Have you had any contact with Creve Coeur Building Division in last year?	Number	Percent
Yes	145	25.1 %
No	432	74.9 %
Total	577	100.0 %

Q29a. What type of contact have you had with the Creve Coeur Building Division most recently?

Q29a. What type of contact have you had?	Number	Percent
Reported a complaint	23	15.9 %
Building inspections for my home renovation project	75	51.7 %
I was issued a field correction notice or stop work order	8	5.5 %
I obtained a building permit	28	19.3 %
Other	11	7.6 %
Total	145	100.0 %

Q29a. Other

Q29a. Other	Number	Percent
Approval of new construction in our neighborhood	1	11.1 %
Asked about building a garage	1	11.1 %
Building inspections not done on a timely basis	1	11.1 %
CLAIMED THAT A/C SYSTEM WAS NOT AUTHORIZED	1	11.1 %
CUT TREE DOWN	1	11.1 %
Clean mold from siding	1	11.1 %
Complaint from neighbor	1	11.1 %
Concern about letter sent to neighbor	1	11.1 %
Window replacement	1	11.1 %
Total	9	100.0 %

Q29b. How would you rate the quality of your contact with the Building Inspector?

Q29b. How would you rate quality of your contact with Building Inspector?	Number	Percent
Excellent	36	24.8 %
Good	44	30.3 %
Fair	29	20.0 %
Poor	31	21.4 %
Not provided	5	3.4 %
Total	145	100.0 %

WITHOUT "NOT PROVIDED"

Q29b. How would you rate the quality of your contact with the Building Inspector? (without "not provided")

Q29b. How would you rate quality of your contact with Building Inspector?	Number	Percent
Excellent	36	25.7 %
Good	44	31.4 %
Fair	29	20.7 %
Poor	31	22.1 %
Total	140	100.0 %

Q29c. How would you rate the administrative assistant you interacted with?

Q29c. How would you rate administrative assistant you interacted with?	Number	Percent
Very courteous	47	32.4 %
Courteous	52	35.9 %
Discourteous	5	3.4 %
Very discourteous	6	4.1 %
Did not have contact with an administrative assistant	29	20.0 %
Not provided	6	4.1 %
Total	145	100.0 %

WITHOUT "NOT PROVIDED"

Q29c. How would you rate the administrative assistant you interacted with? (without "not provided")

Q29c. How would you rate administrative assistant you interacted with?	Number	Percent
Very courteous	47	33.8 %
Courteous	52	37.4 %
Discourteous	5	3.6 %
Very discourteous	6	4.3 %
Did not have contact with an administrative assistant	29	20.9 %
Total	139	100.0 %

Q30. Public Works. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public works services provided by the City of Creve Coeur.

(N=577)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q30-1. Maintenance of City streets (does not include County or State maintained streets such as Olive Boulevard, Old Olive Street Road, Lindbergh Boulevard or I-270)	22.2%	43.5%	17.3%	7.6%	4.0%	5.4%
Q30-2. Condition of City sidewalks	22.2%	44.0%	15.4%	9.5%	2.1%	6.8%
Q30-3. Adequacy of street lighting	20.5%	40.4%	21.5%	12.0%	2.1%	3.6%
Q30-4. Snow/ice removal on City streets	34.1%	43.8%	14.0%	3.5%	0.5%	4.0%
Q30-5. Appearance of landscaped medians	37.1%	41.4%	13.2%	3.8%	0.7%	3.8%
Q30-6. Cleanliness of City streets	35.0%	49.2%	10.2%	2.6%	0.7%	2.3%

WITHOUT "DON'T KNOW"

Q30. Public Works. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public works services provided by the City of Creve Coeur. (without "don't know")

(N=577)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q30-1. Maintenance of City streets (does not include County or State maintained streets such as Olive Boulevard, Old Olive Street Road, Lindbergh Boulevard or I-270)	23.4%	46.0%	18.3%	8.1%	4.2%
Q30-2. Condition of City sidewalks	23.8%	47.2%	16.5%	10.2%	2.2%
Q30-3. Adequacy of street lighting	21.2%	41.9%	22.3%	12.4%	2.2%
Q30-4. Snow/ice removal on City streets	35.6%	45.7%	14.6%	3.6%	0.5%
Q30-5. Appearance of landscaped medians	38.6%	43.1%	13.7%	4.0%	0.7%
Q30-6. Cleanliness of City streets	35.8%	50.4%	10.5%	2.7%	0.7%

Q31. Which TWO of the public works services listed in Question 30 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q31. Top choice	Number	Percent
Maintenance of City streets (does not include County or State maintained streets such as Olive Boulevard, Old Olive Street Road, Lindbergh Boulevard or I-270)	213	36.9 %
Condition of City sidewalks	71	12.3 %
Adequacy of street lighting	91	15.8 %
Snow/ice removal on City streets	56	9.7 %
Appearance of landscaped medians	20	3.5 %
Cleanliness of City streets	20	3.5 %
None chosen	106	18.4 %
Total	577	100.0 %

Q31. Which TWO of the public works services listed in Question 30 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q31. 2nd choice	Number	Percent
Maintenance of City streets (does not include County or State maintained streets such as Olive Boulevard, Old Olive Street Road, Lindbergh Boulevard or I-270)	59	10.2 %
Condition of City sidewalks	96	16.6 %
Adequacy of street lighting	112	19.4 %
Snow/ice removal on City streets	76	13.2 %
Appearance of landscaped medians	42	7.3 %
Cleanliness of City streets	54	9.4 %
None chosen	138	23.9 %
Total	577	100.0 %

SUM OF TOP 2 CHOICES

Q31. Which TWO of the public works services listed in Question 30 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q31. Sum of top 2 choices	Number	Percent
Maintenance of City streets (does not include County or State maintained streets such as Olive Boulevard, Old Olive Street Road, Lindbergh Boulevard or I-270)	272	47.1 %
Condition of City sidewalks	167	28.9 %
Adequacy of street lighting	203	35.2 %
Snow/ice removal on City streets	132	22.9 %
Appearance of landscaped medians	62	10.7 %
Cleanliness of City streets	74	12.8 %
None chosen	106	18.4 %
Total	1016	

Q32. The sewer lateral insurance program provides for reimbursement of 50% of sewer lateral replacement costs. Would you support an annual fee increase from $28 to $50 annually, if the reimbursement was increased to 80%?

Q32. Would you support an annual fee increase from $28 to $50 annually if the reimbursement was increased to 80%?	Number	Percent
Very supportive	134	23.2 %
Somewhat supportive	183	31.7 %
Not supportive	144	25.0 %
Not sure	101	17.5 %
Not provided	15	2.6 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"

Q32. The sewer lateral insurance program provides for reimbursement of 50% of sewer lateral replacement costs. Would you support an annual fee increase from $28 to $50 annually, if the reimbursement was increased to 80%? (without "not provided")

Q32. Would you support an annual fee increase from $28 to $50 annually if the reimbursement was increased to 80%?	Number	Percent
Very supportive	134	23.8 %
Somewhat supportive	183	32.6 %
Not supportive	144	25.6 %
Not sure	101	18.0 %
Total	562	100.0 %

Q33. Have you experienced any issues with stormwater on your property within the last THREE years?

Q33. Have you experienced any issues with stormwater on your property within last three years?	Number	Percent
Yes	146	25.3 %
No	431	74.7 %
Total	577	100.0 %

Q33a. Which of the following issues have you had with stormwater on your property in the last THREE years?

Q33a. What issues have you had with stormwater on your property?	Number	Percent
An increase in the amount of stormwater that collects on my property from the past	73	50.0 %
Changes in the way stormwater flows across my property	69	47.3 %
Increases or other changes in the amount & flow of stormwater on streets	29	19.9 %
Erosion on my property	64	43.8 %
Flooded basement/ground floor	47	32.2 %
Other	10	6.8 %
Total	292	

Q33a. Other

Q33a. Other	Number	Percent
Main pipe broke on neighboring property	1	10.0 %
HAVE CONSTRUCTION NEXT DOOR	1	10.0 %
Trees down and looks like war zone because of storm water	1	10.0 %
A sink hole is forming near my mailbox	1	10.0 %
NEWER SUBDIVISION BEHIND US	1	10.0 %
More water going across our property washing ground away	1	10.0 %
MAJOR WATER BACK UP IN NEIGHBORHOOD	1	10.0 %
Storm water collects in a pool area in our backyard	1	10.0 %
Manhole lead despite fix in lawn three times	1	10.0 %
CITY INSPECTOR BLAMING ME FOR STORM WATER RUN OFF	1	10.0 %
Total	10	100.0 %

Q34. As with many cities, Creve Coeur City officials are concerned about being able to maintain the current level of services in the face of rising costs and decreasing revenues. Given such realities, which one of the following options would you prefer?

Q34. What options would you prefer?	Number	Percent
Maintaining current tax rates & cutting back on some City services	240	41.6 %
Increasing taxes to maintain present level of City services	296	51.3 %
Not provided	41	7.1 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"

Q34. As with many cities, Creve Coeur City officials are concerned about being able to maintain the current level of services in the face of rising costs and decreasing revenues. Given such realities, which one of the following options would you prefer? (without "not provided")

Q34. What options would you prefer?	Number	Percent
Maintaining current tax rates & cutting back on some City services	240	44.8 %
Increasing taxes to maintain present level of City services	296	55.2 %
Total	536	100.0 %

Q35. Which TWO services would you prefer to reduce in order to maintain current tax rates?

Q35. What services would you prefer to reduce in order to maintain current tax rates?	Number	Percent
Limb chipping service	190	32.9 %
Leaf pick up	96	16.6 %
Park maintenance	121	21.0 %
Street maintenance	19	3.3 %
City newsletter	310	53.7 %
Police patrol	23	4.0 %
Police crime prevention	46	8.0 %
Other	53	9.2 %
Total	858	

Q35. Other

Q35. Other	Number	Percent
Golf Course	11	20.8 %
Golf Course & Ice Rink	2	3.8 %
Look at development of new business opportunities	1	1.9 %
Subsidizing recreational activities	1	1.9 %
Why don't you have the golf course listed?	1	1.9 %
Clean out some deadwood administration people	1	1.9 %
Employee pension	1	1.9 %
Replace high-maintenance landscaping on Olive	1	1.9 %
Recreation programs, the golf course, ice skate arena	1	1.9 %
Allowed hotel business to come in instead of empty office building	1	1.9 %
Maintain services and increase taxes	1	1.9 %
Admin police pension	1	1.9 %
Attract more revenues, producing more business	1	1.9 %
Recreation	1	1.9 %
FIRE DISTRICT STAFFING	1	1.9 %
Find efficiencies	1	1.9 %
Golf Course & Ice Arena	1	1.9 %
Staffing	1	1.9 %
PRIVATE GOLF COURSE	1	1.9 %
More tax revenues from Monsanto & plant science	1	1.9 %
Sell Golf Course	1	1.9 %
INCOME BUSINESS FEES	1	1.9 %
Extra events/unnecessary sidewalk replacements	1	1.9 %
Salaries of police and firemen	1	1.9 %
Building permits/code inspecting	1	1.9 %
Get rid of some employees. Too many building people/court people.	1	1.9 %
Median planting and maintenance irrigation	1	1.9 %
Salaries of staff members	1	1.9 %
Recreation programs golf fee subsidy	1	1.9 %
REDUCE BUILDING PERMIT REQUIREMENTS	1	1.9 %
ICE COMPLEX	1	1.9 %
DOG ITEMS	1	1.9 %
SALARIES	1	1.9 %
TRAILS AND MORE SIDEWALKS	1	1.9 %
Recycling	1	1.9 %
THERE MAY BE WASTE THAT CAN BE CUT OUT	1	1.9 %
Eliminate the golf course	1	1.9 %
More efficiency	1	1.9 %
Reduce building department head count	1	1.9 %
Raise golf fees	1	1.9 %
Golf Course & recreational programs	1	1.9 %
GET RID OF GOLF AND HOCKEY	1	1.9 %
Total	53	100.0 %

Q36. Which of the following revenue options would you prefer the City use to maintain city services?

Q36. What revenue options would you prefer City to use to maintain City services?	Number	Percent
Business license fee increase	247	42.8 %
Establish a use tax on out-of-State purchases	144	25.0 %
Property tax rate increase	43	7.5 %
Utility tax rate increase	46	8.0 %
Charge a fee for trash service	103	17.9 %
I am not sure	150	26.0 %
Total	733	

Q37. Do you have any other suggestions for the city?

- A BIG TRASH PICK UP SERVICE WOULD BE NICE,IF ONLY A FEW TIMES A YEAR.
- ADDING RECREATIONAL PROGRAMS FOR YOUNG FAMILIES.
- Again, not sure why we left an empty office building when could've had a nice hotel. I think you listened to a few protesters and not the entire community.
- All employees be reasonable/courteous
- audit and end the various temporary taxing districts for roads, beautification and commercial areas
- avoid business in the area such as: thrift stores, 2nd hand shops, pawn shops, payday loans, you work, you drive auto lots, check cashing, discount/close out shops, these draw the wrong client to the are, stop approving these
- be more aggressive forward thinking, our short sightedness has resulted in a thrift store rather than a restaurant and a vacant decaying building rather than a hotel, if you want a vibrant community some risks need to be taken
- be more relaxed with bldg inspections and permits no more taxes, fees etc
- because or at least do no increase restrictions on what homeowners can do on their private property
- Better and more routine communication with locals schools and PTAs. You don't hold the schools to the same maintenance, permits, exterior care, storm water requirements as you do your residents.
- Better social and restaurant areas. Love the idea of a downtown CC area!
- Biking and walking is impossible in this town. Young families do not like that. Sidewalks end abruptly. No way to walk to the business from the residential area. Would be nice to walk or bike to the post office, restaurants. Check out other communities. Also too Jewish-oriented. Sidewalk always built to (go to) also seven temples but not to other institutions.
- Bob Hoffman does a terrific job!
- Bonds to fund city pool.
- bring more restaurant options to the city that aren't fast food chains. create more of a walking community, shopping and eating atmosphere like wevster, kirkwood, clayton
- build a recreation center
- can we kick out kohl's and replace it with a target
- cc had good lighting ordinance, please enforce too much glare and light spilling over property lines
- City needs more sidewalks. Become more pedestrian and cyclist friendly. And do away with the NIMBY attitude of residents. Drive throughs and new hotels do not bring the wrong crowd, or cause extra congestion. They the neighborhood livable. Stop being so snobbish!

Q37. Do you have any other suggestions for the city? (cont.)

- city needs to be proactive in redevelopment along Olive st, sales tax revenue is declining and the city has turned down several proposals for businesses that would have generated significant revenue, commercial property shouldn't be able to defeat reasonable development
- CITY NEEDS TO ESTABLISH AN ARCHITECTURAL REVIEW BOARD, CITY COUNCIL NEEDS TO REPRESENT THE RESIDENTS NOT DEVELOPERS CITY HAS A LONG STANDING REPUTATION FOR BEING DEVELOPER FRIENDLY
- city needs to evaluate inclusive housing not just quality code for keep poor people out
- Clarify how ordinances affect individual home owners. Make crime information more visible. Armed robberies are a concern. Residents need to know what happened and what is being done to prevent them.
- Community swimming pool
- COMPANIES THAT DISTURB STREETS SHOULD PUT STREETS BACK IN ODER THEY WERE.
- consider use of sales tax increase I additional revenue needed
- Continue golf course ownership.
- continuously look for cost reduction in all areas, invest in automation and ensure cost benefit is applied to decisions notify or special purpose districts
- Creve Coeur has some of the most stringent permitting and code enforcement practices in the metro area. Need to ease up.
- CREVE COEUR IS A GREAT CITY, BUT AS I AGE I AM LOOKING TO DOWNSIZE TO A SMALLER HOME.
- Creve Coeur is a great place to live and work. Extremely well maintained. Wonderful staff. I think the building code is very challenging/demanding for compliance. Our family would love a rec center like center of Des Peres, Clayton, Richmond Heights.
- Creve Coeur is a great place to live! I moved here from the east coast almost 50 years ago and I am fortunate to have moved back here eight years ago.
- Creve Coeur is a great place to live, extremely happy with the services the city provided please keep up the good work
- Creve Coeur needs a hardware store, have to drive to Maryland hts or san peres to find one
- Creve Coeur rec plex. City needs family places to spend together. Des Peres Lodge is always busy. Great for family, health, pools. Business family first builds community.
- Cycling on public roads is on the increase. Many cyclist use roads in Creve Coeur as regular cycling paths. Keeping the very side of the roadways clear of debris such as gravel removal by regular sweeping improves the safety of the roadways for all cyclists. Also, need more reinforcement signs to promote public safety such as: do not text and drive, share the road, yield to cyclists, keep 3 feet from all cyclists, cyclists single file only, etc.
- The city does not need any more grocery stores. Allowing the development of Fresh Market in City Place was a mistake. I am all for competition and free market although the city already had Dierberg's, Trader Joes, Aldi, Schnuck's in close proximity. Now the city is left with an empty special purpose building that is just and eyesore in front of City Place.
- How is Schnuck's allowed to maintain a decrepit looking store at Spoede and Olive? City officials need to meet with Schnuck's to push them to improve. Des Peres has a beautiful Schnuck's, why won't they invest in a small format version of the same in Creve Coeur? Certainly the neighborhood and nearby businesses would benefit.
- decrease the deer population

Q37. Do you have any other suggestions for the city? (cont.)

- Decrease the number of projects that require a permit. Creve Coeur has a terrible reputation for obtaining permits and getting passing inspections, unless you have a contractor who is known to inspectors. Shameful. Decisions should not be based largely upon revenue generation. Downtown is a ridiculous idea. Zoning approval process needs to be more open and less based on developers inclusion of fountains!
- Dislike our city manager and feel he is too complacent with keeping things average.
- Same for public works - Hines
- I feel Creve COEUR could be so much better if they had better leadership and vision.
- We have sidewalks fir every Temple in town - about 7- but few for other residents or DESmet kids who have to tromp along Ballas road-
- Very unfair and one sided Jewish community which scares away now non- Jews
- Do a walk through of the streets in Ward 4. The streets in Bellerive Estates are crumbling and have not been marked for new concrete. I just don't understand what the criteria is for new slabs. We had to get the help of Contact 2 Call for Action to get a new slab at the corner of Cannes and Gascogne. Do we need their help again!
- do more of the dui pullover nights, you always find a variety of vehicle issue as well as bund/knives etc
- DO NOT FORCE COMMERCIAL IN RESIDENTS AREA.
- Do not lose the golf course.
- do something about the deer, work on the Creve Coeur brand
- do whatever it takes to keep monsanto happy. wife works there and they are talking about moving to chesterfield b/c Creve Coeur wont' let them expand, if they let it would kill the city, property taxes are too high for my house, I am paying $16K on a million dollar house
- Don't get rid of services (like free trash, leaf pick up) and police - they set us apart from other cities
- Stop calling golf course a gem because we have to polish it to often for it to be real. Also we don't need all those historic buildings if they cost us money
- don't trust that developed goals have the best interest of the Creve Coeur residents
- Dumping filler on sidewalks is not a proper solution to repair over ten years of sinking in the Manors of Bellerive. Very dangerous!
- During low traffic times, left turn signal should flash yellow. Roads need to be better maintained.
- Electronic newsletter to save costs
- eliminate gifts from those wanting to do business with Creve Coeur called pay to play
- Enforce codes, i.e. sheds in yards, abandoned vehicles, cleaning up after dogs, etc. Bring better restaurants to Creve Coeur. Have more concerts and food truck events. Monitor the appearance and cleanliness of neighborhoods. Police apartment complexes where more transient. Continue to limit solicitations. We need a hardware store!
- Enforcing better lawn and landscape standards of public property, e.g. Ladue School District property, which won beautification awards when owned by Westminster Christian Academy. Now poorly maintained.
- EVERY WEEK TRASH/RECYCLING IS DROPPED BY TRASH CONTRACTOR, CITY NEED A PRESSURE COMPANY TO CLEAN UP JO9B. CITY APPEARANCE SUFFERS GREATLY WHEN TRASH BLOW AROUND ALL WEEK IN EACH WARD
- except for the weather, I can't think of a better place to live
- Find ways to bring younger people and families into Creve Coeur. Catering to people my age (55), and older, will result in a dying city. Young people and fresh ideas are needed.

Q37. Do you have any other suggestions for the city? (cont.)

- find ways to not be wasteful, this is reactive but minimizing cost and being efficient in process go a long way
- Fine people for lack of lawn care and having dumpsters/storage pods for longer than a month. More community events-food trucks, music in parks, family nights-and promote in different ways.
- FIRE CITY ADMINISTER, PRIORITIZE PERMITS AND APPLICATIONS DEPT
- Fix the roads in Runnymead subdivision. They are very bad. More police patrols to deter car break ins. A swimming pool option for the summer!
- focus on business development, significant office bldgs sit vacant that could provide additional revenues, need to entice new business not nail salons and tanning spas into Creve Coeur
- Focus on the quality of the streets.
- Get it right the first time. Sidewalk torn up and replaced on Mass. Rd. at new development to accommodate ADA requirements. This was just completed.
- GET SOME OF MY NEIGHBORS TO MAINTIAN THEIR YARD W/O ME CALLING CITY HALL SEVERAL TIMES A YEAR
- Go to an online only newsletter with hard copies available for pickup at city government building
- golf course repair, giant heavy use trucks have latterly chewed up the streets in runnymede mainly runnymede and magna carta. someone is going to get hurt falling into a hole or getting thrown off of a bicycle. homeowners who allow their landscape company pile leaves in the street should be given a hefty fine. the landscape company and homeowner should work this out before the leaves are dumped, there needs to be accountability here. too many trees were cut down for the new police station, this was totally unnecessary and Creve Coeur should be ashamed of themselves. what were you thinking? who ok's this method, plans for replacing as many trees as were removed
- Have the newsletter online instead of mailing it out
- HIRE MORE POLICE OFFICERS. GIVE BETTER PAY AND BENEFITS.
- I am disappointed that part of Emerson Rd. and Ballas was rezoned by council to allow a large commercial development. It should remain residential, not commercial. I support the mayor's vote to oppose the hotel on the HBE site. The police cars could get by without the fancy paint jobs. Stick with modest lettering. It will be less expensive and look more professional. These look like hot rods now, tacky and unprofessional.
- I am sure if you look you would find some wasteful spending.
- I believe communication should be improved regarding commercial development adjacent to residential areas. Posting notices is not sufficient.
- I enjoy our mix of commercial and residential in our city. More walkability would be great, but a lot of that has to do with large county and state roads in our area. The golf course is loosing money. Scrap it and sell it to a developer.
- I love Creve Coeur.
- I love Creve Coeur. Small city now!
- I love living here and we raised our two children here. They both attended public school here and have successful careers. I really like the green space and friendly people!
- I THINK CITY OF VREVE COEUR IS AN EXCELLENT PLAT TOLIV AND AMONG THE REASONS IS ITS WONDERFUL POLICE DEPT AND FIRE DEPT
- I think city should find a way to help senior citizens who are in a single family home with rear trash service pick on ages 70, 75, 78, 80, 85, 90 and the senior out who is in a fixed income and trying to stay in their home
- I THINK THE CITY PLACE INSTALLATIONS ARE NEARLY IMPOSSIBLE TO ACCESS AND TO NEGATIVE.

Q37. Do you have any other suggestions for the city? (cont.)

- I THINK WE HAVE A WONDERFGUL CITY KEEP UP THE GOOD WORK
- I wish that Creve Coeur would worth with Ameren in a collaboration that prioritizes our community to achieve underground power lines. We have a beautiful community. I occasionally surprises me when I drive on Mason or Conway to see above ground power lines all over, in addition to large transformers throughout. In the event of a natural disaster or other event, the community would be better served. I thought Ameren was supposed to be moving in that direction.
- I would like to see the city become more walkable. Too many subdivision streets do not have sidewalks. The city should install more sidewalks.
- I would love to have more of a downtown area with walking to restaurants and businesses.
- IDEAS TO IMPROVE CITY.
- If our city manager cannot make our budget work without raising taxes, fire or replace him. Cut his and others convention expenses. Lay off employees who have nothing to do. At least three street maintenance workers have told me they work less than 3-4 hours/day. Killing time is their hardest job.
- If possible, lower or eliminate low income senior citizens real estate tax.
- Improve beauty of most visible areas
- IMPROVE CURRENT REQUIREMENT TO ADD A NEW SMOKE SYSTEM WHEN RESIDENCE HAS CENTRAL ALARM W/FIRE AND SMOKE
- IMPROVE ECONOMY IS PROVIDING MORE REVENUE SHARPEN THE PENCILS TO MAINTAIN SERVICES
- IN GENERAL MY WIFE AND I ARE VERY PLEASED WITH THE CITY AND IT SERVICES KEEP UP THE GREAT WORK
- increase commercial construction increase hiring the police dept, increase police patrol
- Install a traffic/car sensing light at Moseley and Olive. Make residential permits and inspections easier. The current inspector and support staff makes residents and contractors not want to work in Creve Coeur.
- just more curb/gutter/sidewalk for a more walkable community, change leadership in permit/handling division
- Keep costs down. Spend responsibly.
- KEEP MAYOR GLANTS, LIVED IN CREVE COEUR MOST OF MY LIFE HE IST HE BEST MAYOR EVER
- KEEP TAXES LOW, NO HIKE IN TAX, DOWNTOWN OF CC WONDERFUL IDEA
- KEEP UP THE GOOD WORK
- KEEP UP THE GOOD WORK, CREVE COEUR IS A GREAT PLACE TO LIVE
- keep up the great work
- Keeping quality of street high
- Keeping us informed of major votes taking place that affect us. The HBE building is a great example of that, having a flyer in front of the building isn't enough. Mailers would be helpful.
- learn to listen to resident speak into mics speaking at meetings do not need anymore retail sitting open, forget town center, most residents do not even mow grass let alone be outside , cease letting new housing ruin existing homes, we have encourage apartments, more than single family
- LESS RESTRICTIVE DEVELOPMENT ON OLIVE ST, ROAD PARTICULARLY EAST OF CRAIG, THAT SECTION IS A HODGE PODGE AND PROHIBITS GROWTH PLUS SALES TAX, ALSO WHY IS SCHUCKS NOT DEVELOPING. HELP THEM

Q37. Do you have any other suggestions for the city? (cont.)

- LISTEN MORE TO PEOLE AND LESS TO BUILDERS AND ARCHITECTS
- LIVE HER FOR 30 YRS POLICE AND CITY DO A GREAT JOB
- LIVED HER 50 YRS KEEP IT UP
- Look at Wildwood as an example of how to integrate walking paths and city center. Very popular and sales tax revenues increased as residents stayed local to spend. Please review expenses associated with newsletter for postage. There are opportunities to save there.
- Lower speed limit to 30 mph on Mason Rd. from Hibler to Olive. Increase speed limit on Ladue to 45 mph. Force all Barnes Hospital traffic to use Olive St. Rd. entrance.
- maintain street surfaces, country forest streets were treated several years ago with a trial substance it wore off a lot in one year. now we look like our streets belong in an inner city alley it truly lessons property value
- MAKE WALKINGPATHS CONNECTING ALL PARTS OF THE CITY CREATED A CREVE COEUR DOWNTOWN AROUND BALLAS AND OLIVE
- Making recreation opportunities more accessible. I'm in a wheelchair. I can't participate in many of the activities. Pave a few of the paths in the parks. Also, since there is an agreement with Maryland Heights to use the aquaport in exchange for use of the golf course, negotiate use of their rec center or build a rec center in CC. What you call a rec center is a joke.
- MARK PERKINS AND JASON JAGGE APPEAR TO BE WORKING FOR DEVELOPERS NOT RESIDENTS, THEY NEED NEW JOB DESCRIPTIONS
- mason and olive intersection very dangerous, cars turning left cannot see oncoming traffic
- More community events to feature the hidden parks. More sidewalks/bike lanes to discourage car culture. Support city/county merger.
- more lights in the parks and more police patrol in the parks. more recreational programs for all ages increase the number of walking/biking trails
- More older homes in Creve Coeur are being purchased by flippers to be renovated for resale. Since the city issues the permits, it is imperative that the city screen the flippers for quality and reputation and make certain that inspections are comprehensive and demanding. This is the only way to maintain quality of a neighborhood when homes are being renovated for flipping.
- MORE OUTIDE EATING VENUES, HIGHER CALIBER OF BUSINESS (RED ROCK WAS A DUMP, EMBARASSING TO HAVE IT IN CREVE COEUR)
- more parks/reciprocity with Maryland Hts , Chesterfield etc, seek to support Metralink expansion such as between plant science corridor (BRDG park) and cortex/downtown
- MORE POLICE FUNDING
- moslay rd needs to be repaved create new walking trails, encourage more bike safe roads, do not drop services and amenities prefer increased taxes to balance budget
- Move forward with HBE and Waterway projects as well as other forward focused and revenue generating business ventures.
- MY NEIGHBORHOOD HAS NO SIDEWALKS,NOR DO WE HAVE CURBS. I WOULD LOVE IT IF WE HAD BOTH.
- NEED A HARDWARE STORE
- need to work on becoming a more diverse community and correct wrongs of the past in housing discrimination against racial minorities
- newsletter could go out electronically

Q37. Do you have any other suggestions for the city? (cont.)

- No more tiffs. Bring in big box hardware store. Permit department is a joke. I get violation notices (twice) for work never done. More interested in collecting fees than in actually doing the inspections.
- Non-profit thrift stores on Olive just West of Glazer (Old Walgreens) -- I would prefer the space be utilized by a for-profit venture, even a nice 'fast food or healthy food' or some type of commercial business.
- not smart people in building inspections
- NOT THAT I HAVNE'T ALREADY MENTIONED
- Overall city doing a great job in making (it) a wonderful place to live, but always room for improvement.
- OVERALL I AM HAPPY LIVING HERE.
- PATTI HANE HELPED WITH A LATERAL SEWER CRACK/REPAIR SHE SHOULD TRAIN OTHER CITY EMPLOYEES THAT ARE NOT CUSTOMER SERVICE ORIENTED OR FOCUSED
- Pay for new police station from some source other than my property real estate taxes. Stop wasting money on printed newsletters. Replace newsletter with emails.
- Permits for home improvements are too obstructive, and the process is slow. Get in line with other communities.
- Place look at 13015 Libourne Ct. They have an old broken down care with flat tires. They do not cut their grass in the back yard. Everyone tries to keep their place nice. I do believe that house like that should be talked to.
- Please address the bike traffic on Conway. It is dangerous for riders and drivers. It is not unusual to have 15-plus together on a Saturday. Driving around them is so uncomfortable.
- Please consider the needs of the residents of ALL Wards (not just 1 and 2) when making changes to city services.
- Please fix the traffic on Olive Blvd. At any rush hour, (a.m., noon, p.m.) it is nightmare to drive.
- What can you do about Parkway North? Why do we have residents who go to Ladue or Parkway North? There's quite a bit of disparity there! I'm not even sure anyone in Creve Coeur goes to Parkway Central which is better than North.
- please help those of us in smaller homes keep our taxes realistic, we are getting higher taxes because of mcmansions and residents, young families, and seniors, cannot afford to stay in our homes
- please keep the leaf pick up and limb chipping
- please pave the streets properly in ladue estates they are awful
- please repair the cul de sac/subdivision road on spoede acres
- prevent second hand shops from opening the red racks is NOT a Creve Coeur business, we don't want to become U-City do we? maintain property values and be more selective of which business are allowed in
- PROVIDE BASIC SERVICES WITH MODEST REGULATIONS.
- raise fees for golf course, skating, park pavilion use, etc before raising taxes or cutting services
- Reduce or improve traffic on Olive between Graeser and 270.
- REDUCE SOME STOP SIGNS ON SIDE STREETS.
- REDUCE STAFFING, TAX ST JOHNS HOSPITAL, SSM CORPORATE, BARNES WEST COUNTY AND DAUSOUTH CENTER ON PROFITS. THEY USE CITY SERVICES
- REPAIR SOME OF THE REALLY BAD STREETS. INSTEAD OF HAVING 9 HOLE GOLF COURSE HAVE 1 NICE 18 PUBLIC.
- reverse their decision to disapprove the proposed hotel on olive just east of craig rd. huge loss of tax revenue from hotel and loss of sales to nearby business. very disappointed with the decision made as are many fellow residents I have spoken with
- Review the enormous rate the fire district charges the city, and how the tax dollars fund their bloated pensions and six-figure salaries for firemen. Much higher than national average salary.

Q37. Do you have any other suggestions for the city? (cont.)

- salary increases, change in pension plan should be approved by taxpayers even though employees are contributing Creve Coeur is too, later if something happens to the pension fund, the taxpayers will be asked to pay more in taxes
- Sales tax rates are too high. Seems about 8% total taxes when I buy something in Creve Coeur.
- Save money on printing and postage by going to six issues/year of CC News.
- SEE THE GOLF COURSE
- SELL A PARK , USE TO MAKE OTHER PARKS NICE.
- Sell the golf course or increase fees. How many residents actually use it? There are many other courses available around the community.
- should have allowed the hotel, we must be progressive, the empty bldgs suck
- STAFF NEEDS TO BE AVAILABLE FOR RESIDENTS NO PREFERENTIAL TREATMENT FOR DEVELOPERS, COMMERCIAL ETC, COMMERCIAL DEVELOPMENT NEEDS TO MEET ALL COMP PLAN RESTRICTIONS, STAFF SHOULD BE FAIR AND UNBIASED IN THEIR PRESENTATION AND RECOMMENDATIONS
- stop funding the golf course. have breakfast with the mayor later than 7 am
- stop wasting money on statues, planting medians, intersections
- stricter speed on streets and busy streets, ambois hills, turns and school bus traffic
- Taxes are pretty high relative to where I have lived previously, yet the services here are no better than other places. I would suggest researching how other, lower cost cities manage their budgets to see if any of those methods could be applied here.
- Taxpayers want energy efficient city-owned buildings. Spend more money now but save a significant amount in the future. All residents of Creve Coeur should have the option to recycle, not only those in single family homes.
- THANKS FOR YOUR HARD WORK
- the building dept plan reviews are unnecessarily difficult
- THE CITY COUNCIL CARES AND VOTES THE WAY THE RESIDENTS WISH
- The city in the past few years approved a number of large apartment building projects, despite the presence of existing apartment complexes, none of which appear full. The new complexes now appear to be very light on residents-virtually empty. It's only a matter of time before the complexes are sold, sold again and become eye sores/magnets for crime. Poor planning and it will cost all of us.
- the city must enforce and respect existing zoning, allowing the rezoning of the 4 houses at ballas and ladue is a disgrace and harms many existing residents, the city and residents will come to regret this precedent when future developers ask for crazy project to be approved
- the city need to look at and work with homeowners and MSD to make certain creeks are maintained
- The City should competitively out source some of its services like leaf vacuuming, limb chipping, park maintenance and snow removal to reduce costs and maintain current level of services before increasing taxes or cutting back services. Public works should be focused on specialized work that needs to be handled quickly and there is not time to out source.
- THE CITY SHOULD FIX THE ROADS ON LADUE ESTATES DRIVE, THIS HAS BEEN DELAYED FOR MANY YEARS WE ARE NOT HAPPY

Q37. Do you have any other suggestions for the city? (cont.)

- THE CITY SHOULD STOP TEARING UP TREES. WOODED AREAS TO MAKE ROOM FOR APARTMENT COMPLEXES. IT'S BAD FOR THE ENVIRONMENT.
- THE CITY WORRIES ABOUT BEING TO KIND AND THEREFORE DOES NOT REALIZE THIS PUTS LEADERS IN A POSITION TO ONLY SERVE A PORTION OF THE RESIDENTS.
- the corridor on olive from mosley to lindbergh needs to be upgraded too many vacant store in trip centers and the used clothing store adds nothing to the community
- THE CURBS ON SPOEDE ROAD ARE DETERIORATING IN MANY SECTIONS. SPODDE LANE NEEDS TO BE RESURFACED
- The house on Olive 1-2 blocks west of Spoade, which has been disgusting outside with jalopies on their driveway. Has been like this for many years. Embarrassment for our city!
- The municipal court and building court is a joke. Slow/not timely/not organized. Get run around on paying, etc. Very poor compared to other cities. The city employees act like they are entitled vs. service the people. Tickets, etc.
- the quality of cc east of mosely on olive is forgotten, abandoned and turning into a ghetto, the addition of a thrift shop is awful. CC has forgotten about this strip of olive allowing it to drop in quality to the level of olivette. we need to take more pride in this section and not allow it to become the slum of CC
- the roads in my subdivision league heights are in bad shape and crumbling in some areas please add hibler ct and weybridte to the list of street repairs
- the city should do more to maintain its streets in the subdivision
- TO TREAT A DEAD HORSE WE HAVE HAD MANY HOME REMODELS DONE TO OUR HOUSE AND NEARLY ALL OF THEM WERE DELAYED.
- TOO MANY TEARDOWNS RESULTING A MEGA MANSIONS CHANGING HTE FEEL OF NEIGHBORHOODS WILL LIMIT OPTINS FOR HAVING MOVE DIVERSITY OF AGES INCOMES, ECT WITHIN THE CITY
- Too much business development
- town square would be nice addition to Creve Coeur, the Schnuks on olive and spoeded really needs a face lift, it needs to be updated b/c it really looks bad and brings the area down. there's a house on country fair lane that has a huge tree that has been down for a month and the grass hasn't been cut
- trash pick up should be twice a week especially in summer
- Try (to) be builder friendly so we have something other than banks and auto dealers. When stores close at 3 p.m. on Saturday it is a very bad sign.
- Turning the newsletter into an e-newsletter would cut down on the cost and would give the residents the option to still be informed.
- update the appearance of business along olie between craig and craeser. recruit business to the area, use easements to create sidewalks and bike paths between neighborhoods
- Use some Fiscal creativity. Don't take the easy route of cutting services to generate revenue. Redevelop the park to attract new businesses and start ups. Actively pursue a professional soccer team in Creve Coeur park. Add an amphitheater like Chesterfield's, and some jazz concerts.
- USE VOLUNTEER SERVICES
- VERY DISAPPOINTED THAT RED ROCKS CLOSED AND ANOTHER USED CLOTING SHOPS IS OPENING IN ITS PLACE. ON WEEKENDS LINES OF PEOPLE FORM IN FRONT AND NOT THE MOST DISIREABLE PEOPL WHEN WE ARE TRYIONG TO UP THE IMAGE IN CREVE CEOUR

Q37. Do you have any other suggestions for the city? (cont.)

- We already pay a fee for trash service so the point above is moot.
- We do not have enough eating places and I do not mean fast food. Do not ever open up Target/Walmart type stores.
- WE LOVE CREVE COEUR BUT WISH THERE WERE TIGHTER RESTRICTIONS ON THE NUMBER OF TYPES OF BUSINESSES APPROVED.
- WE NEED A HARDWARE STORE
- We need more restaurants more entertainment the city us boring
- Weatherize park restrooms to keep them open all year. Improve public works worker productivity. Too many PWD trucks, not enough work.
- WHEN CONSIDERING NEW RETAILS FIND A HARDWARE COMPANY WE NEED A HARDWARE STORE
- Why haven't we had updates in newsletter on the controversial hotel issue?
- work to make it a friendly place to live, somewhere you would like to live, out some effort into this
- work with county on the mason-olive intersection I have great concern about the traffic with the new hospital, improve the gas station at fee gee/olive for access from east and west
- Would be interested in finding out ways to volunteer or offer my skills for free to the city and non-profits.
- yes a city run wifi service
- yr round bathrooms at all city pools

Q38. How long have you lived in Creve Coeur?

Q38. How long have you lived in Creve Coeur?	Number	Percent
Less than a year	13	2.3 %
1-3 years	53	9.2 %
4-6 years	65	11.3 %
7-10 years	60	10.4 %
11-20 years	128	22.2 %
20+ years	253	43.8 %
Not provided	5	0.9 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"

Q38. How long have you lived in Creve Coeur? (without "not provided")

Q38. How long have you lived in Creve Coeur?	Number	Percent
Less than a year	13	2.3 %
1-3 years	53	9.3 %
4-6 years	65	11.4 %
7-10 years	60	10.5 %
11-20 years	128	22.4 %
20+ years	253	44.2 %
Total	572	100.0 %

Q39. Including yourself, how many people in your household are...

	Mean	Sum
number	2.4	1373
Under age 10	0.2	108
Ages 10-17	0.3	149
Ages 18-34	0.4	209
Ages 35-44	0.3	177
Ages 45-54	0.3	196
Ages 55-64	0.5	275
Ages 65+	0.5	259

Q40. What is your age?

Q40. Your age	Number	Percent
18-34	107	18.5 %
35-44	99	17.2 %
45-54	115	19.9 %
55-64	114	19.8 %
65+	110	19.1 %
Not provided	32	5.5 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"

Q40. What is your age? (without "not provided")

Q40. Your age	Number	Percent
18-34	107	19.6 %
35-44	99	18.2 %
45-54	115	21.1 %
55-64	114	20.9 %
65+	110	20.2 %
Total	545	100.0 %

Q41. Your gender:

Q41. Your gender	Number	Percent
Male	293	50.8 %
Female	281	48.7 %
Not provided	3	0.5 %
Total	577	100.0 %

WITHOUT "NOT PROVIDED"

Q41. Your gender: (without "not provided")

Q41. Your gender	Number	Percent
Male	293	51.0 %
Female	281	49.0 %
Total	574	100.0 %

Q42. Which of the following best describes your race/ethnicity?

Q42. Your race/ethnicity	Number	Percent
White	449	77.8 %
Black/African American	42	7.3 %
American Indian/Alaskan Native	3	0.5 %
Asian	61	10.6 %
Hispanic	19	3.3 %
Other	4	0.7 %
Total	578	

Q42. Other

Q42. Other	Number	Percent
Mixed	3	75.0 %
Carribean	1	25.0 %
Total	4	100.0 %

Section 5: Survey Instrument

city of CREVE COEUR

300 North New Ballas Road • Creve Coeur, Missouri 63141
(314) 432-6000 • Fax (314) 872-2539 • Relay MO 1-800-735-2966
www.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. If you prefer to take the survey online, please go to www.crevecoeursurvey.org.

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 Melissa Orscheln, 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

2018 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 to improve the quality of City services and to identify priorities for the community. If you have questions, please contact the Office of the City Administrator at 872-2511. Thank you!

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

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

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

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

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

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

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

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

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

_____

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

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

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

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

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

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

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

1st: ____ 2nd: ____

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

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

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

_____

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

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

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

1st: ____ 2nd: ____

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

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

14. Do you support the expansion of off-street pedestrian trails utilizing Ameren utility easements, abandoned railroad property and subdivision common ground?

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

15. Golf course user fees fall short of covering course expenses by about $100,000 annually, or a little less than 1% of the city's operating budget. Knowing this, do you believe the city should continue to operate the golf course in the future?

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

16. A parks and stormwater sales tax could be adopted with voter approval to expand parks and recreation facilities and programs and improve stormwater management in the community. Would you support a ½ cent sales tax for parks and stormwater?

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

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

_____

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

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

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

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

20. 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? *[Write in your answers below using the numbers from the list in Question 19.]*

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?

_____

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

____(1) Yes *[Answer Q22a-c.]* ____(2) No *[Skip to Q23.]*

22a. What type of contact have you had with the Creve Coeur Police Department most recently?

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

22b. How would you rate the quality of your contact with the police officer?

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

22c. How would you rate the dispatcher you interacted with?

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

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

____(1) Yes *[Answer Q23a-d.]* ____(2) No *[Skip to Q24.]*

23a. How did you contact the City?

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

23b. Which department did you contact the City about MOST RECENTLY?

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

23c. How easy/difficult was it to address your issue?

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

23d. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

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

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

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

25. Which TWO of the community development services listed in Question 24 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? *[Write in your answers below using the numbers from the list in Question 24.]*

1st: ____ 2nd: ____

26. As opportunities present themselves, do you believe that the City should support development of a downtown Creve Coeur (south of Olive and east of New Ballas) to consist of pedestrian-oriented retail, restaurants, and community event space?

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

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

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

28. 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
1.	Condominiums	1	2	9
2.	Single-family houses	1	2	9

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

____(1) Yes *[Answer Q29a-c.]* ____(2) No *[Skip to Q30.]*

29a. What type of contact have you had with the Creve Coeur Building Division most recently?

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

29b. How would you rate the quality of your contact with the Building Inspector?

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

29c. How would you rate the administrative assistant you interacted with?

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

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

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

31. Which TWO of the public works services listed in Question 30 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? *[Write in your answers below using the numbers from the list in Question 30.]*

1st: ____ 2nd: ____

32. The sewer lateral insurance program provides for reimbursement of 50% of sewer lateral replacement costs. Would you support an annual fee increase from $28 to $50 annually, if the reimbursement was increased to 80%?

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

33. Have you experienced any issues with stormwater on your property within the last THREE years?

____(1) Yes *[Answer Q33a.]* ____(2) No *[Skip to Q34.]*

33a. Which of the following issues have you had with stormwater on your property in the last THREE years?

____(1) An increase in the amount of stormwater that collects on my property from the past
____(2) Changes in the way stormwater flows across my property
____(3) Increases or other changes in the amount and flow of stormwater on streets
____(4) Erosion on my property
____(5) Flooded basement/ground floor
____(6) Other: _____

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

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

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

____(1) Limb chipping service
____(2) Leaf pick up
____(3) Park maintenance
____(4) Street maintenance
____(5) City newsletter
____(6) Police patrol
____(7) Police crime prevention
____(8) Other: _____

36. Which of the following revenue options would you prefer the City use to maintain city services?

____(1) Business license fee Increase
____(2) Establish a Use Tax on Out-of-State Purchases
____(3) Property Tax Rate Increase
____(4) Utility Tax Rate Increase
____(5) Charge a fee for trash service
____(6) I am not sure

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37. Do you have any other suggestions for the city?

_____

_____

_____

_____

Demographics

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

38. 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

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

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

40. What is your age? _____ years

41. Your gender: ____(1) Male ____(2) Female

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

____(1) White ____(3) American Indian/Alaskan Native ____(5) Hispanic
____(2) Black/African American ____(4) Asian ____(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.

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2018 City of Creve Coeur Community Survey

Appendix A – GIS Maps

...helping organizations make better decisions since 1982

Submitted to the City of Creve Coeur, MO by:
ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

June 2018

Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

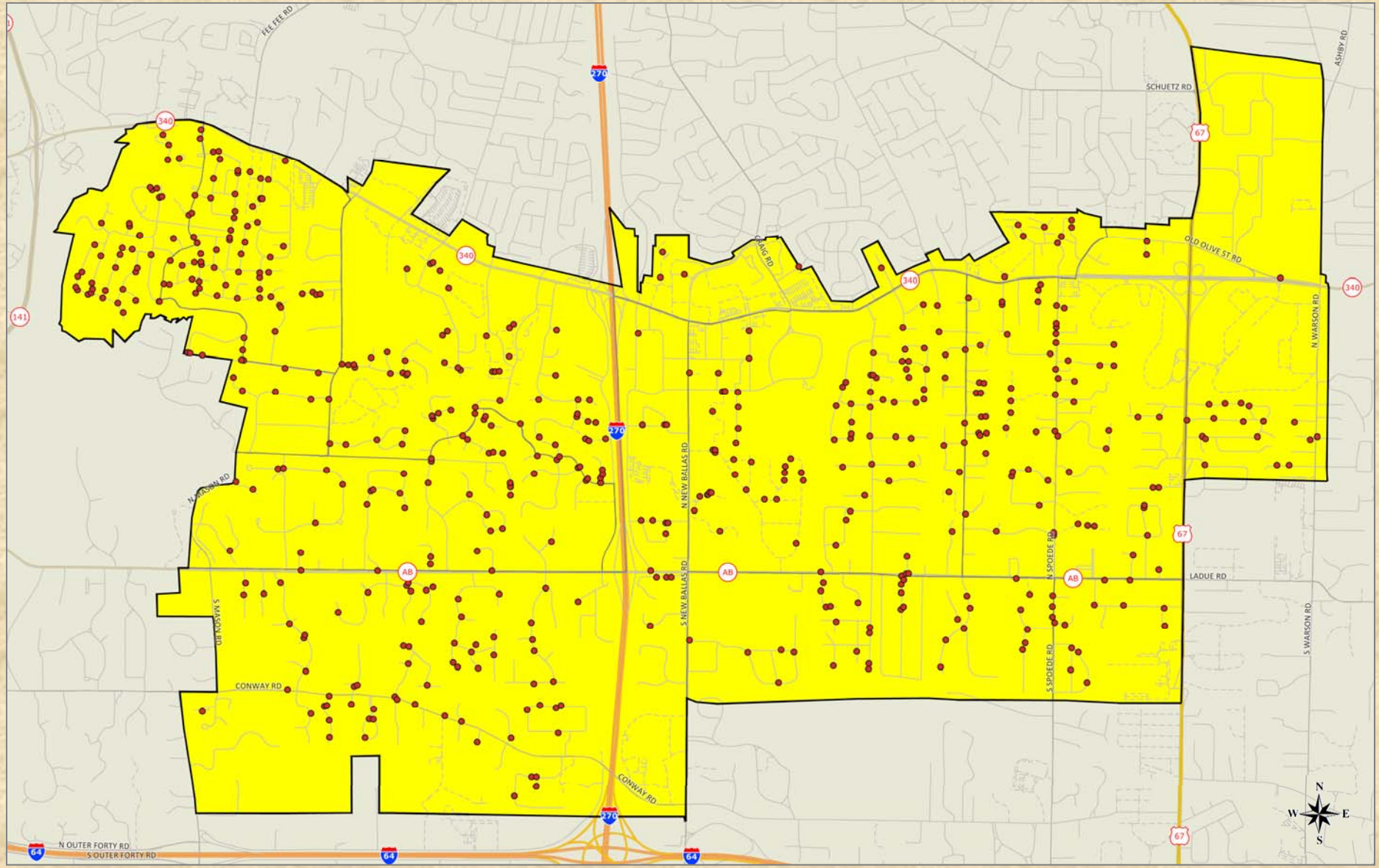
When reading the maps, please use the following color scheme as a guide:

- DARK/LIGHT BLUE shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of "excellent" or "good" and ratings of "very safe" or "safe."

- OFF-WHITE shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.

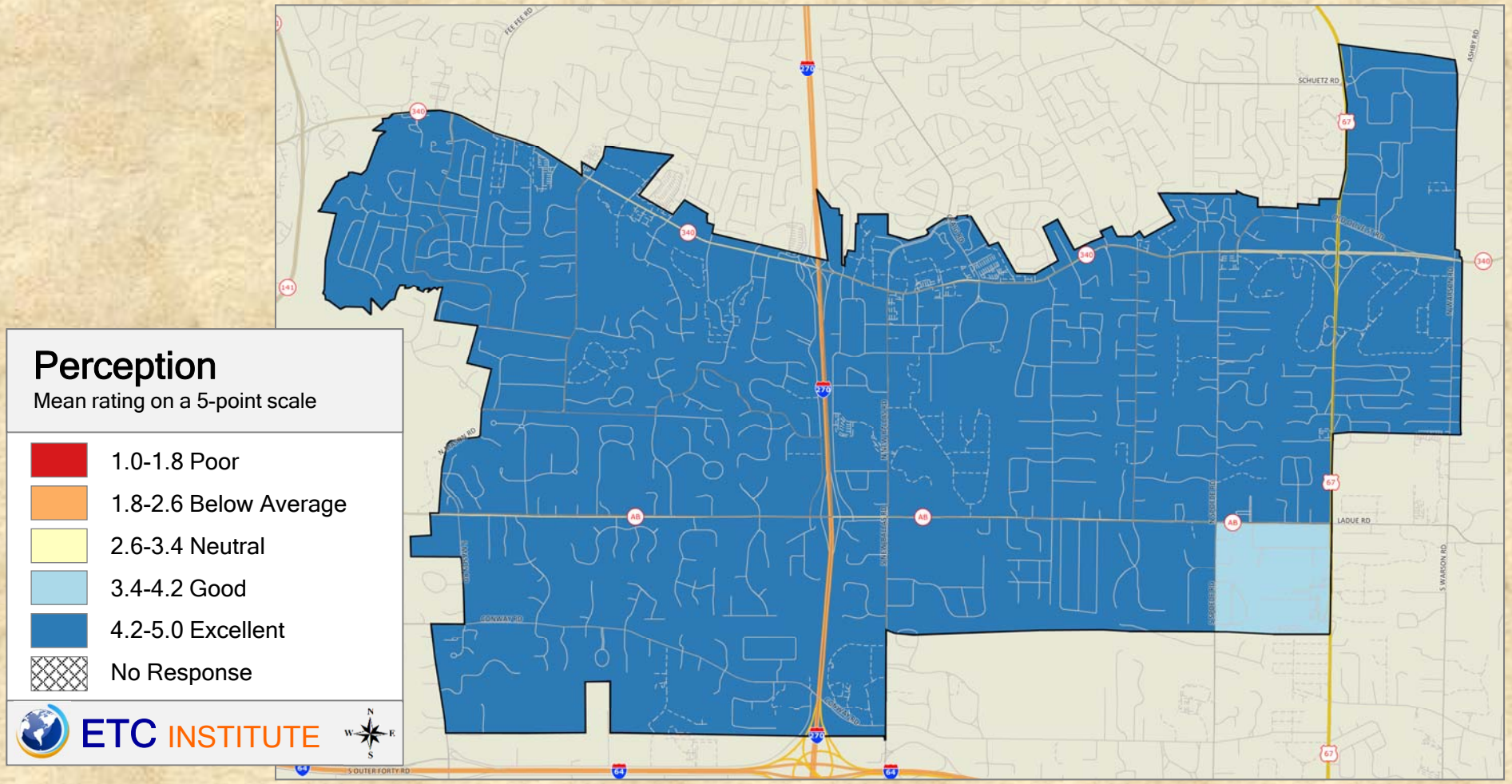
- ORANGE/RED shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of "below average" or "poor" and ratings of "unsafe" or "very unsafe."

Location of Survey Respondents



2018 City of Creve Coeur, Missouri Community Survey

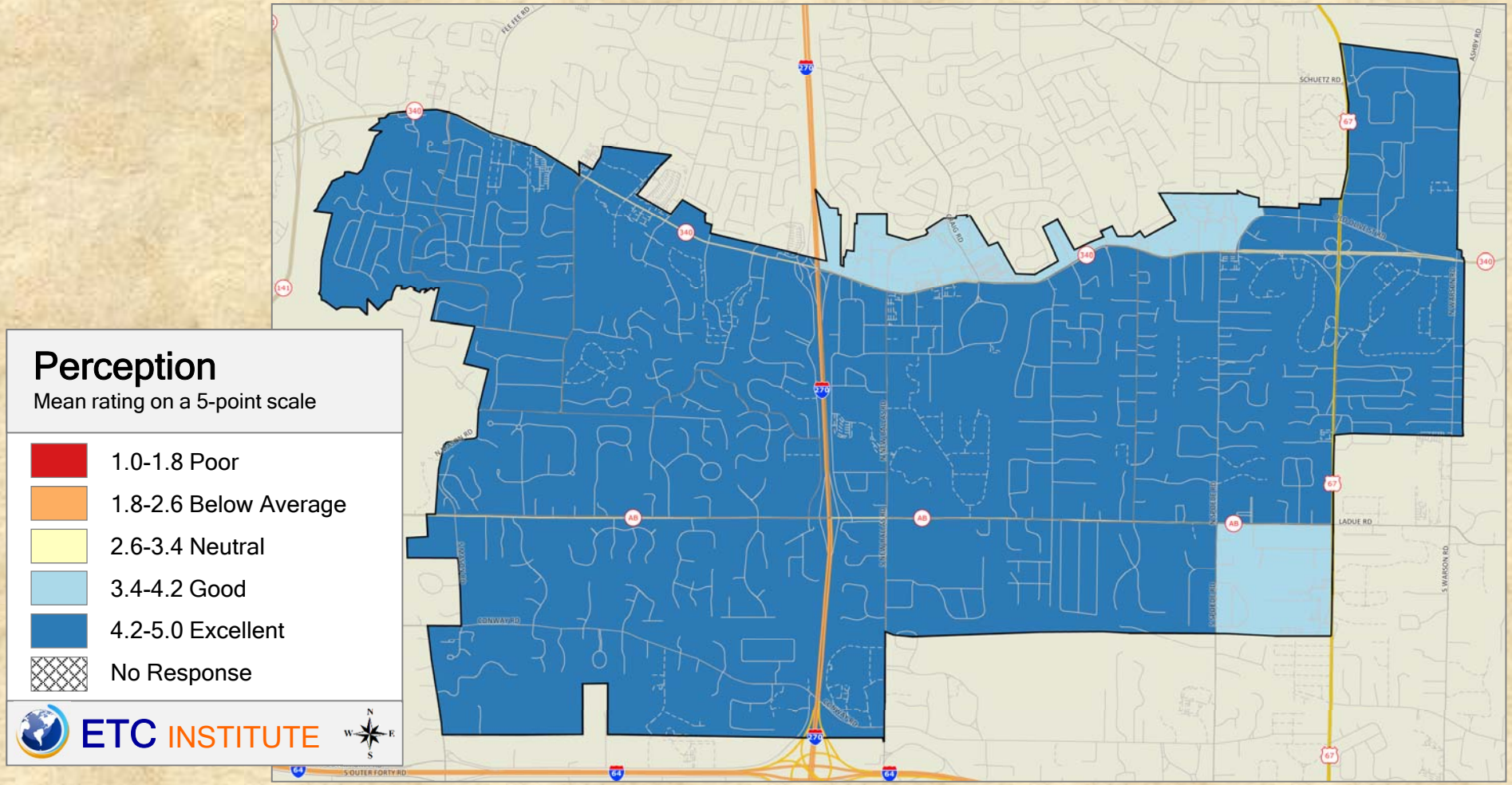
Q1-1 Ratings of the City as a place to live



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

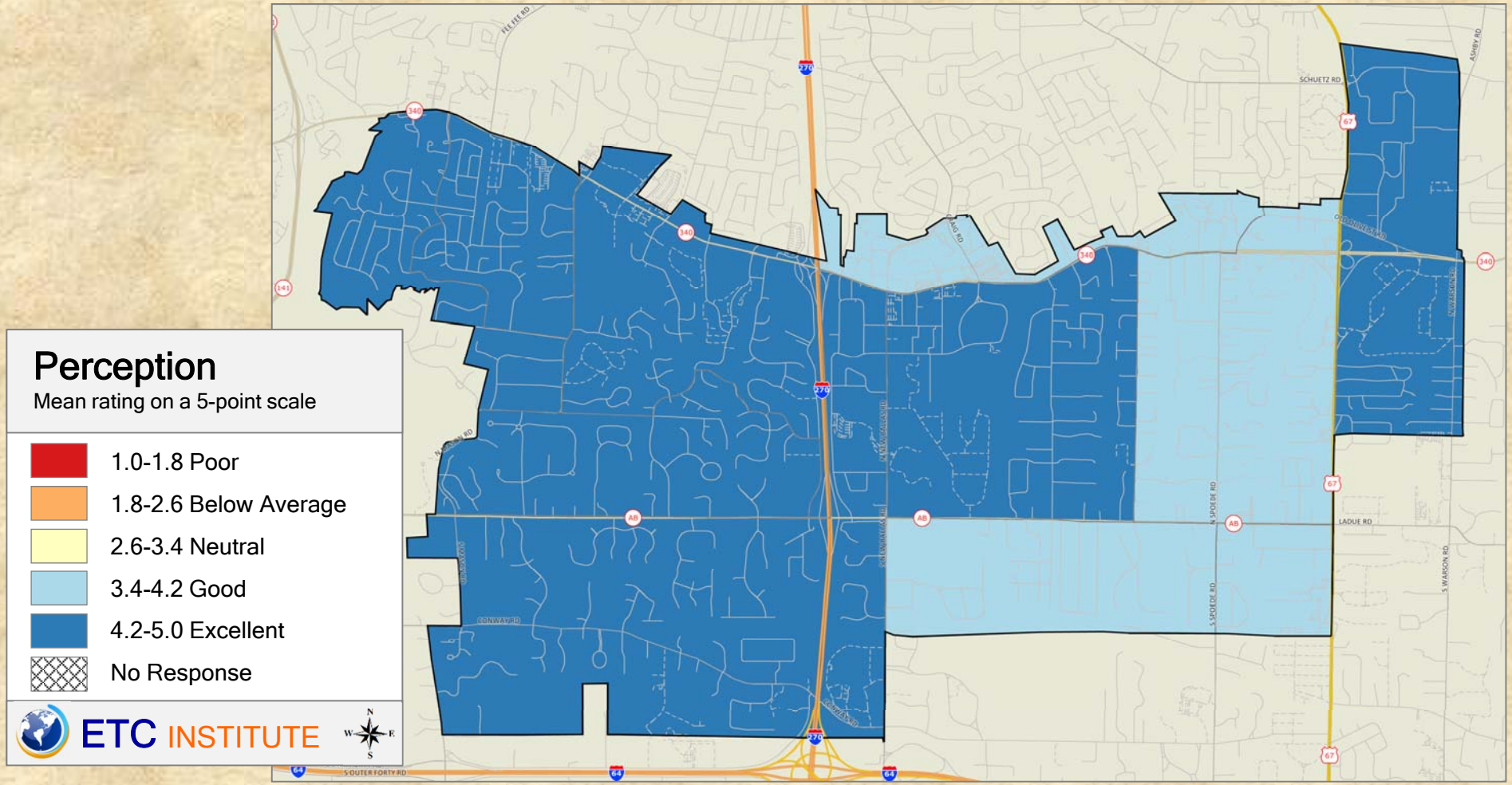
Q1-2 Ratings of the City as a place to raise children



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

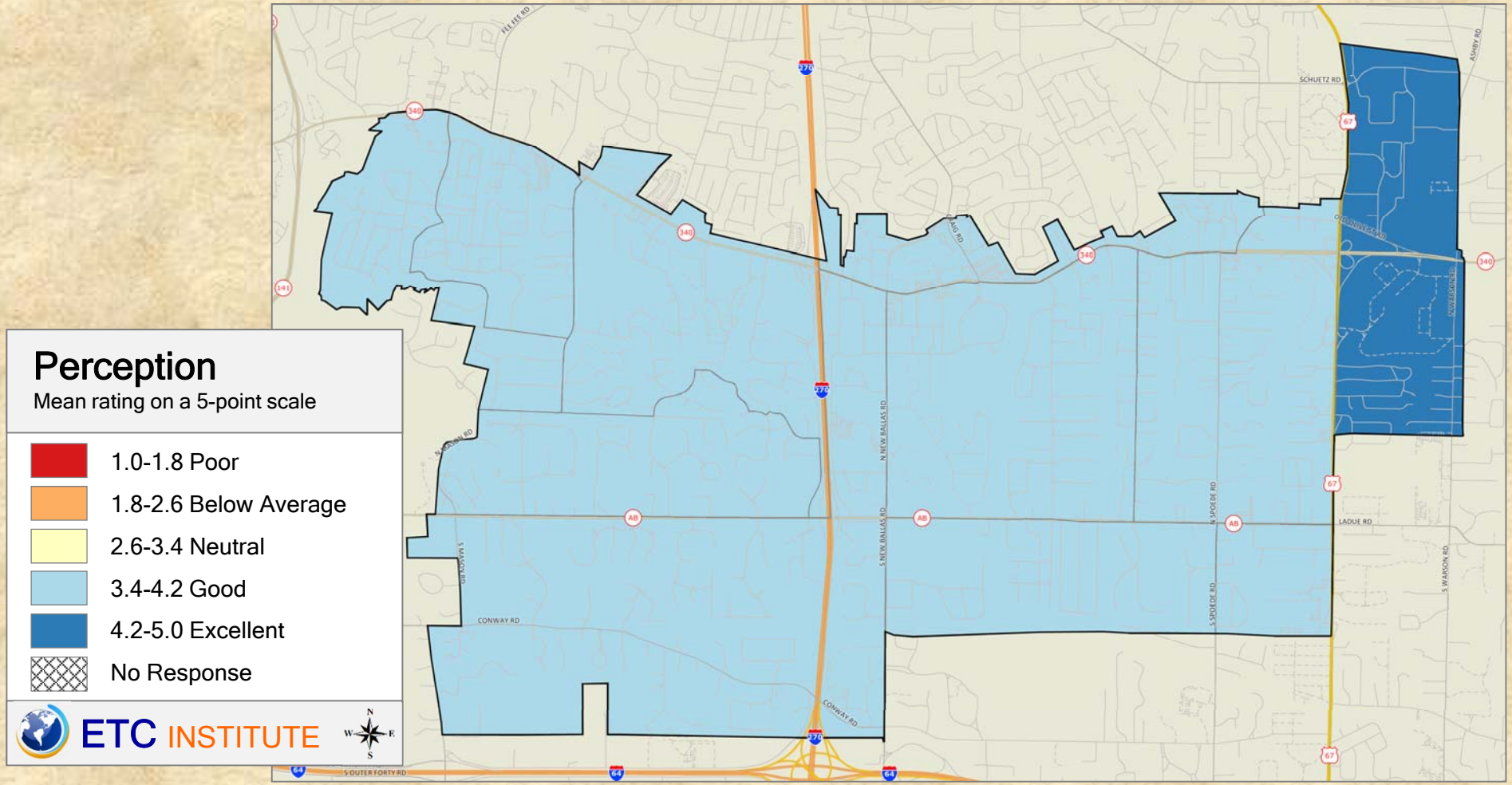
Q1-3 Ratings of the City as a place to work



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

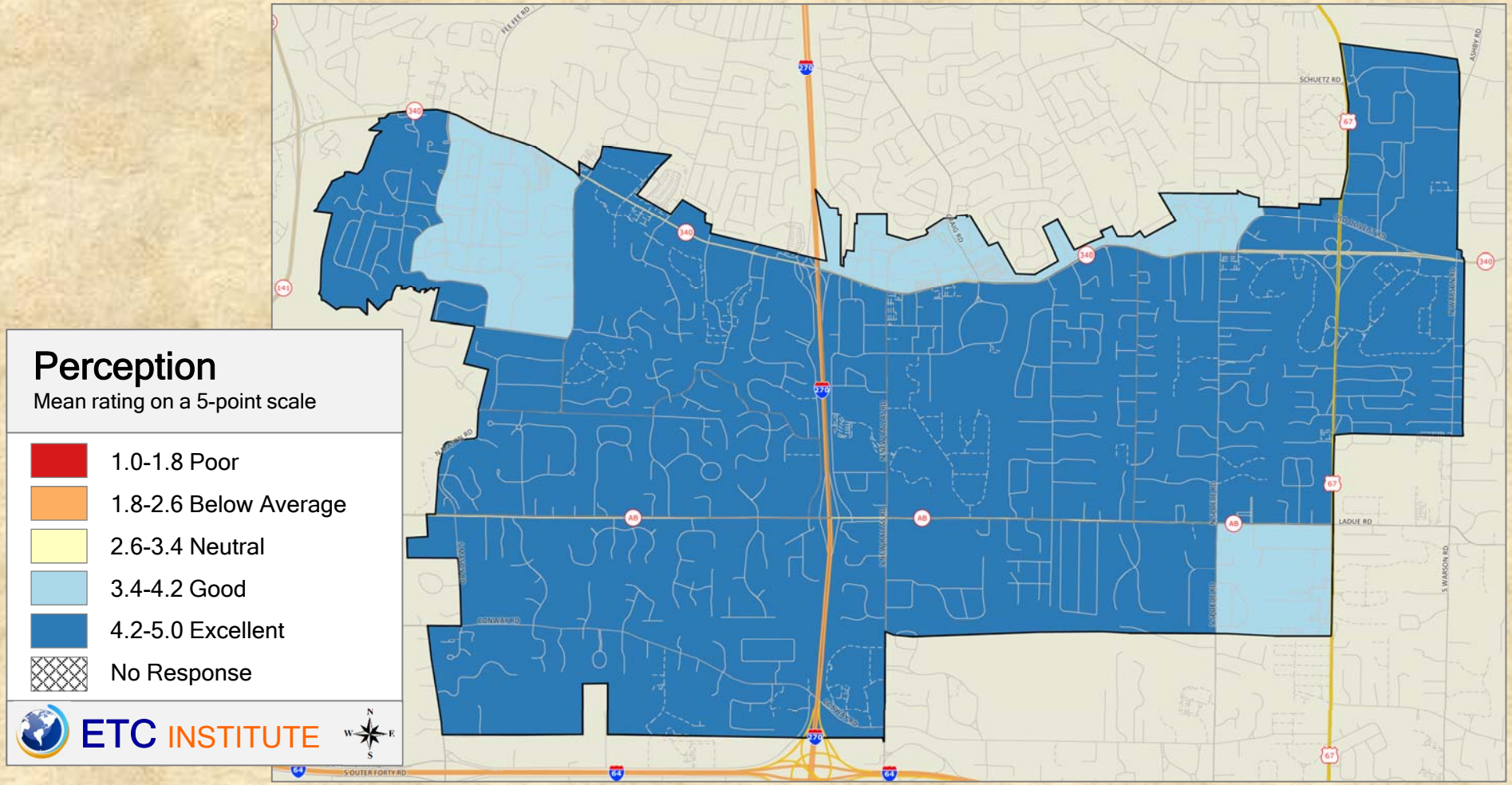
Q1-4 Ratings as a City that is moving in the right direction



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

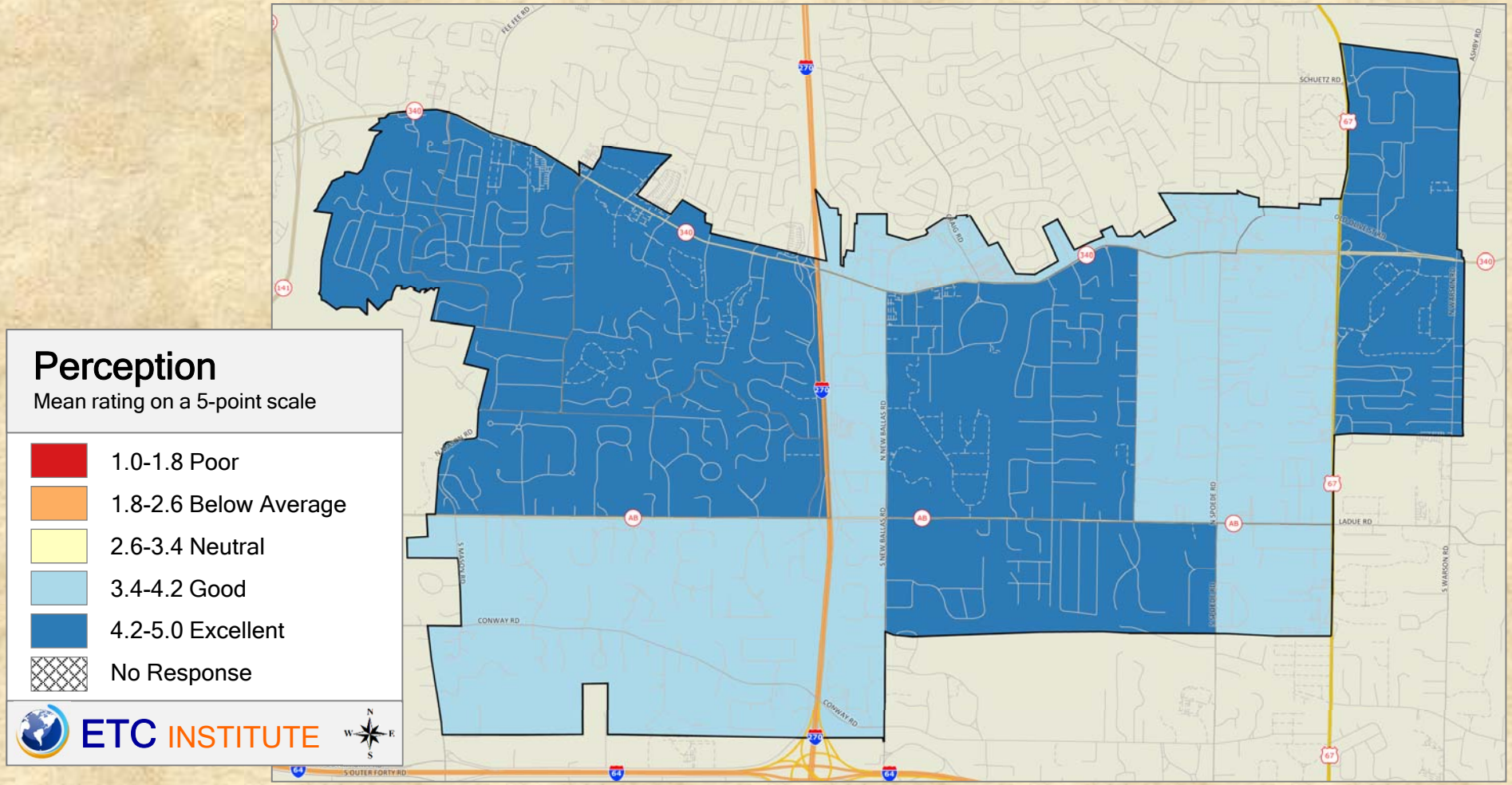
Q2-1 Ratings of overall quality of services provided by the City



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

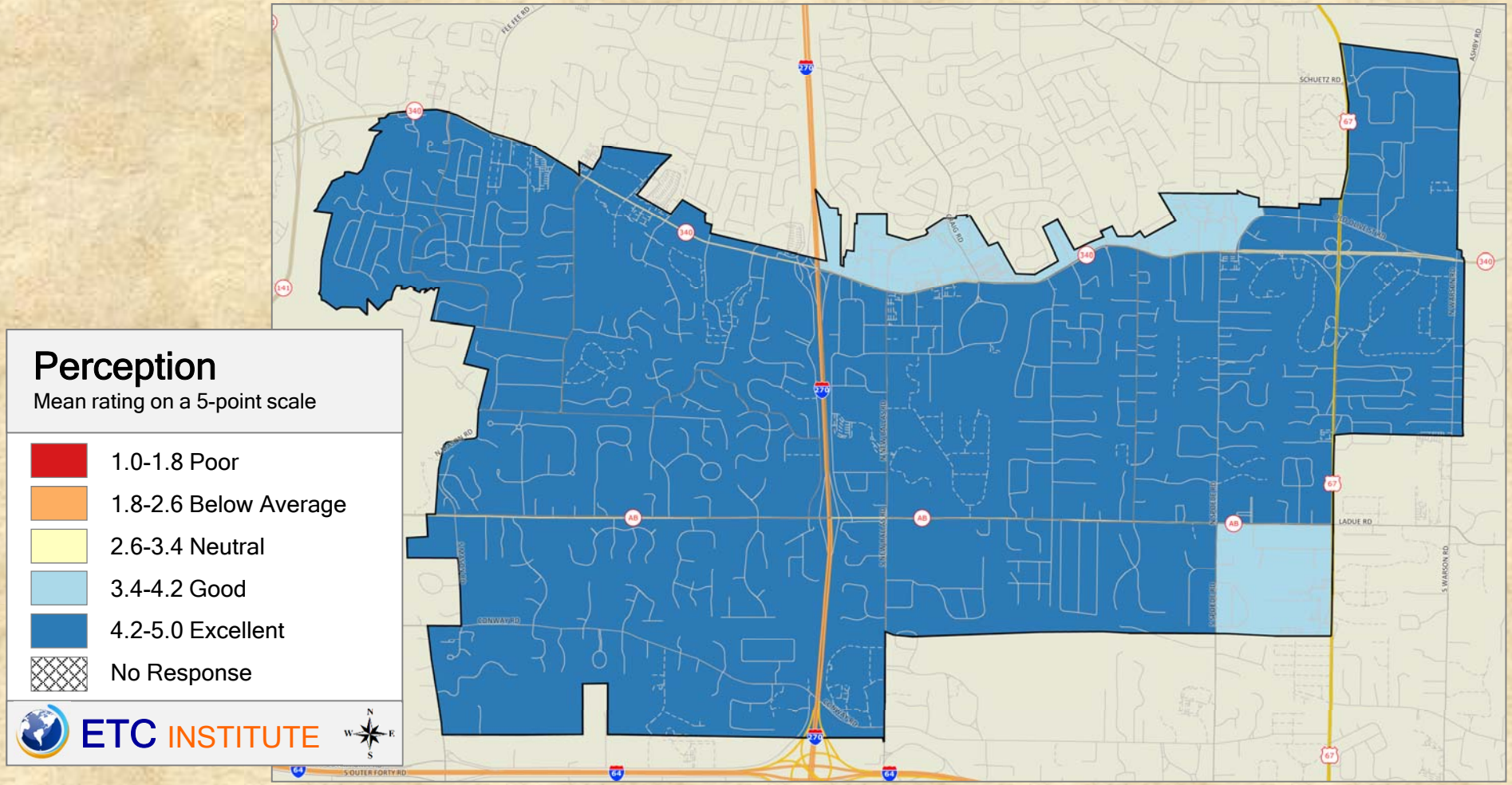
Q2-2 Ratings of overall image of the City



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

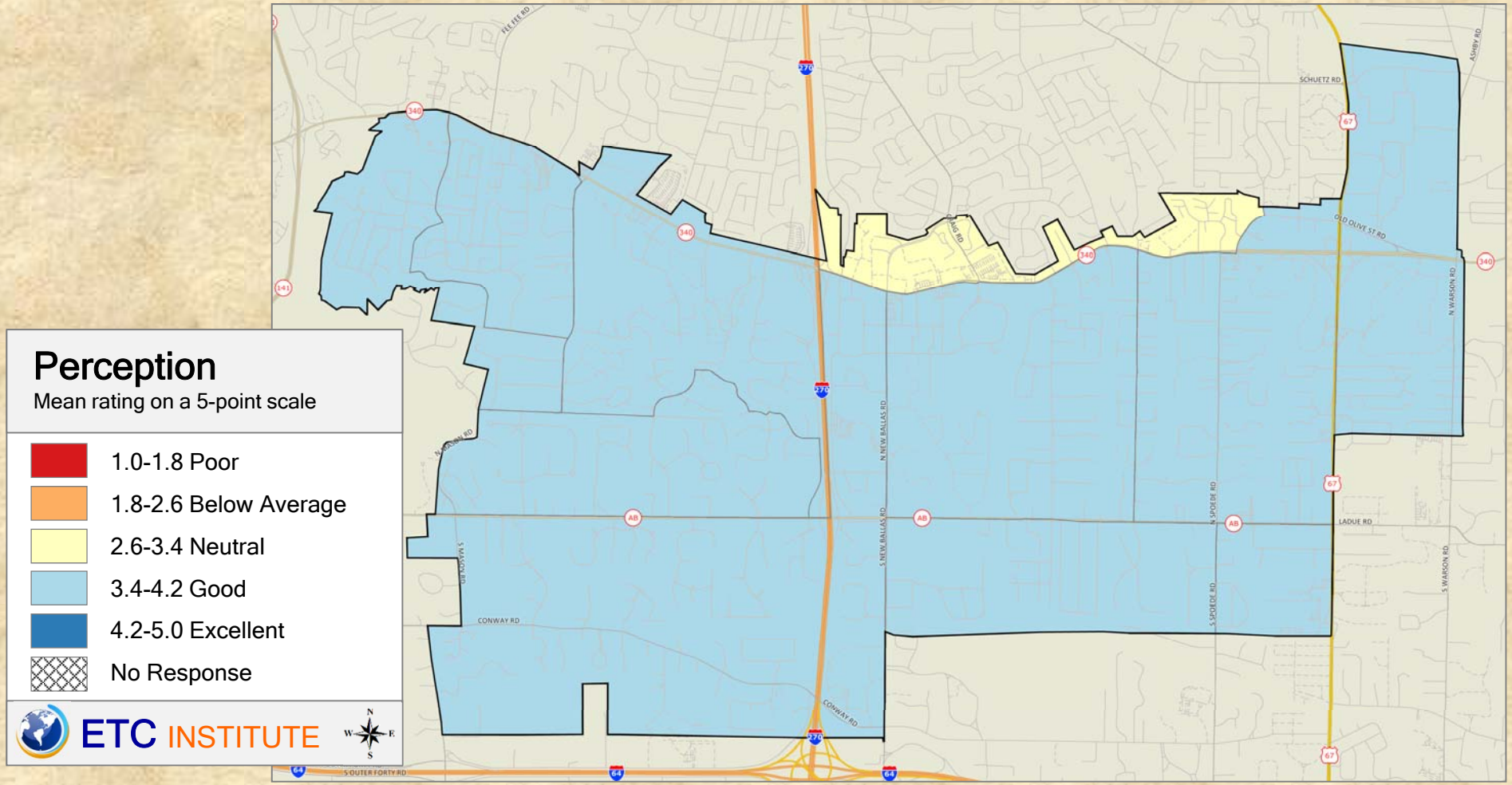
Q2-3 Ratings of overall quality of life in the City



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

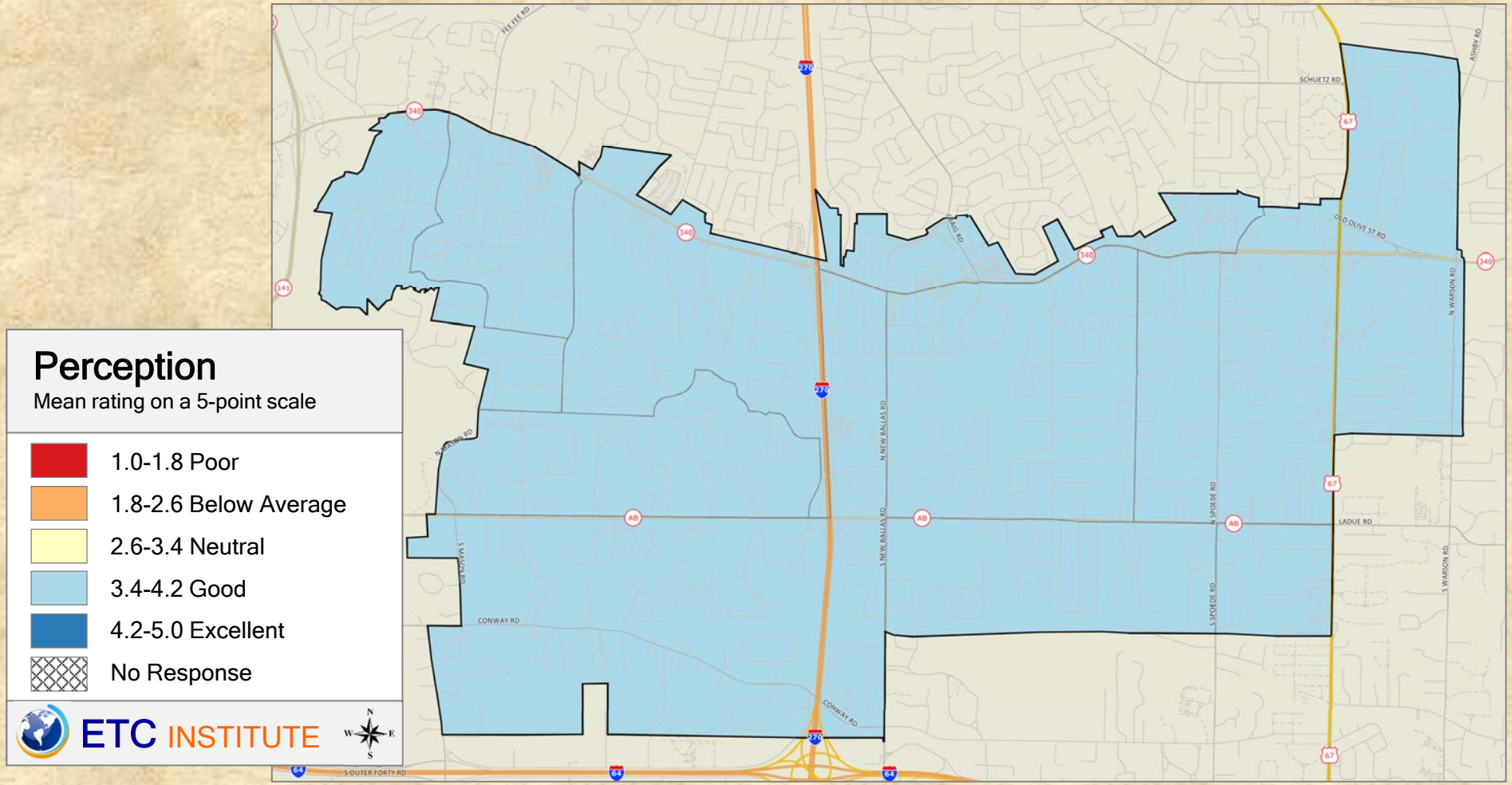
Q2-4 Ratings of overall value received for local tax dollars and fees



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

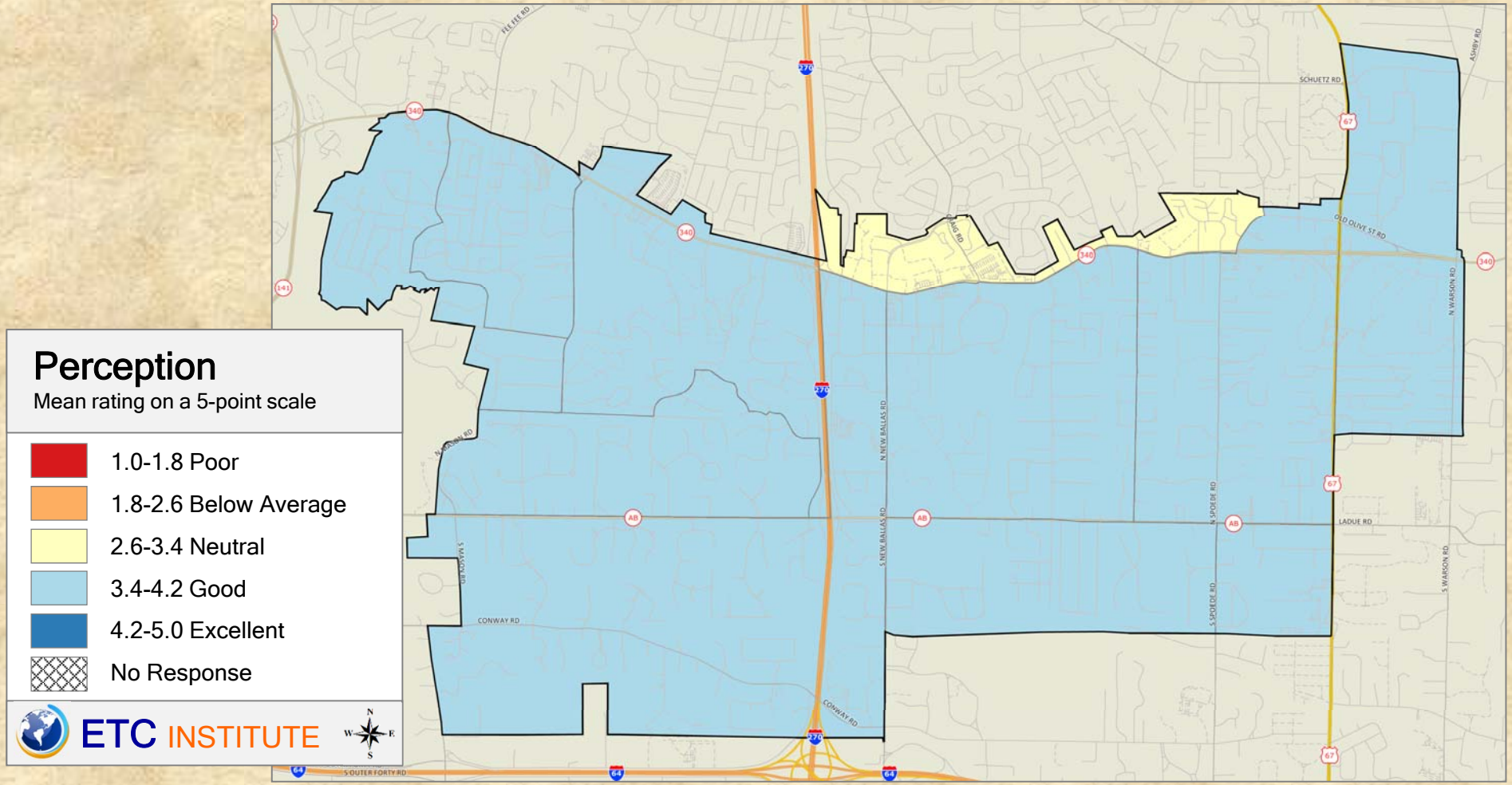
Q2-5 Ratings of how well community is planning for the future



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

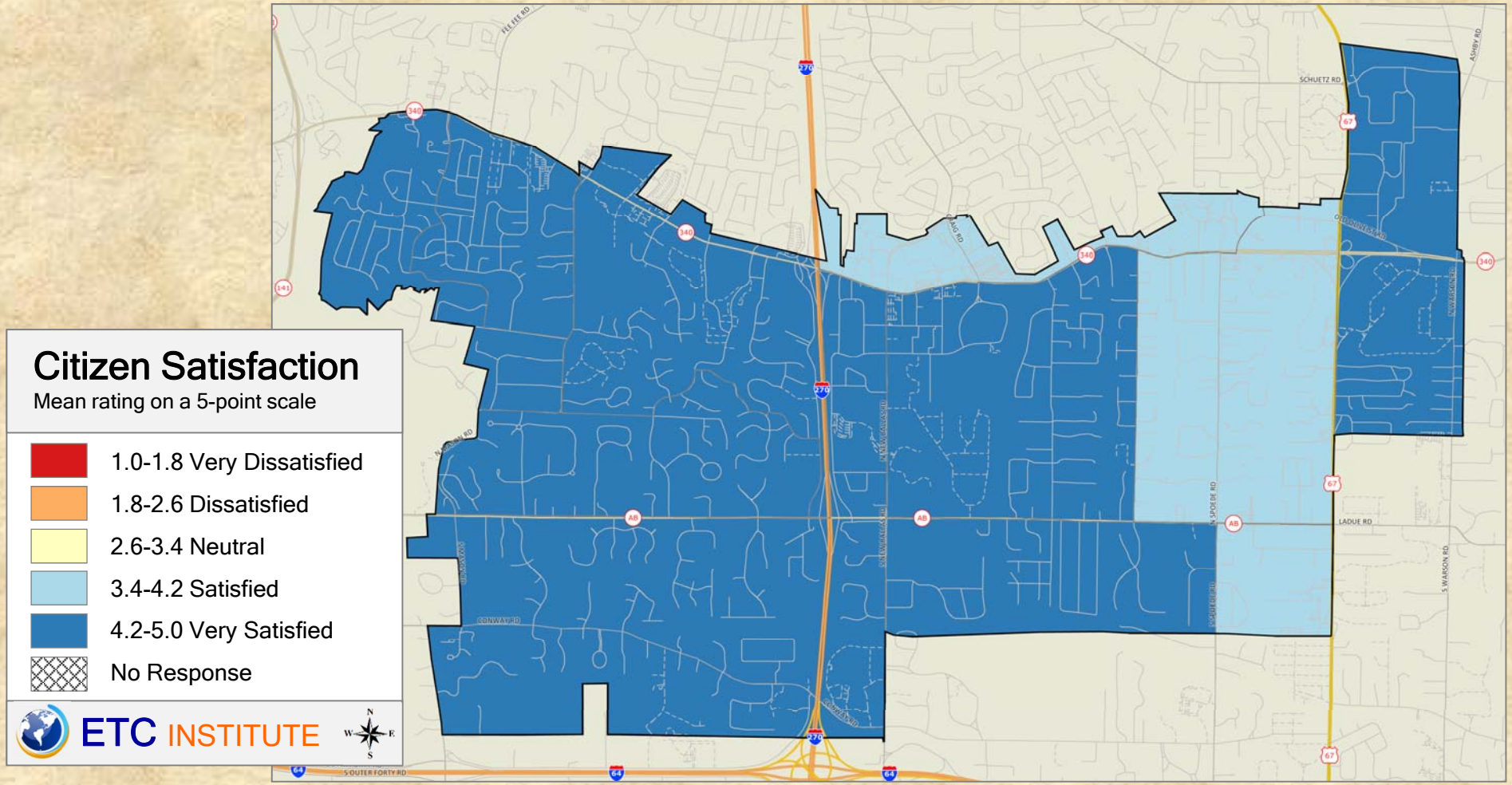
Q2-6 Ratings of efforts to conserve energy and protect the environment



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

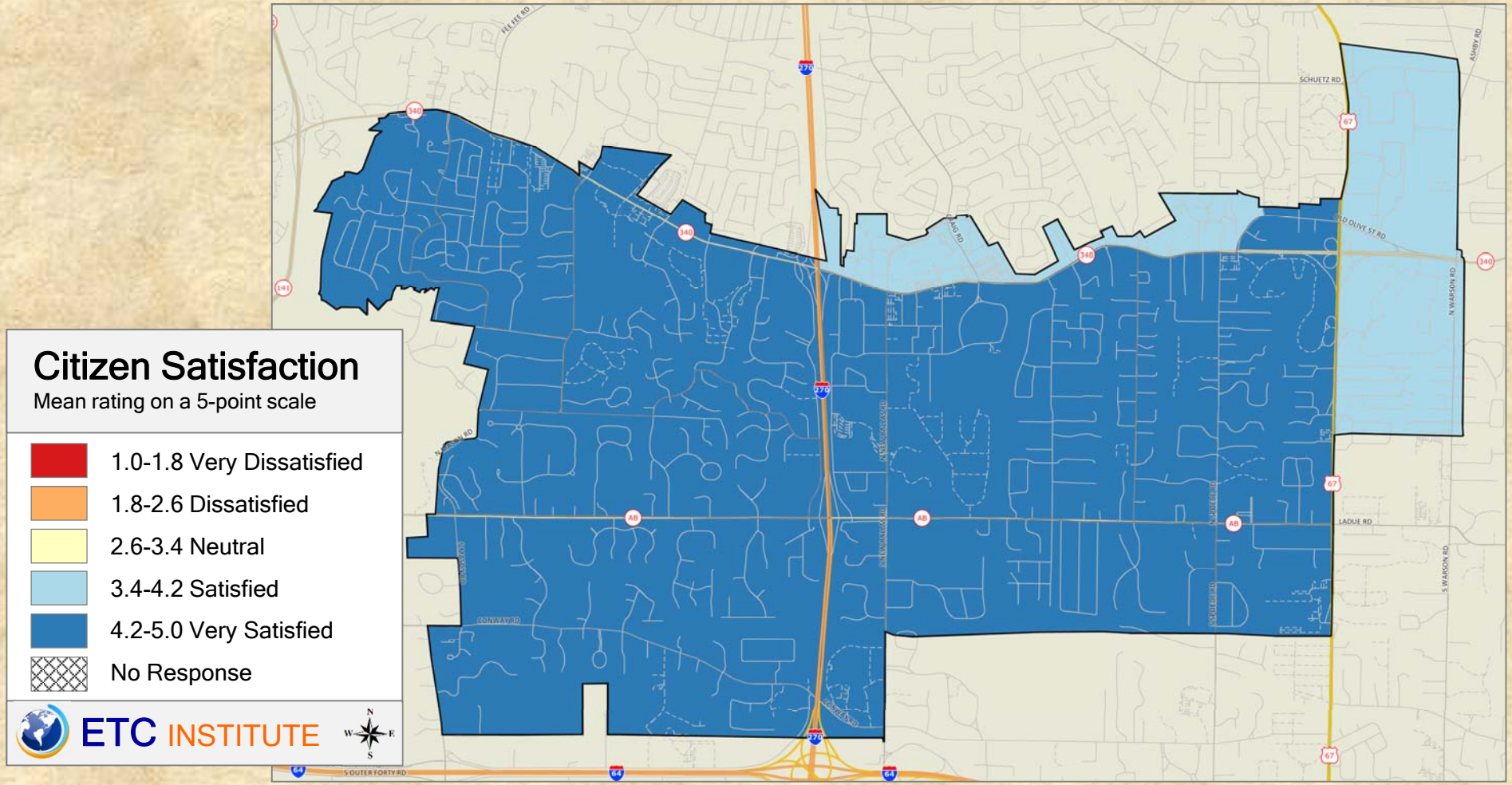
Q3-01 Satisfaction with overall maintenance of city parks



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

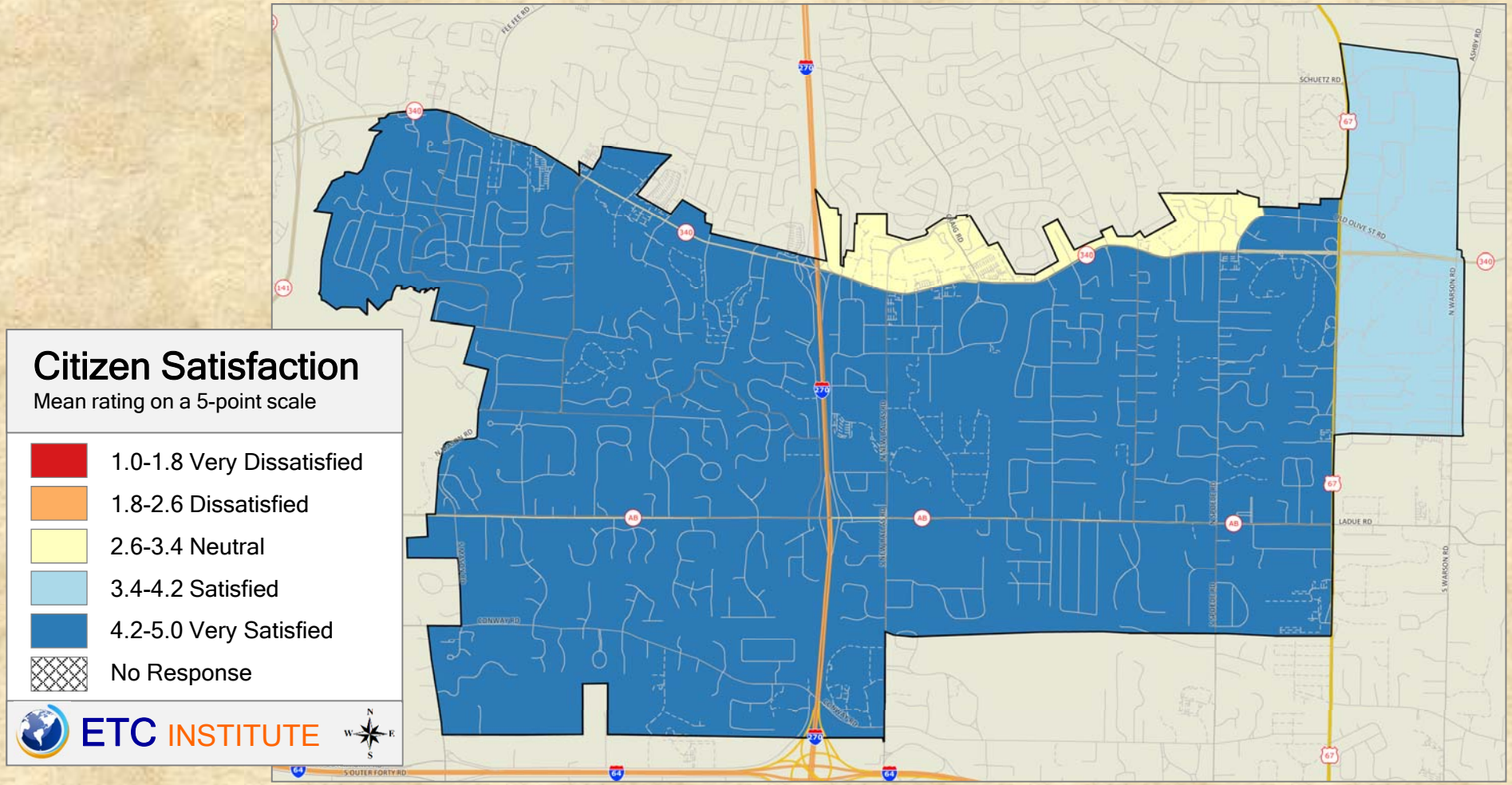
Q3-02 Satisfaction with quality of limb chipping



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

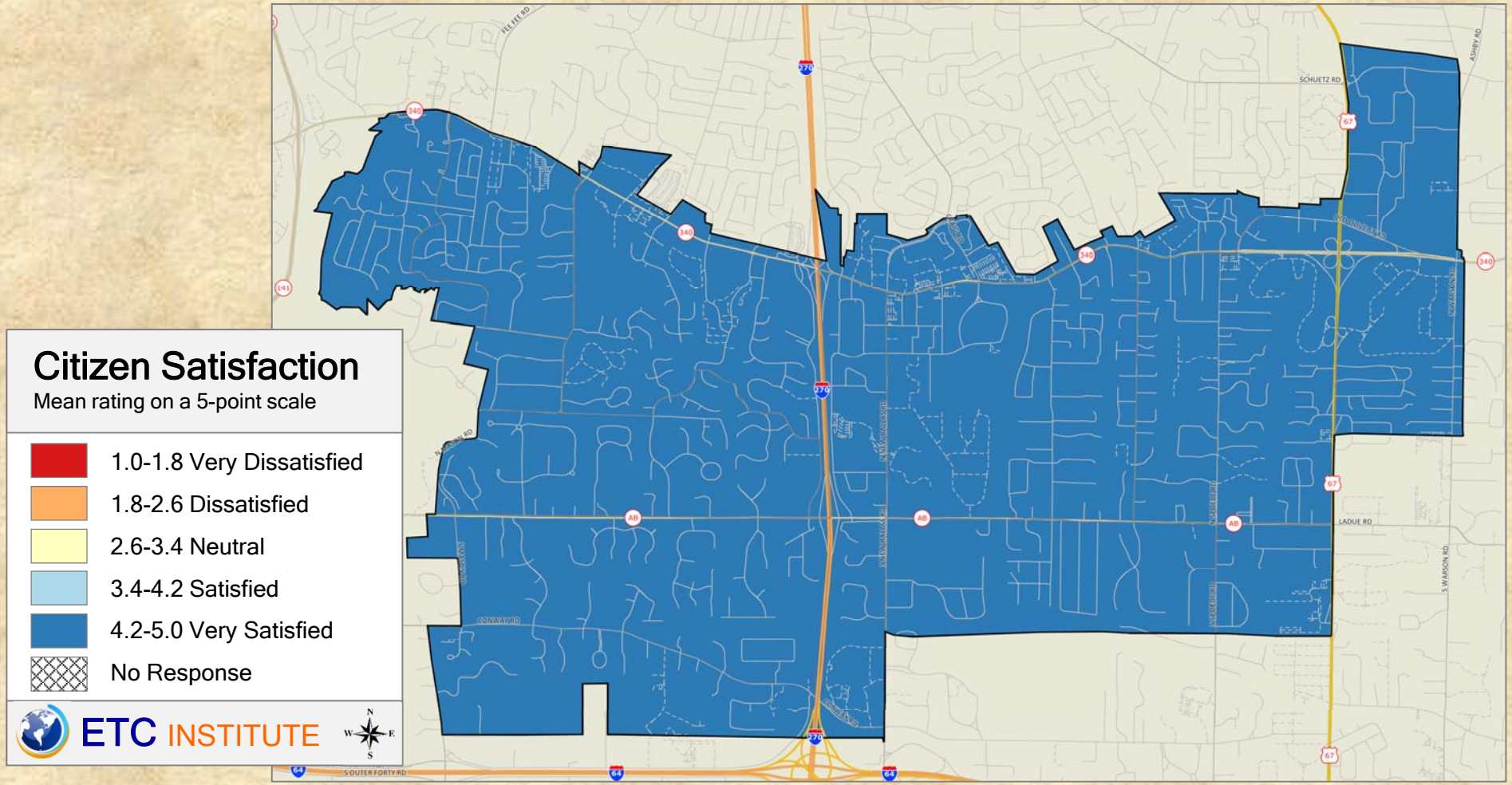
Q3-03 Satisfaction with quality of leaf vacuuming



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

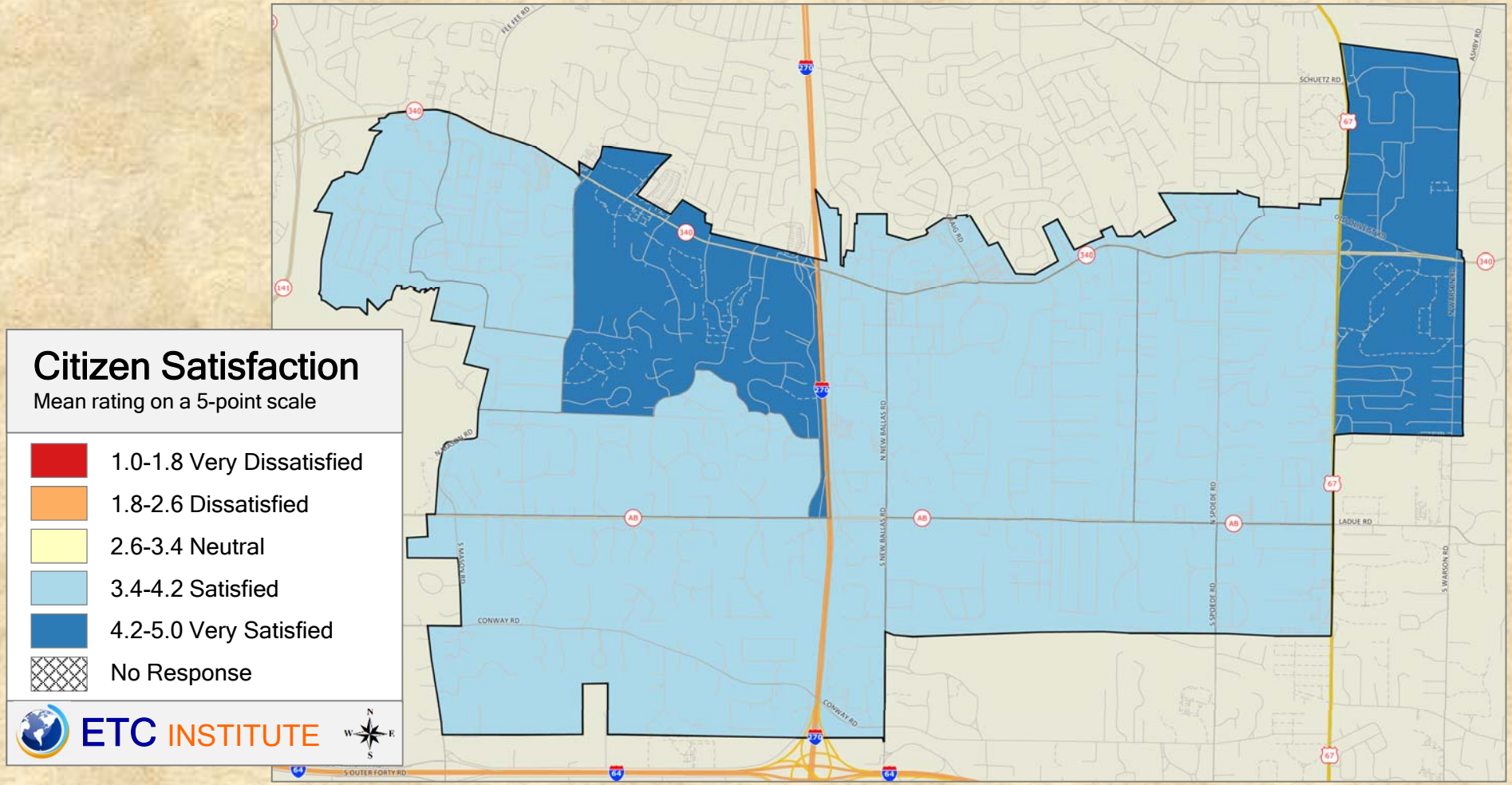
Q3-04 Satisfaction with overall quality of Police services



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

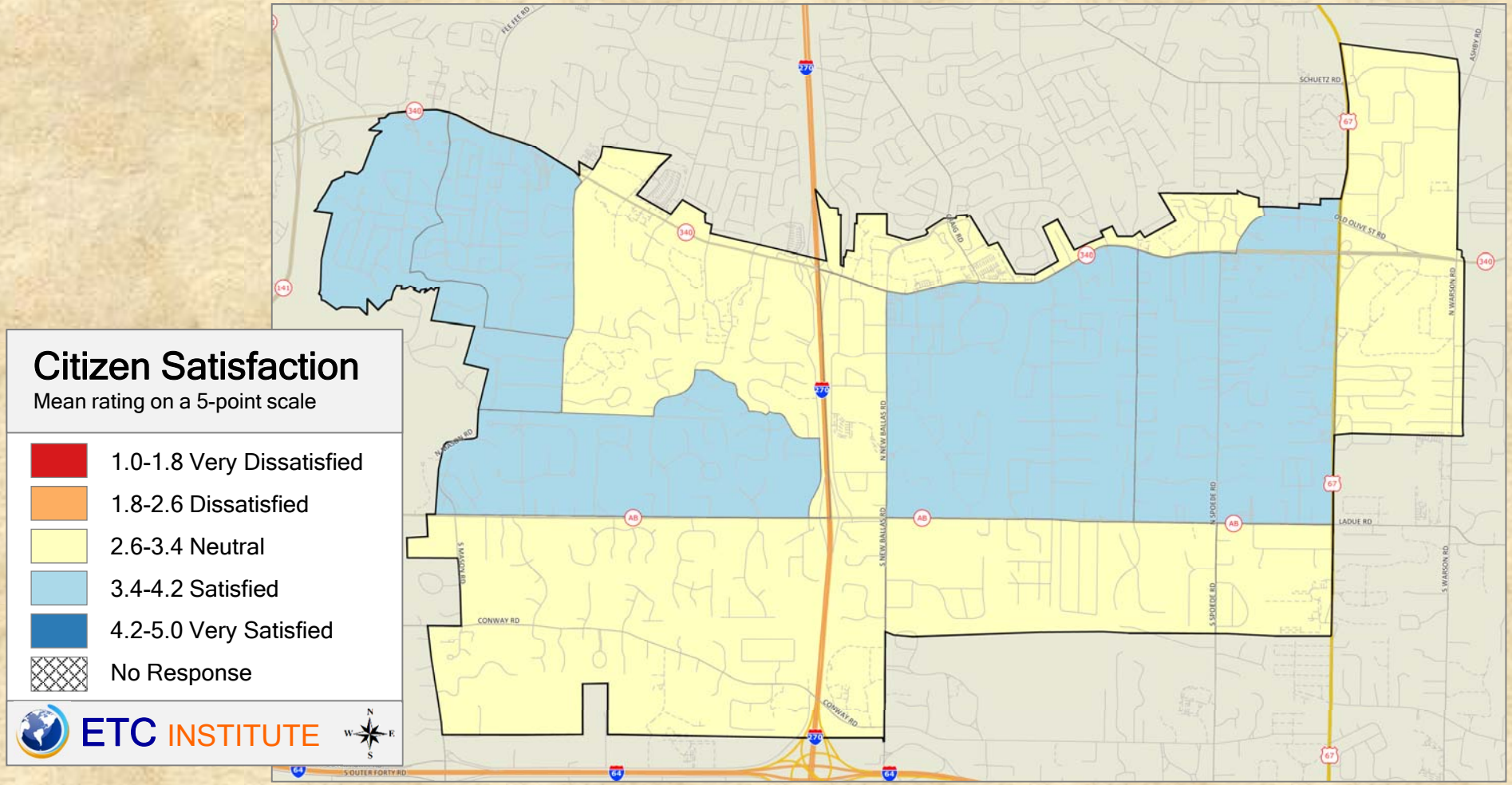
Q3-05 Satisfaction with overall quality of recreation services



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

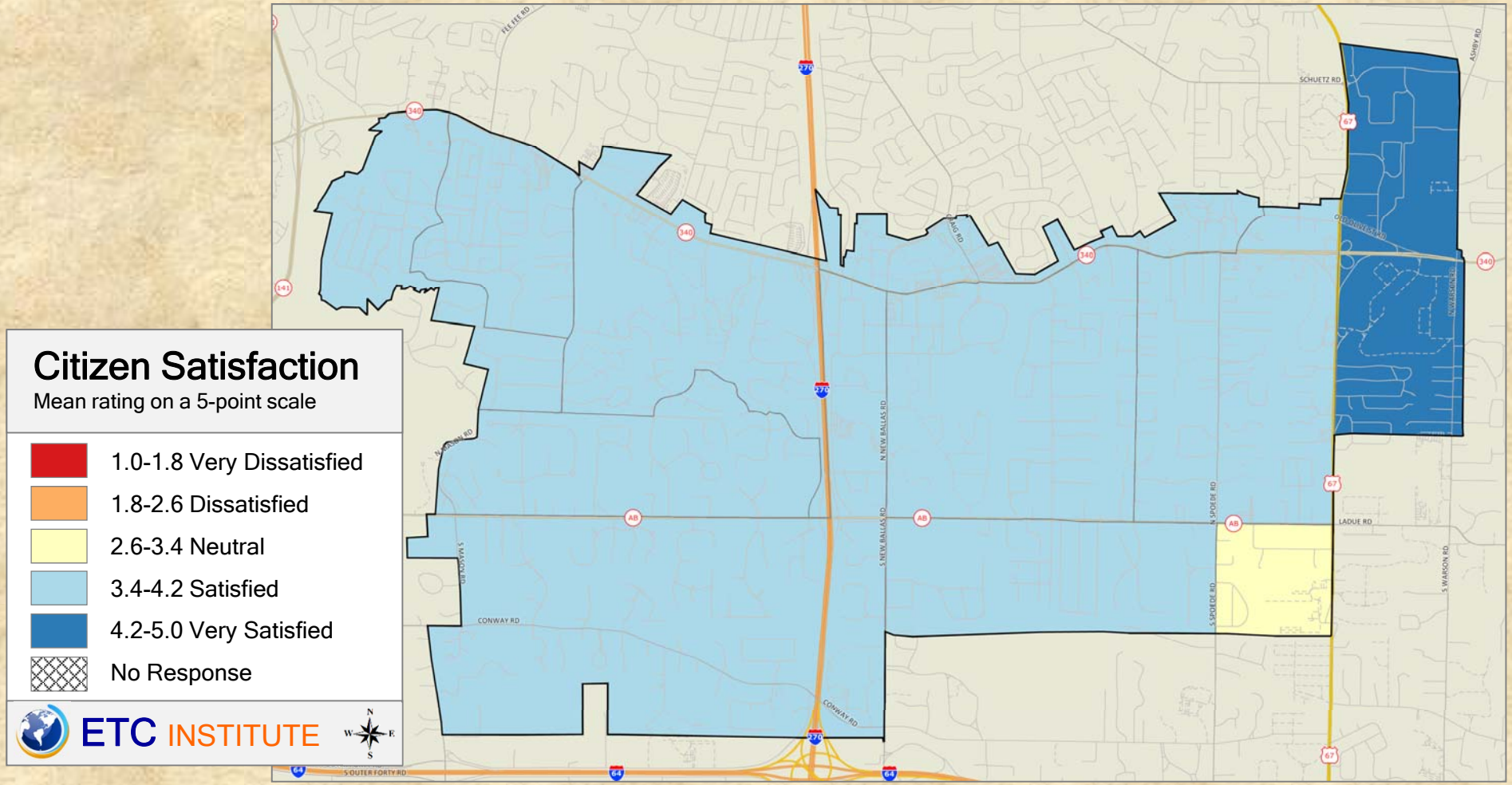
Q3-06 Satisfaction with overall quality of building inspections and permits



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

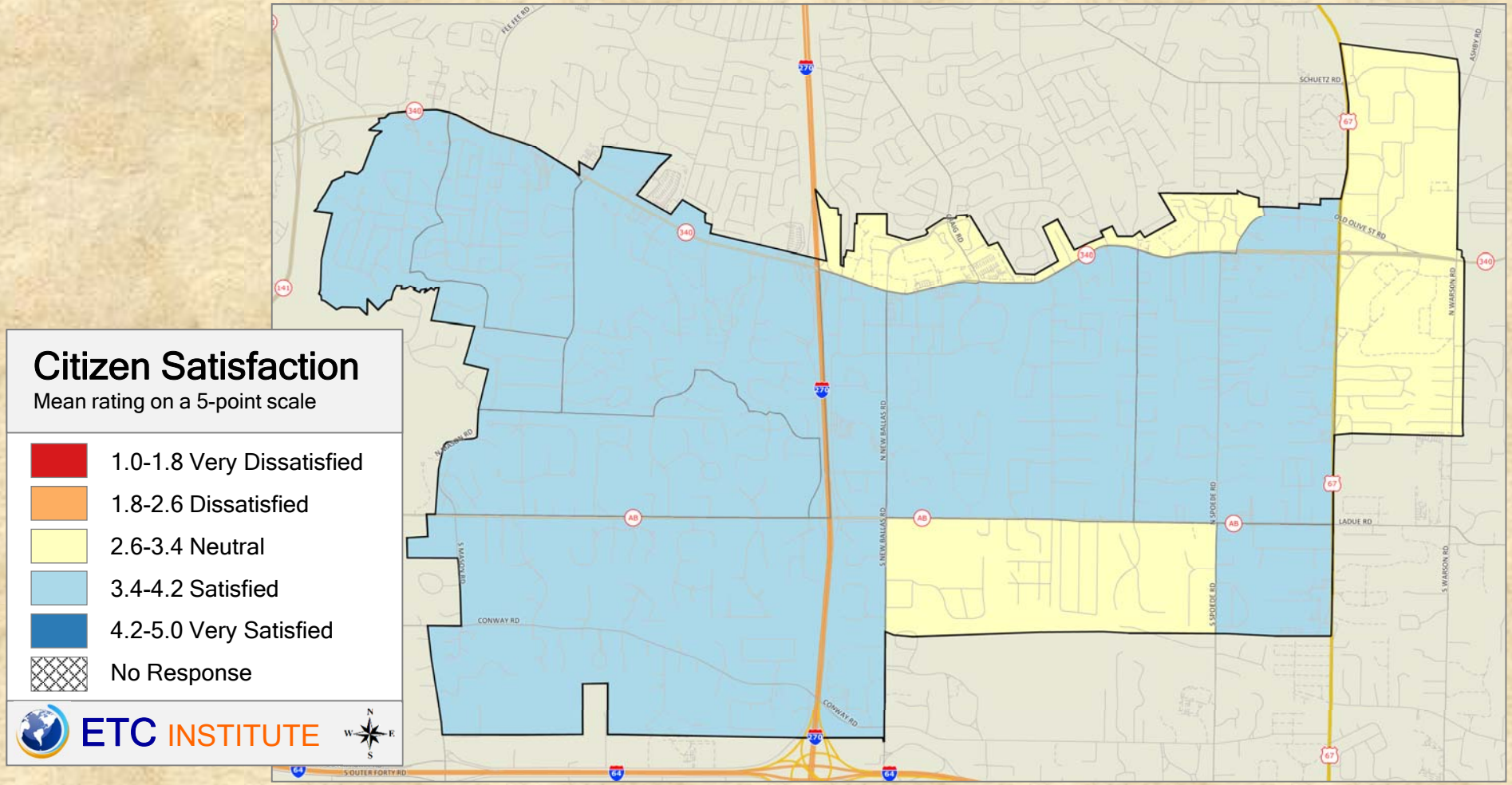
Q3-07 Satisfaction with overall quality of municipal court services



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

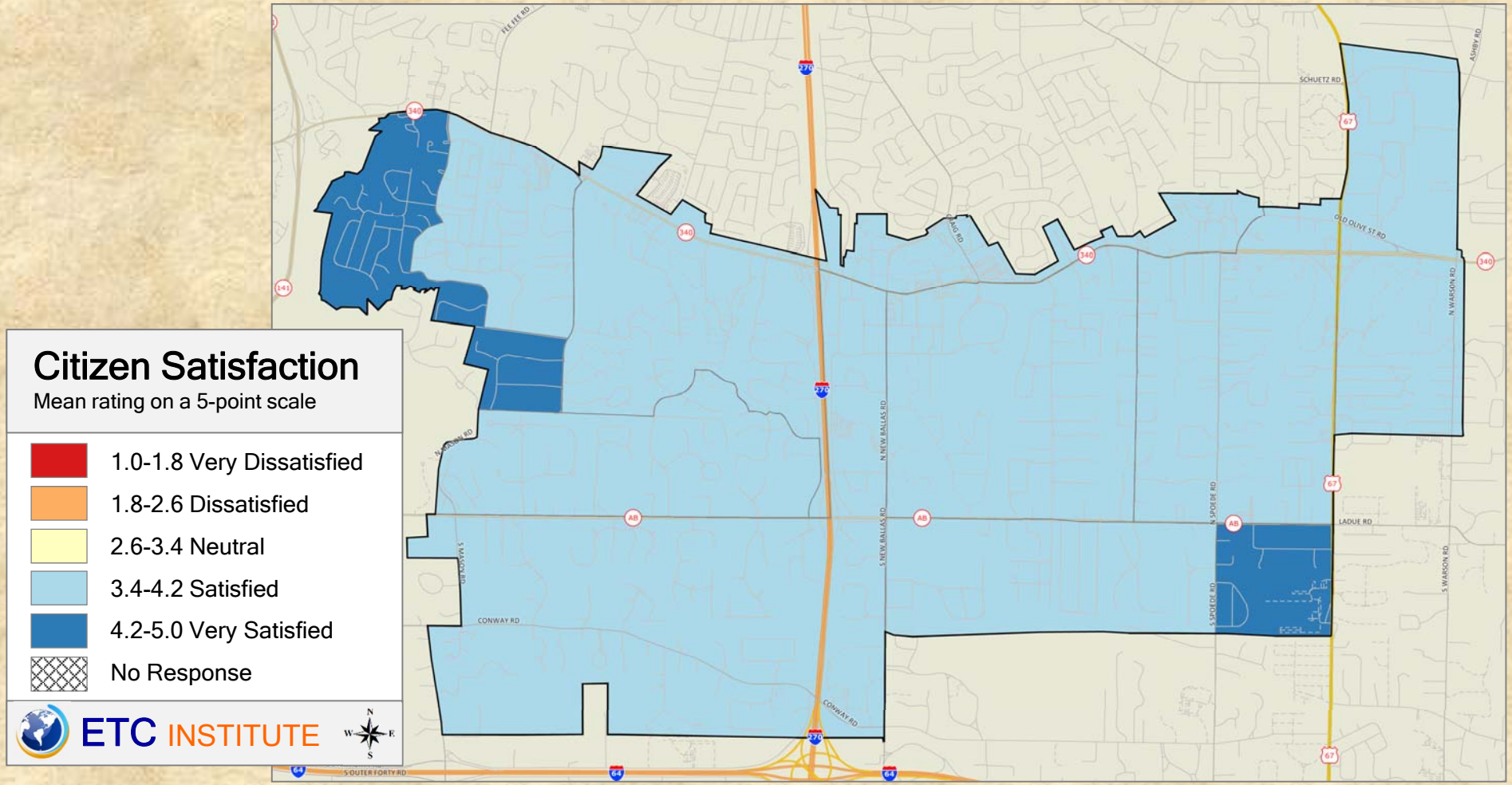
Q3-08 Satisfaction with overall enforcement of City codes and ordinances



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

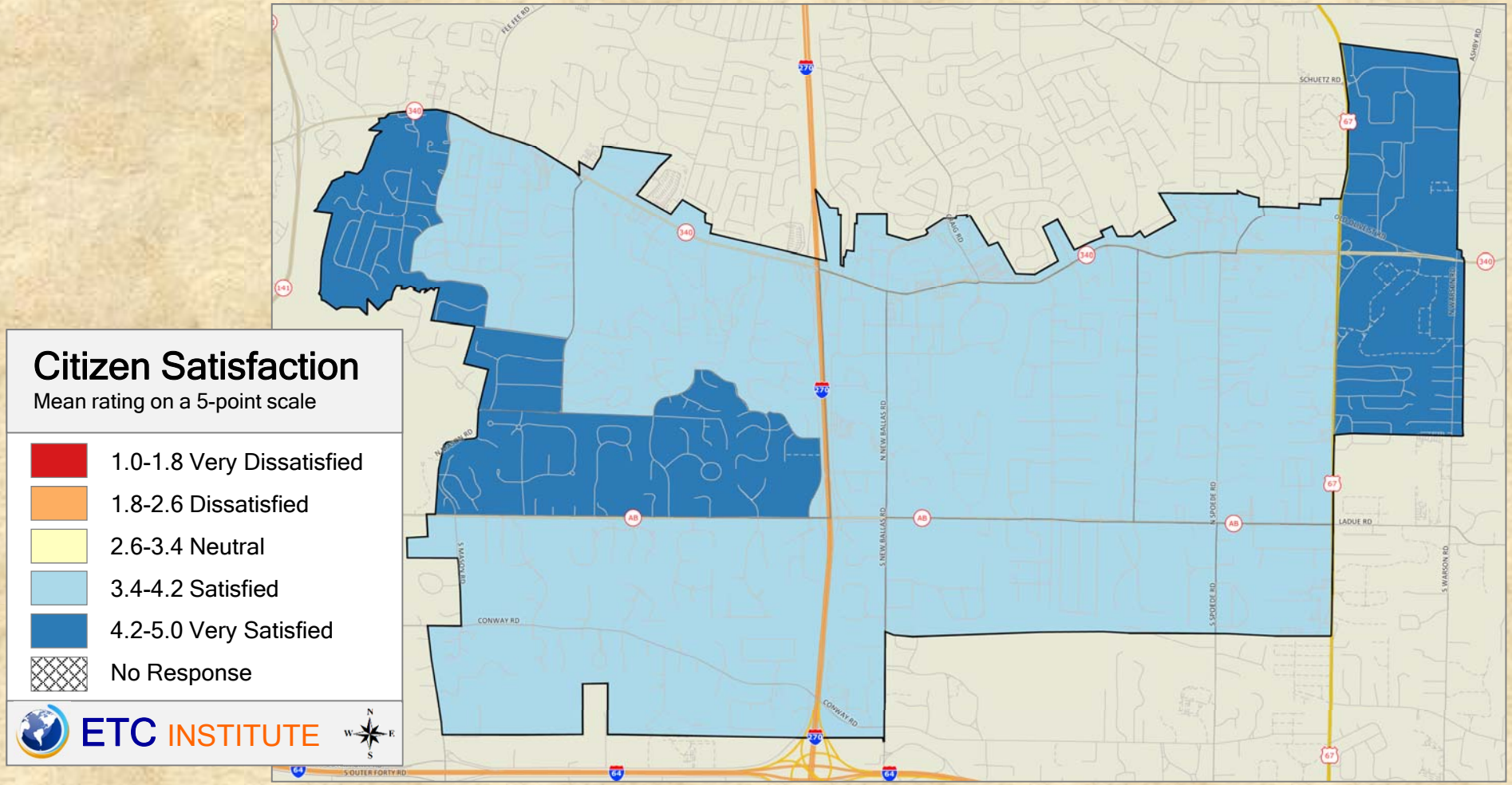
Q3-09 Satisfaction with overall quality of customer service from City employees



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

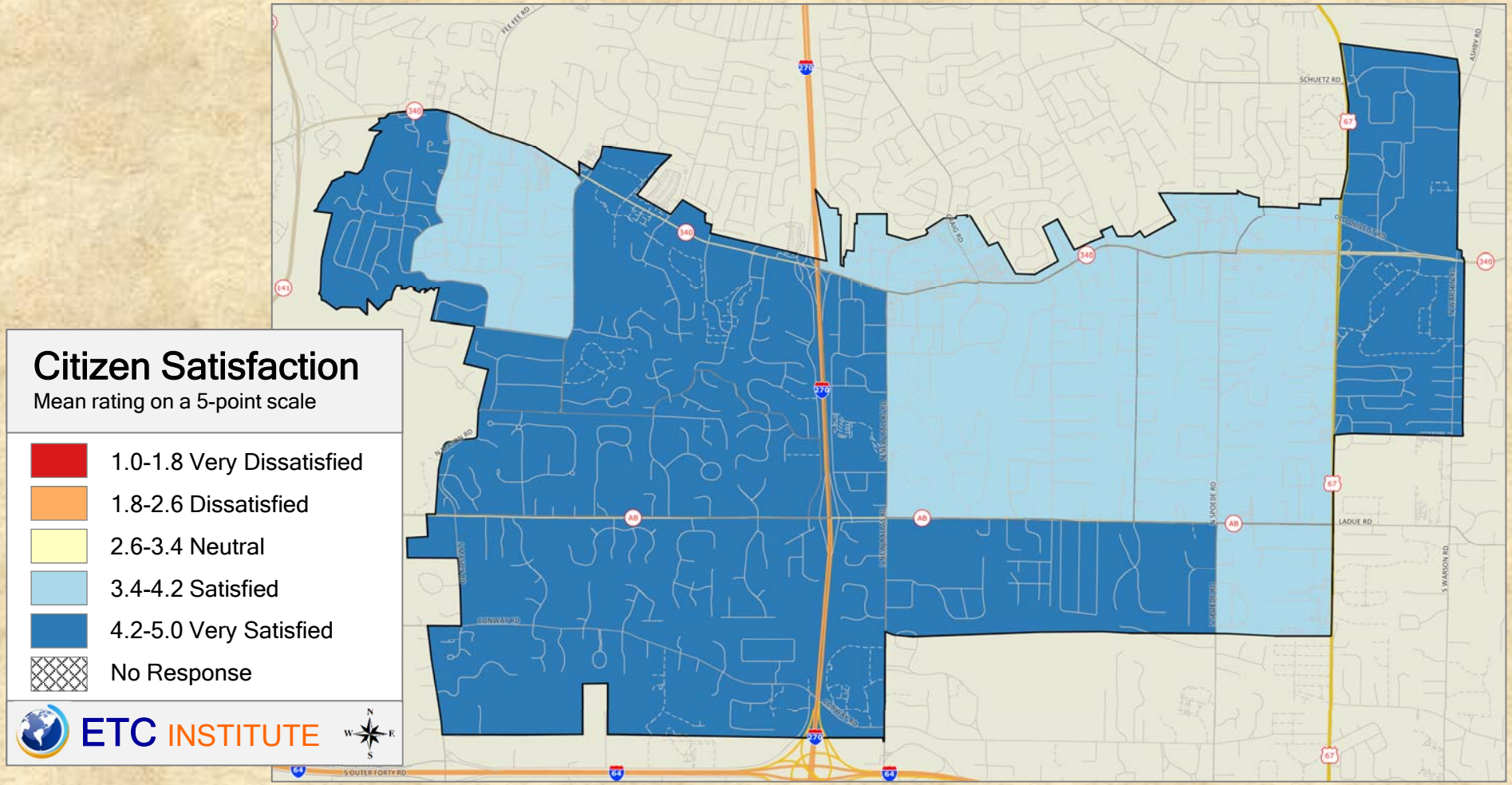
Q3-10 Satisfaction with overall effectiveness of City communication



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

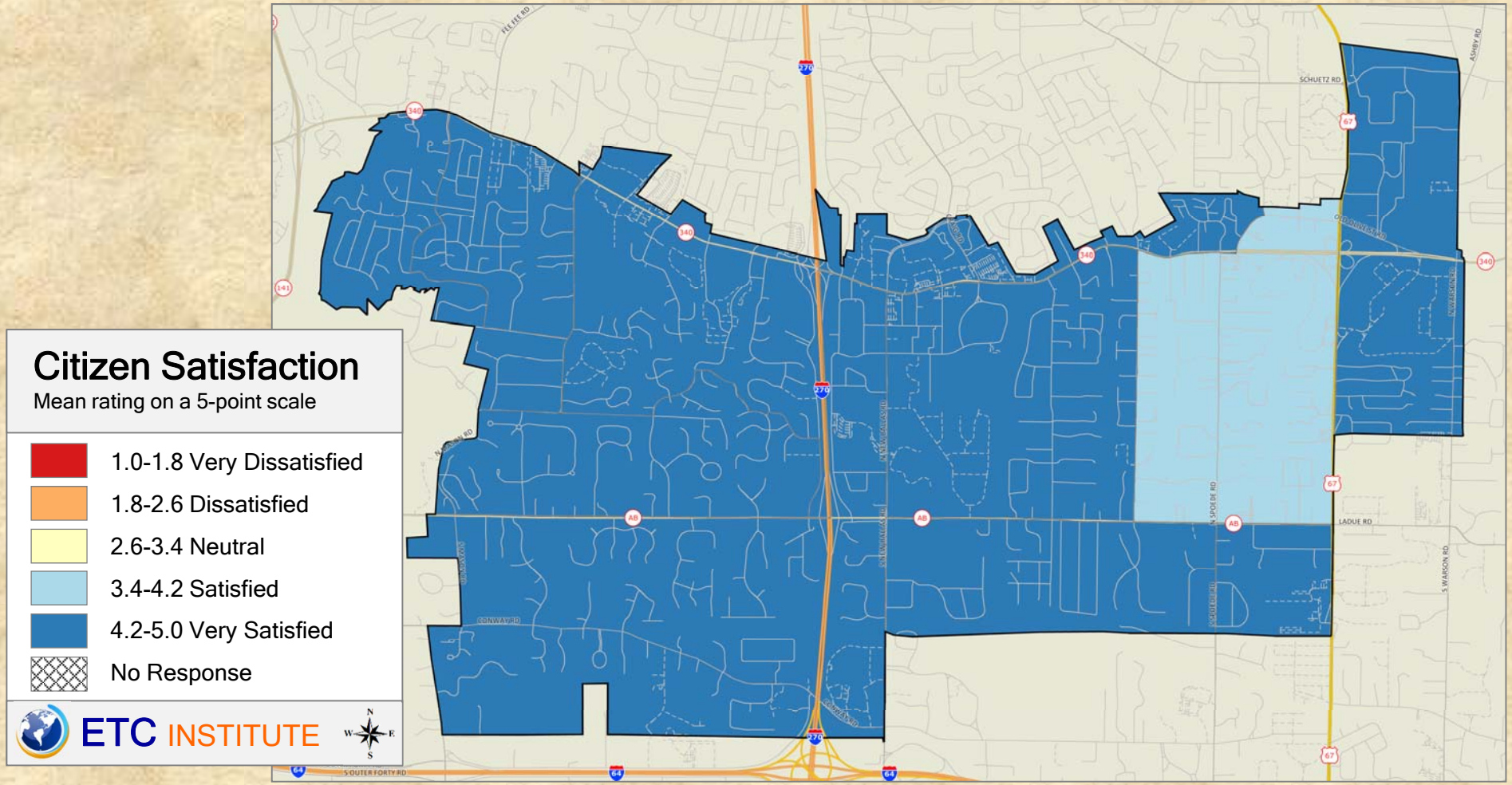
Q7-1 Satisfaction with City efforts to inform about important issues



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

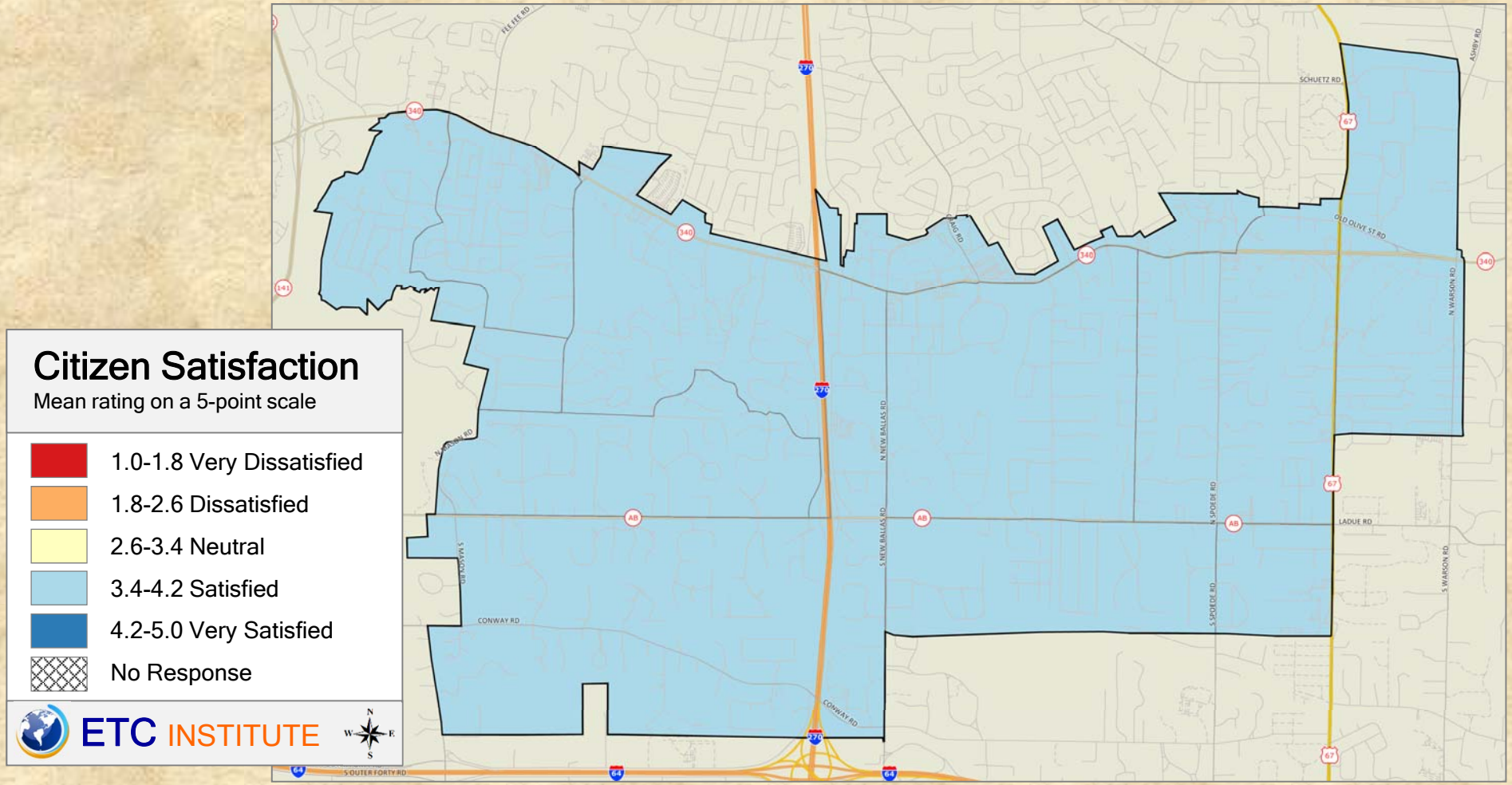
Q7-2 Satisfaction with the quality of the City's newsletter



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

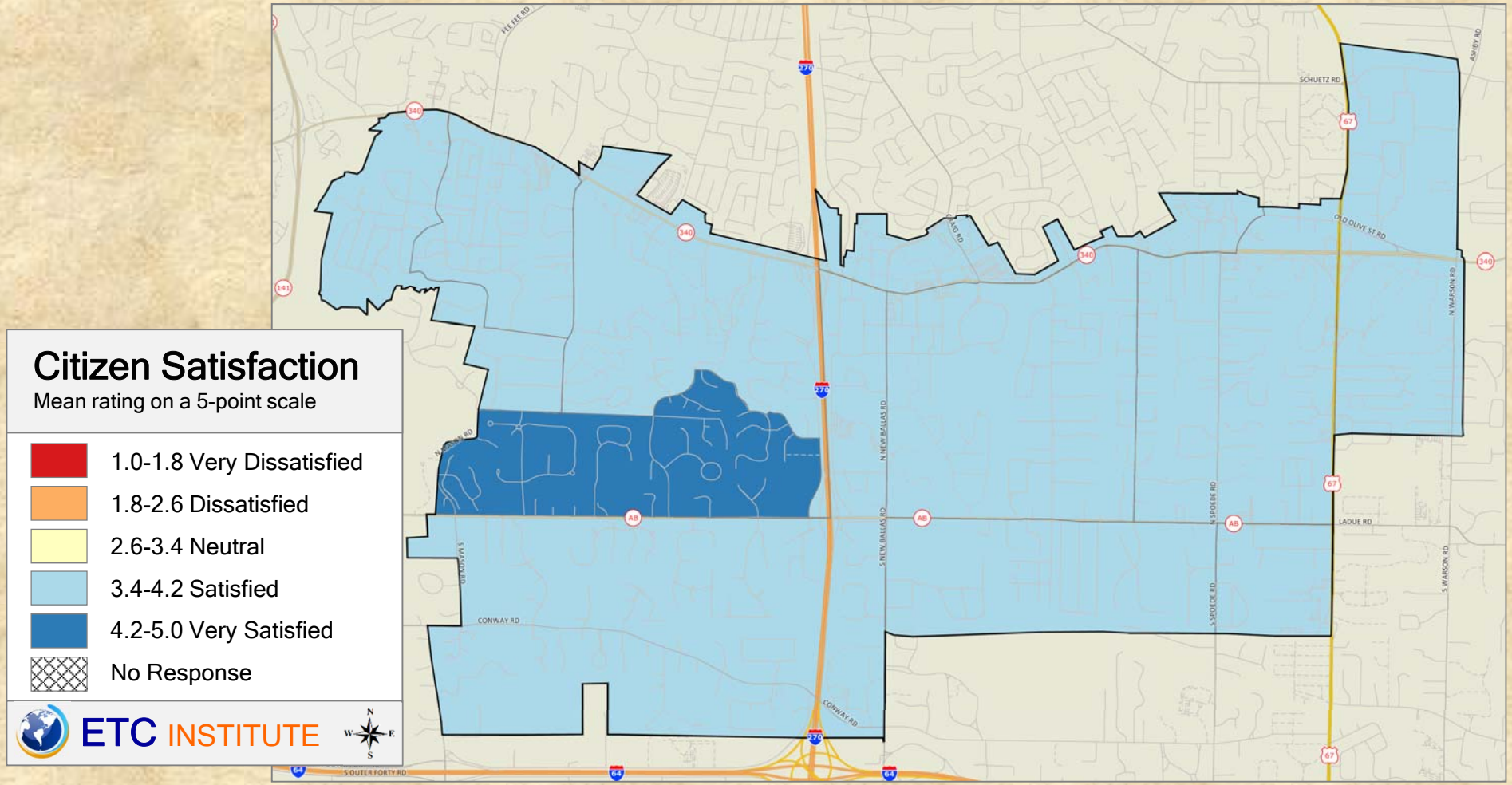
Q7-3 Satisfaction with City efforts to inform about planning and zoning matters



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

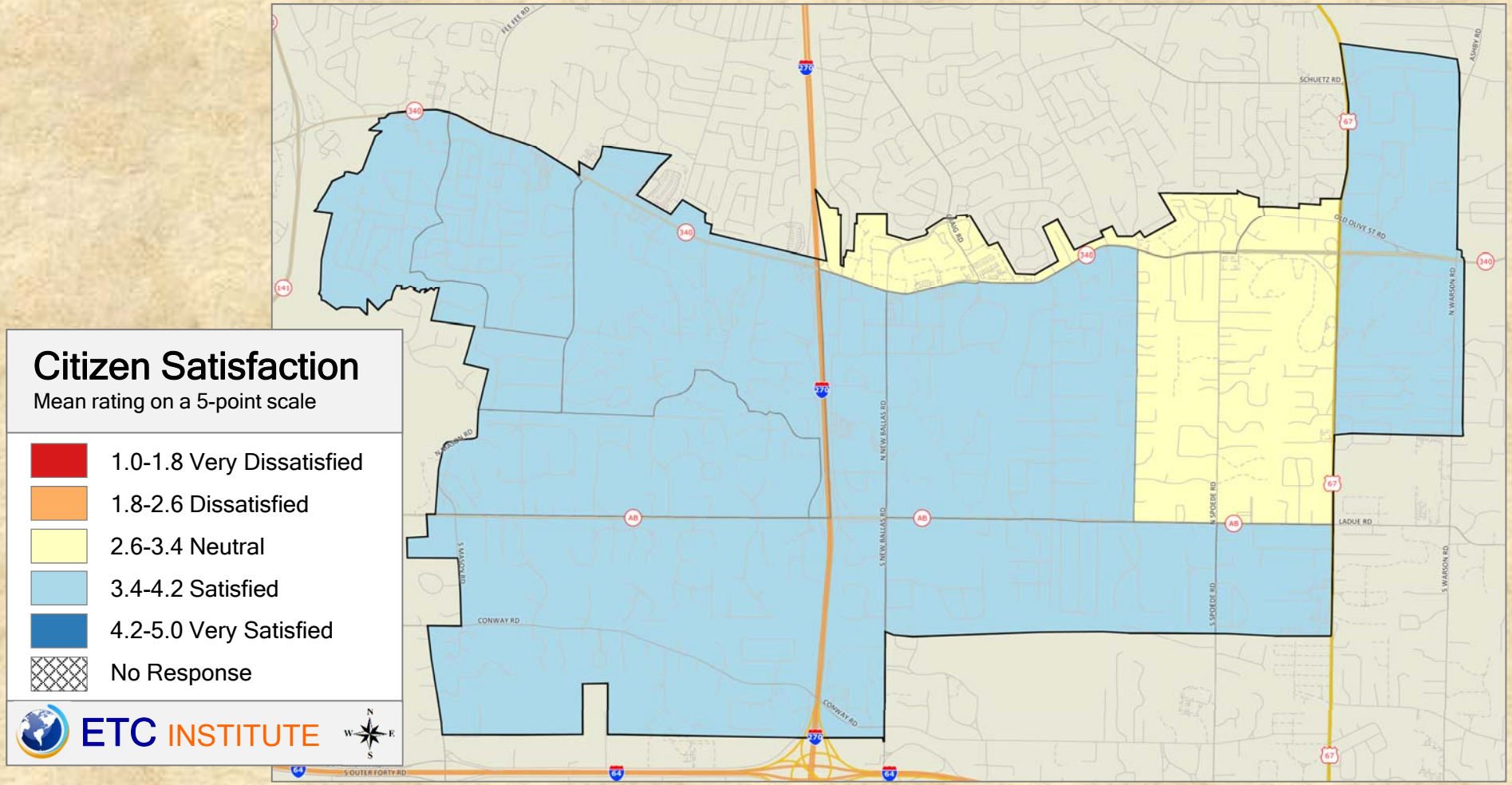
Q7-4 Satisfaction with the availability of information about City programs and services



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

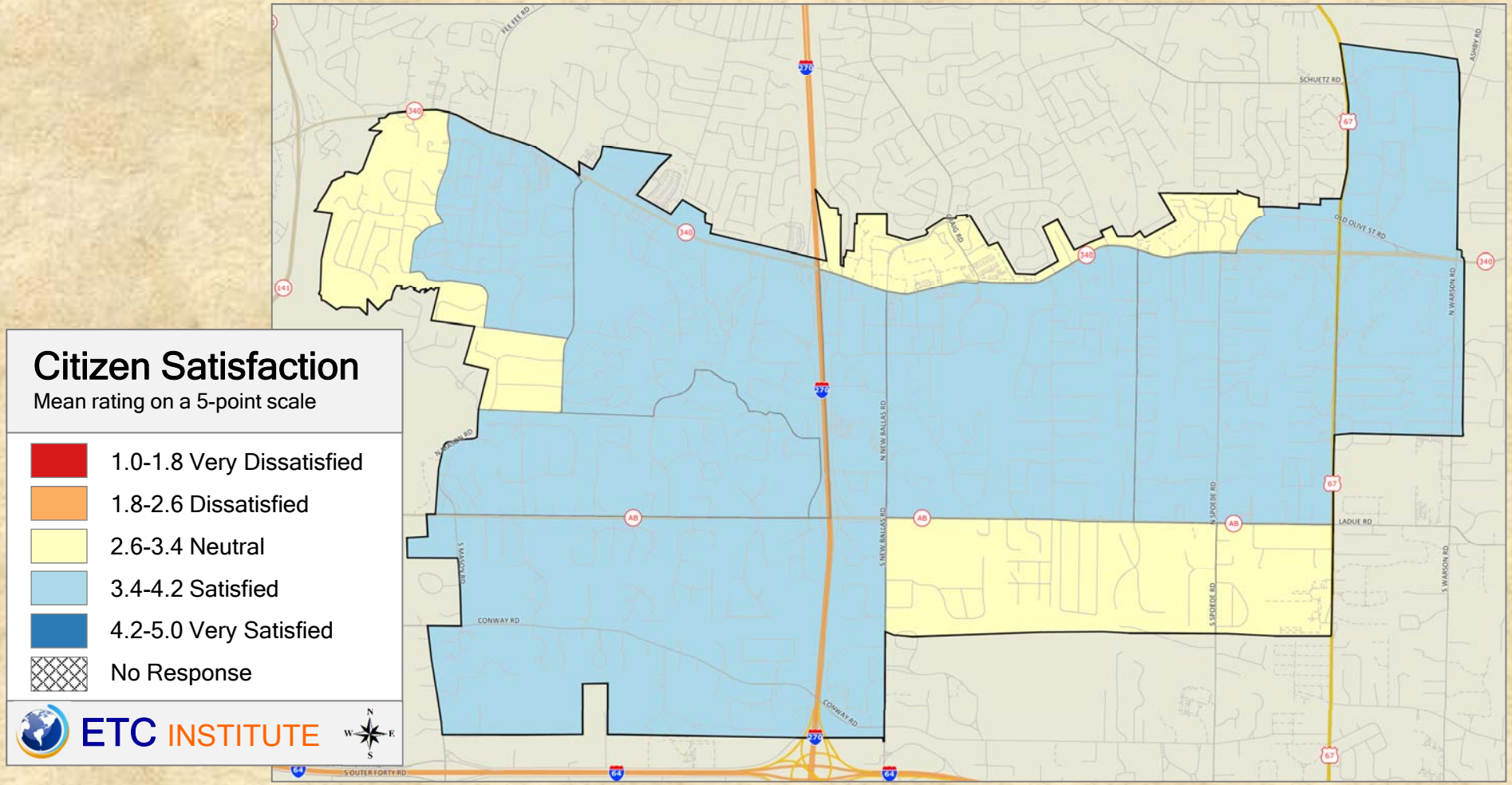
Q7-5 Satisfaction with the level of public involvement in local decision making



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

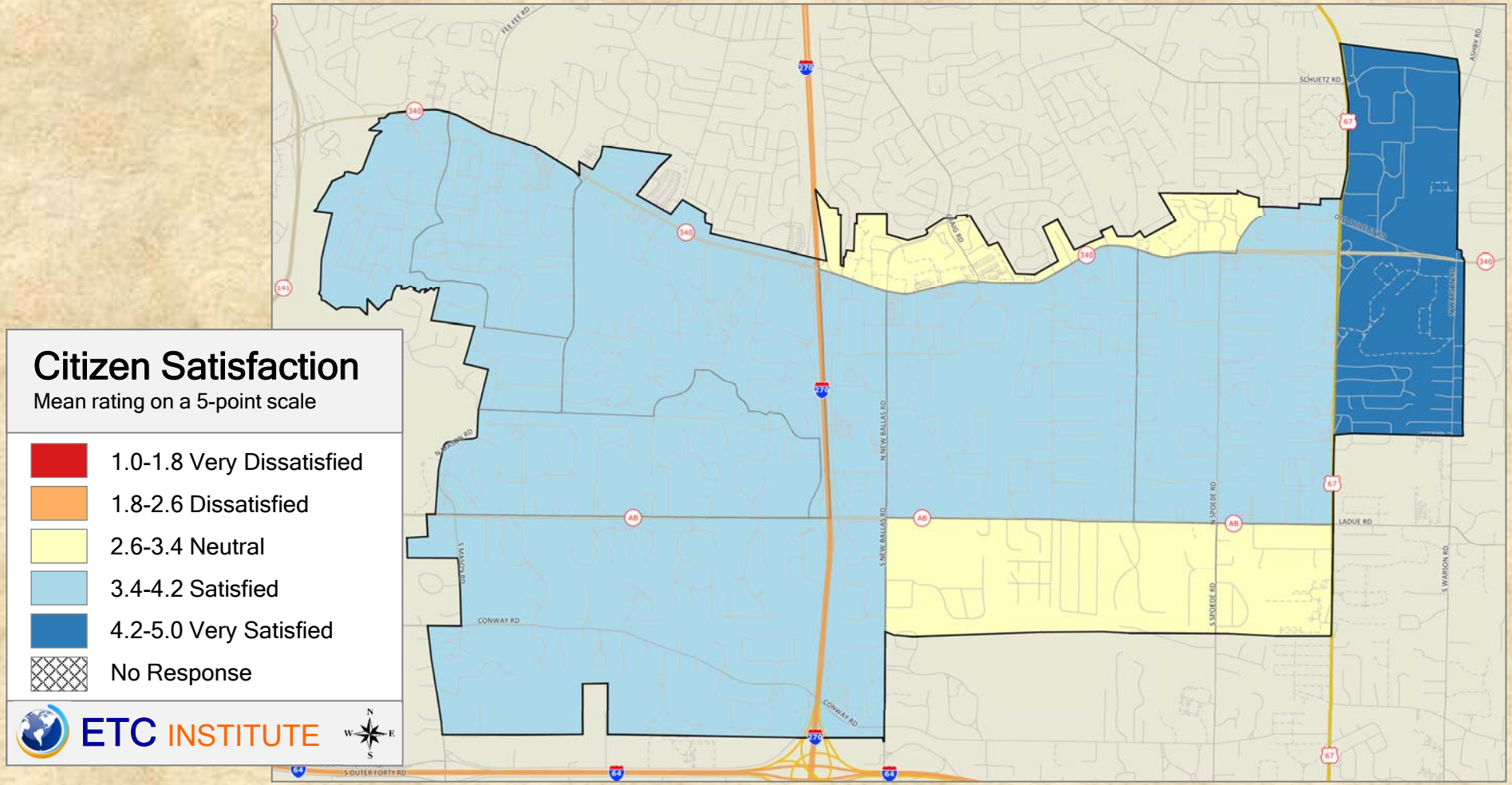
Q7-6 Satisfaction with the quality of the City's social media



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

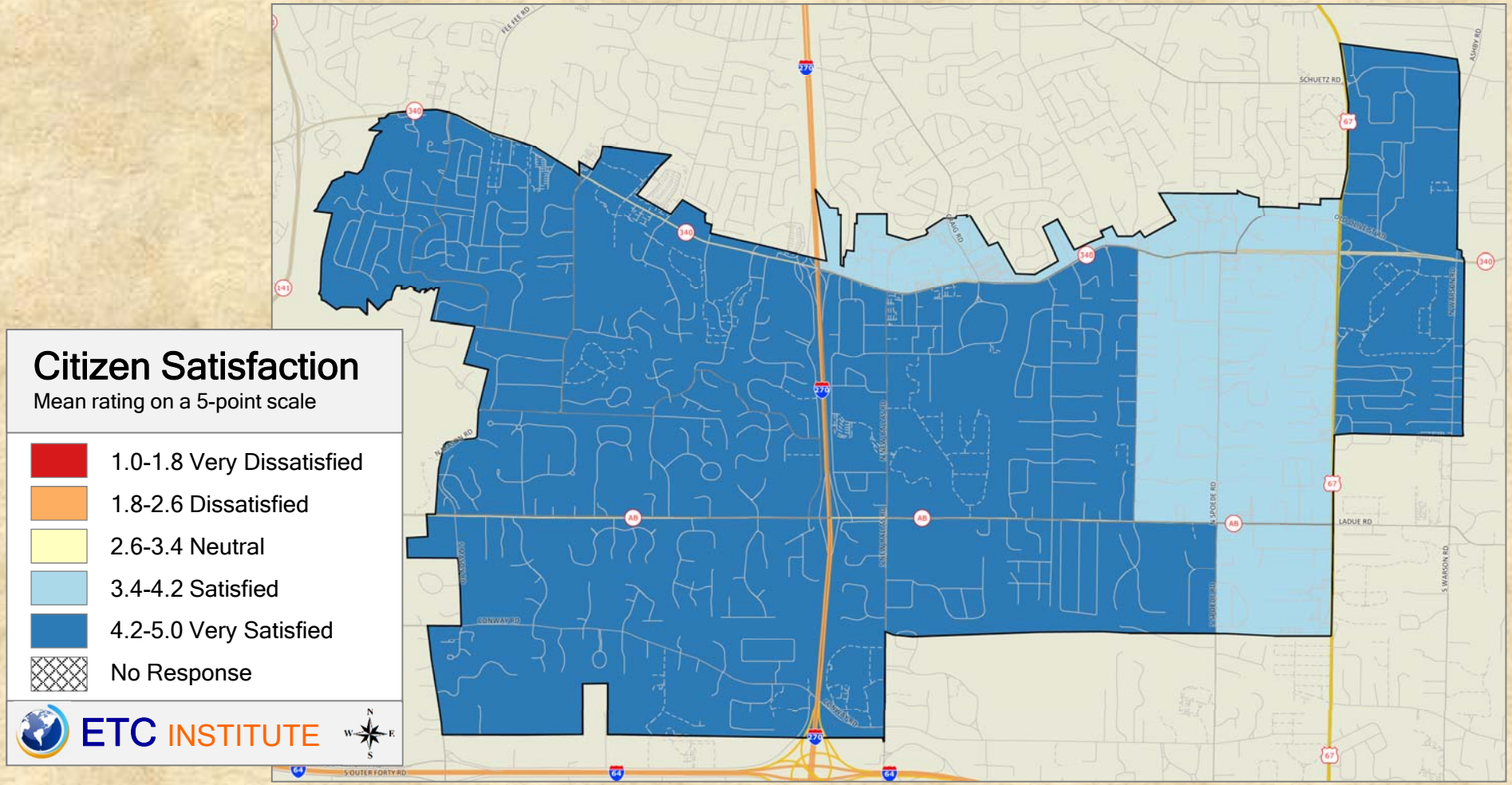
Q7-7 Satisfaction with the quality of the City's website



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

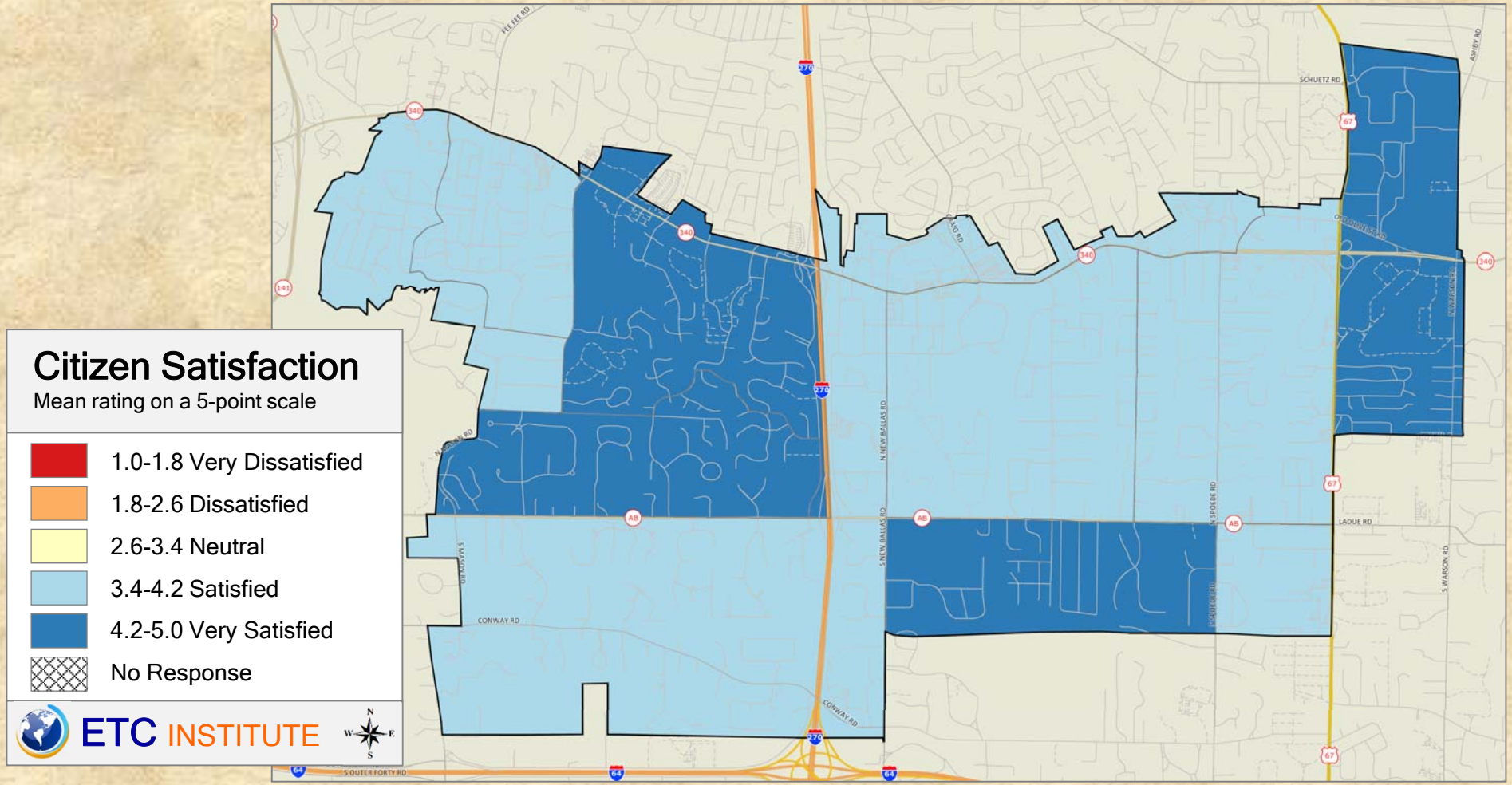
Q11-01 Satisfaction with maintenance of City parks



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

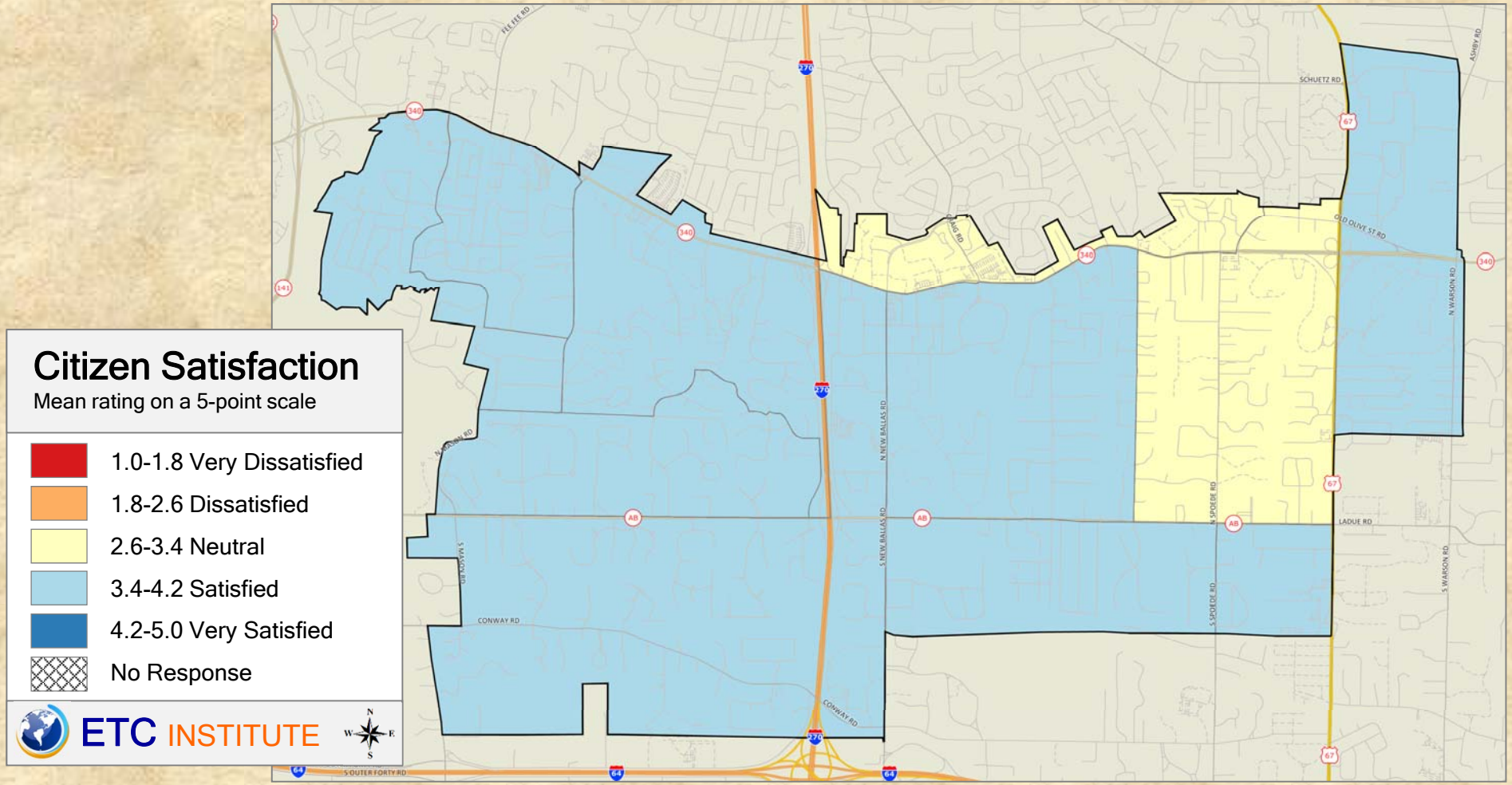
Q11-02 Satisfaction with number of City parks



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

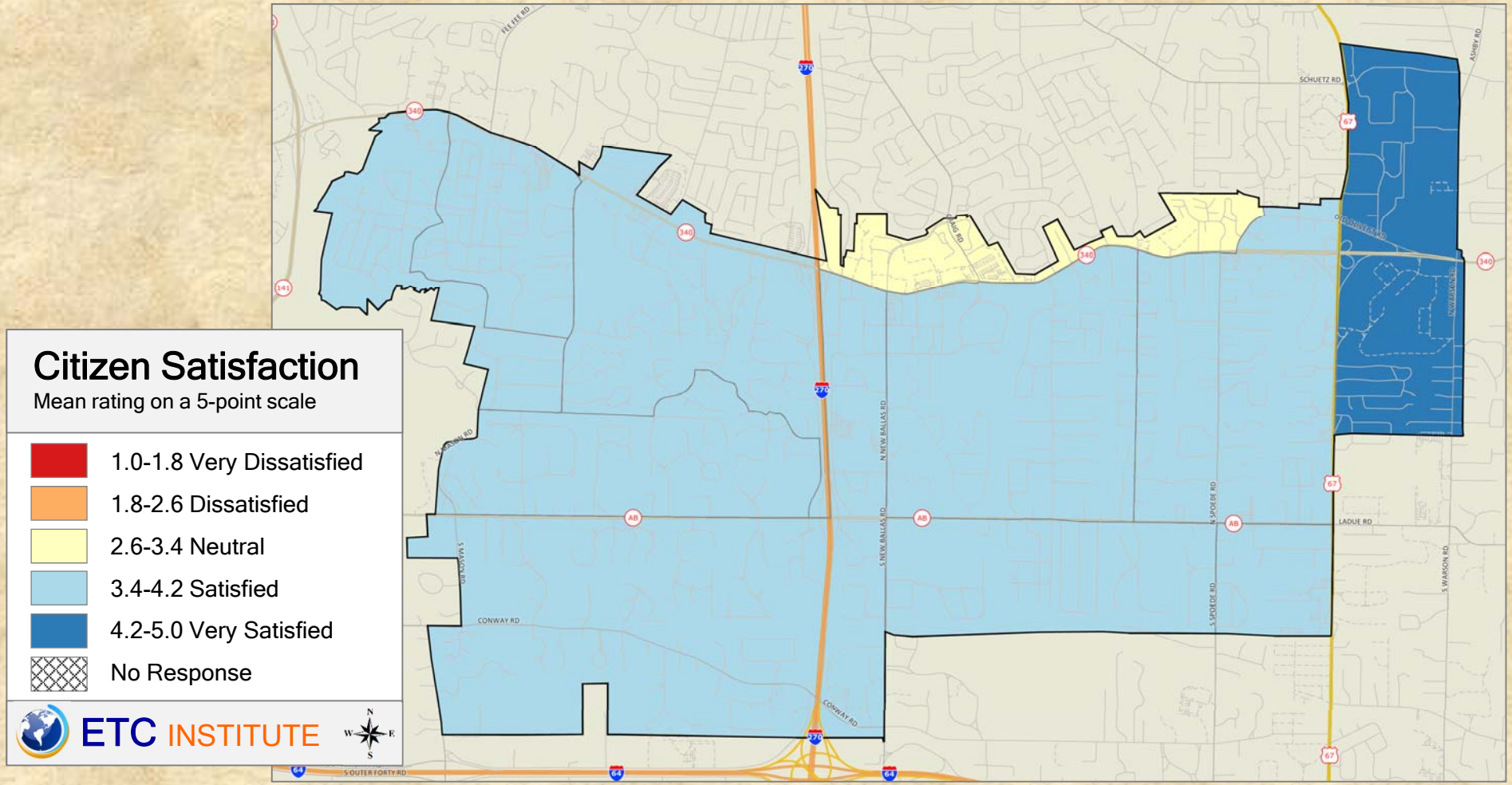
Q11-03 Satisfaction with number of walking/biking trails



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

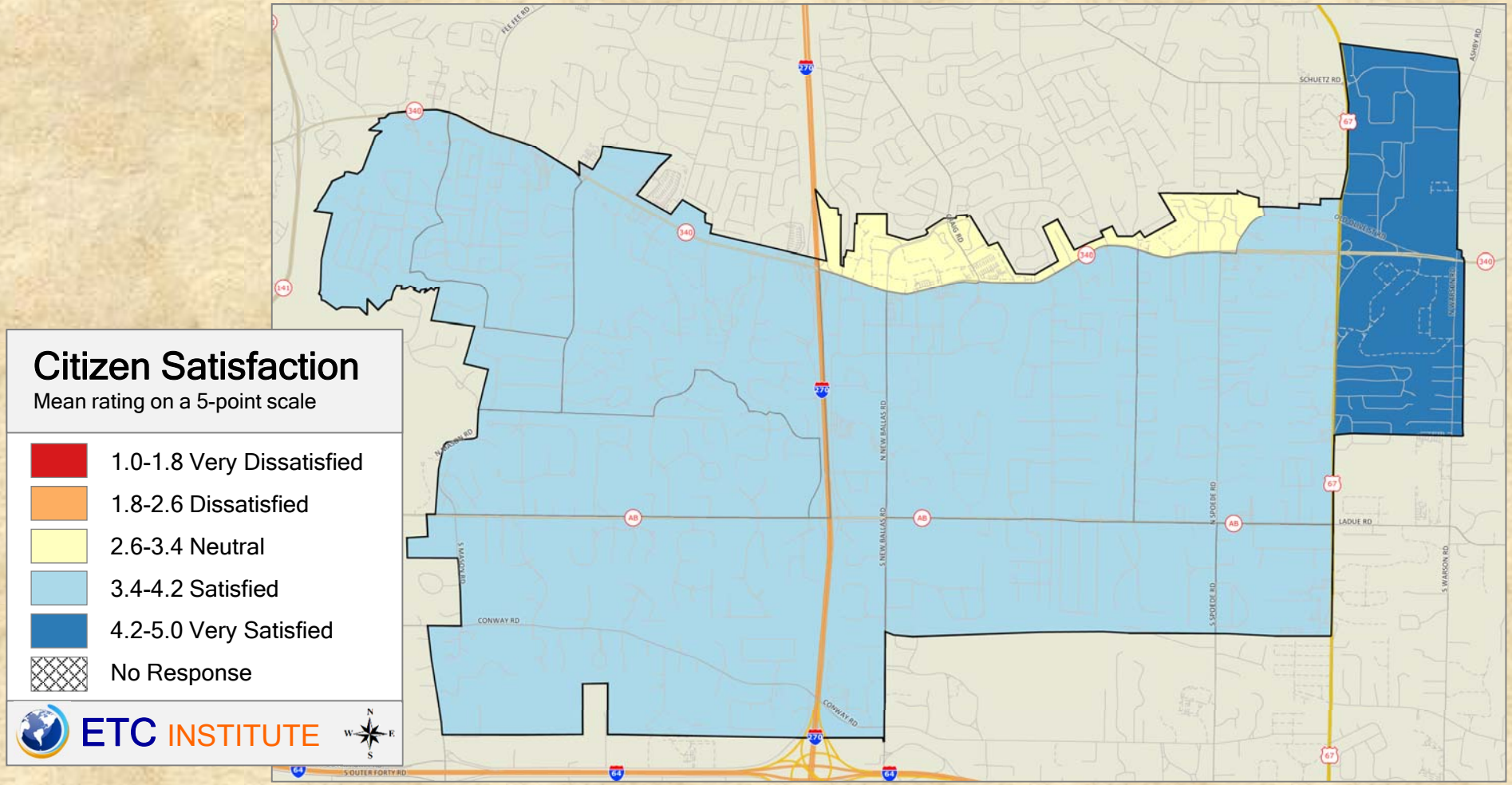
Q11-04 Overall satisfaction with the ice arena



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

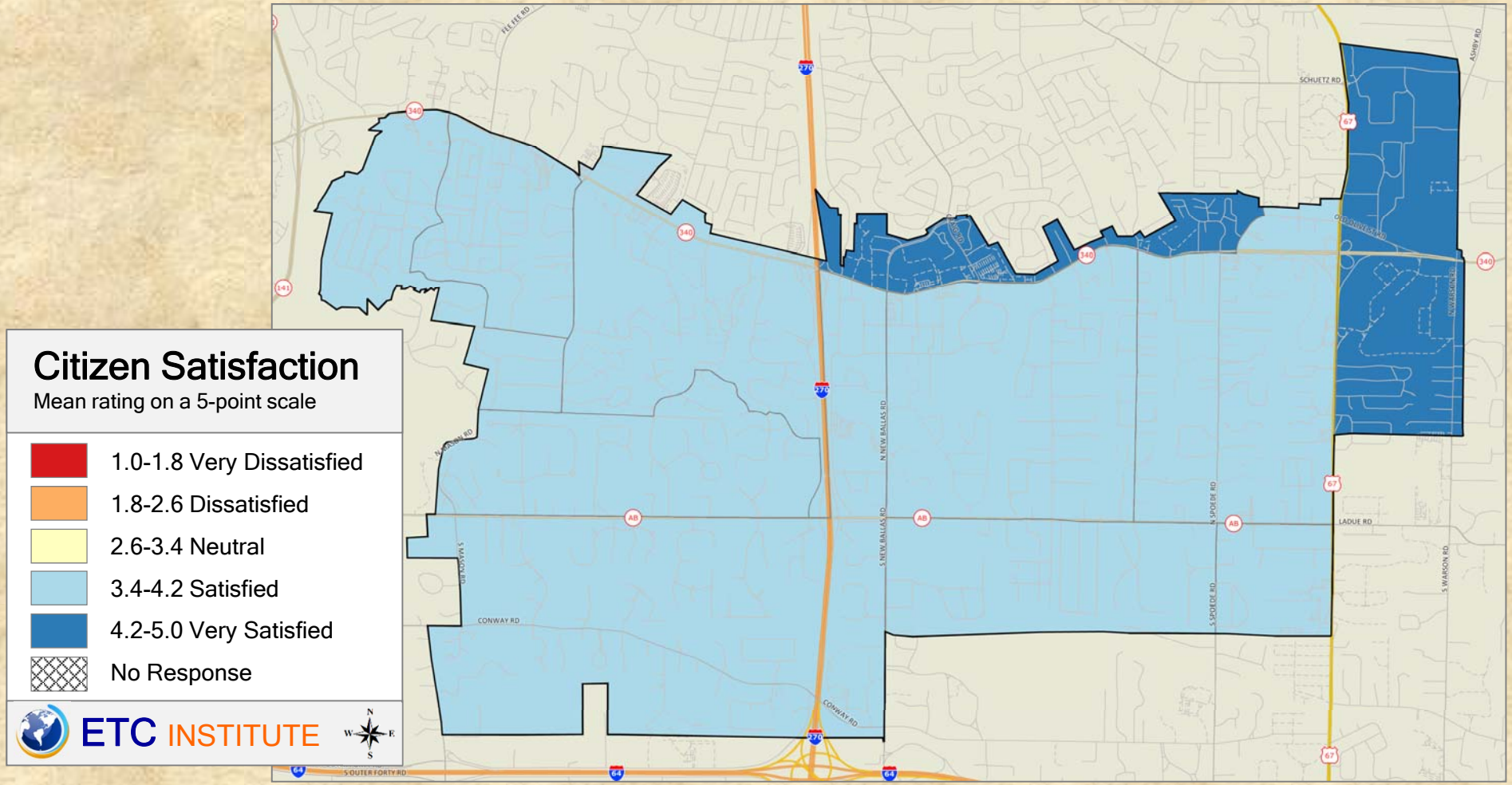
Q11-05 Overall satisfaction with the golf course



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

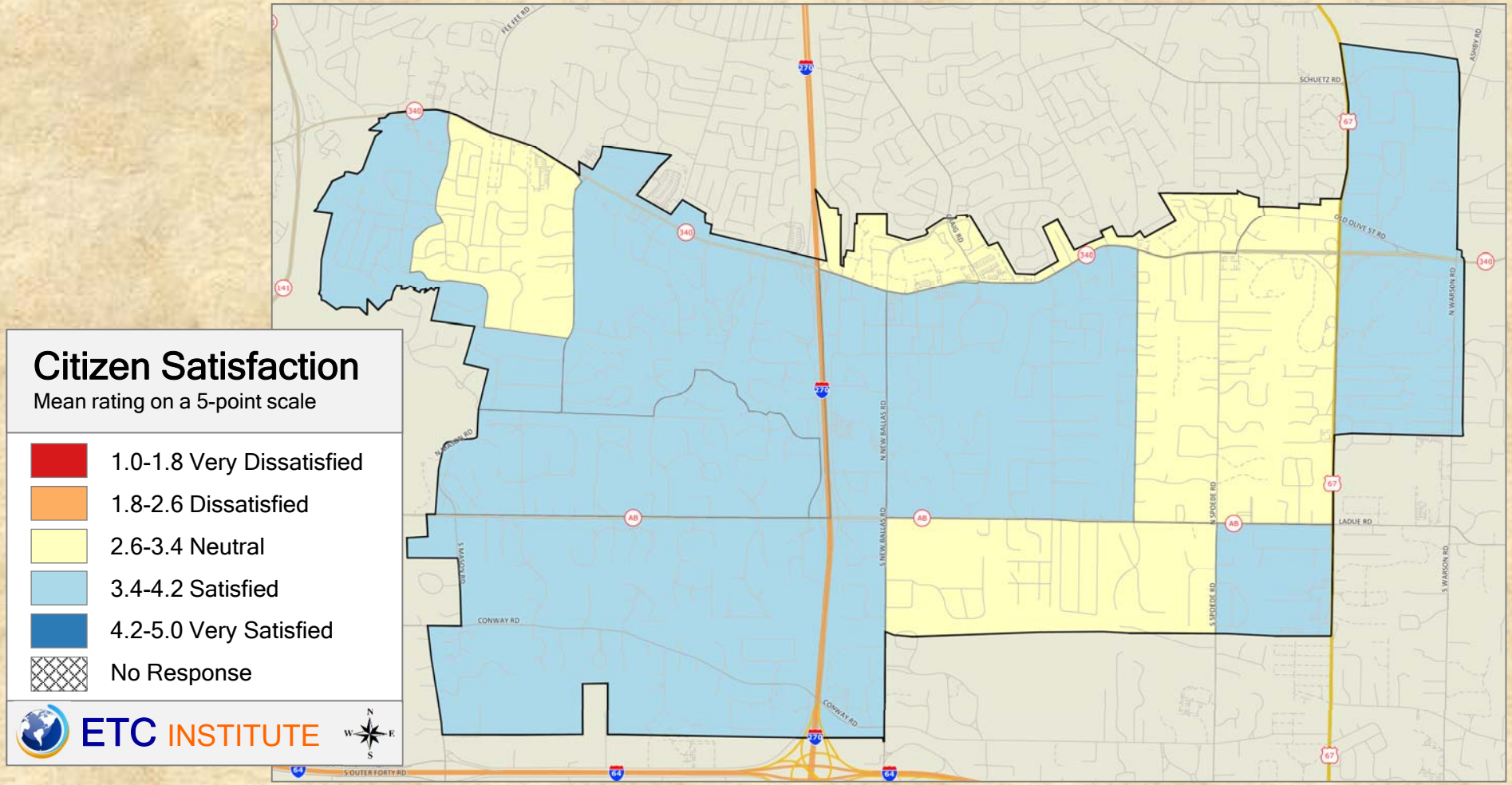
Q11-06 Overall satisfaction with the dog park



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

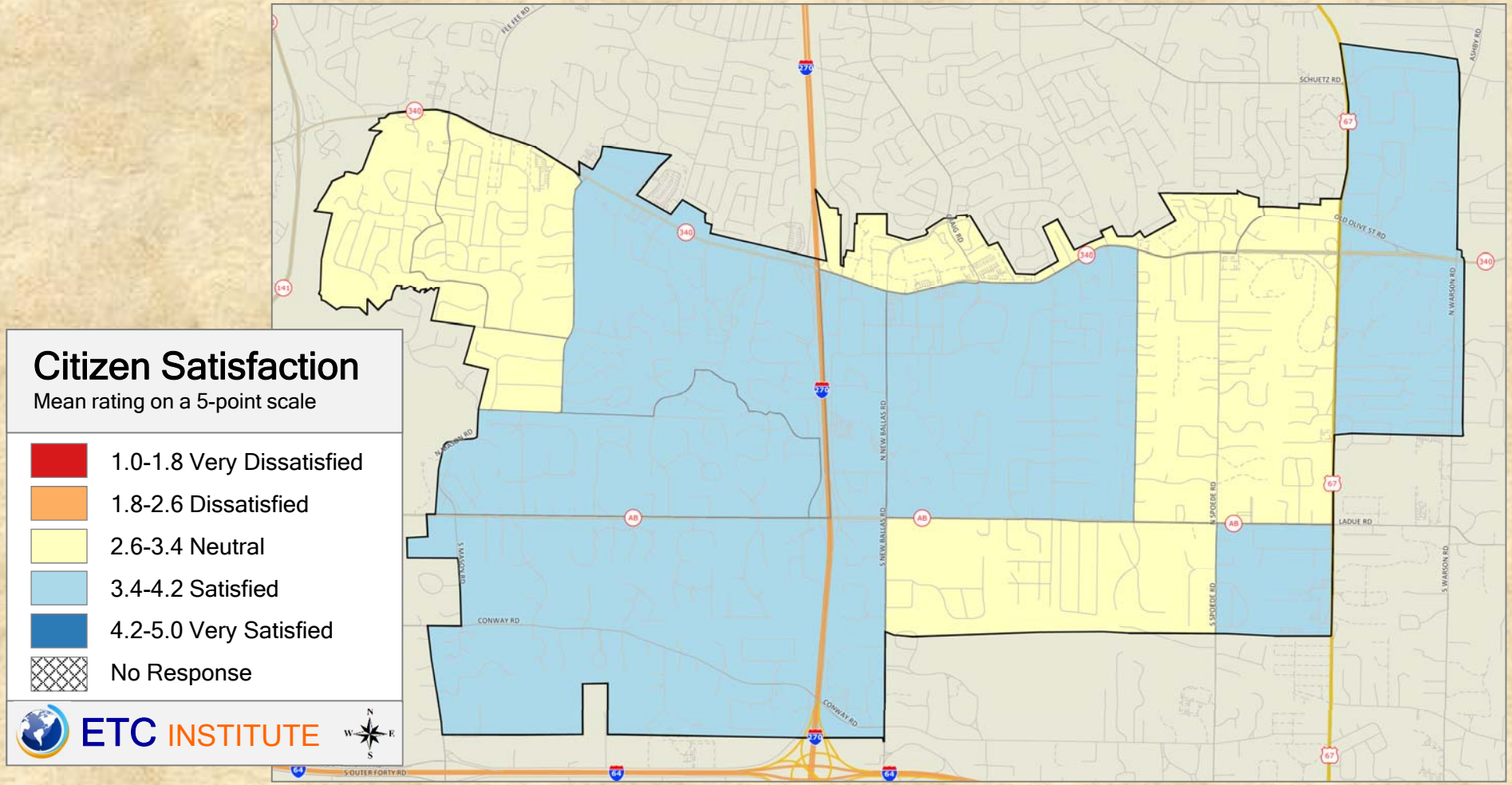
Q11-07 Satisfaction with youth recreation programs



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

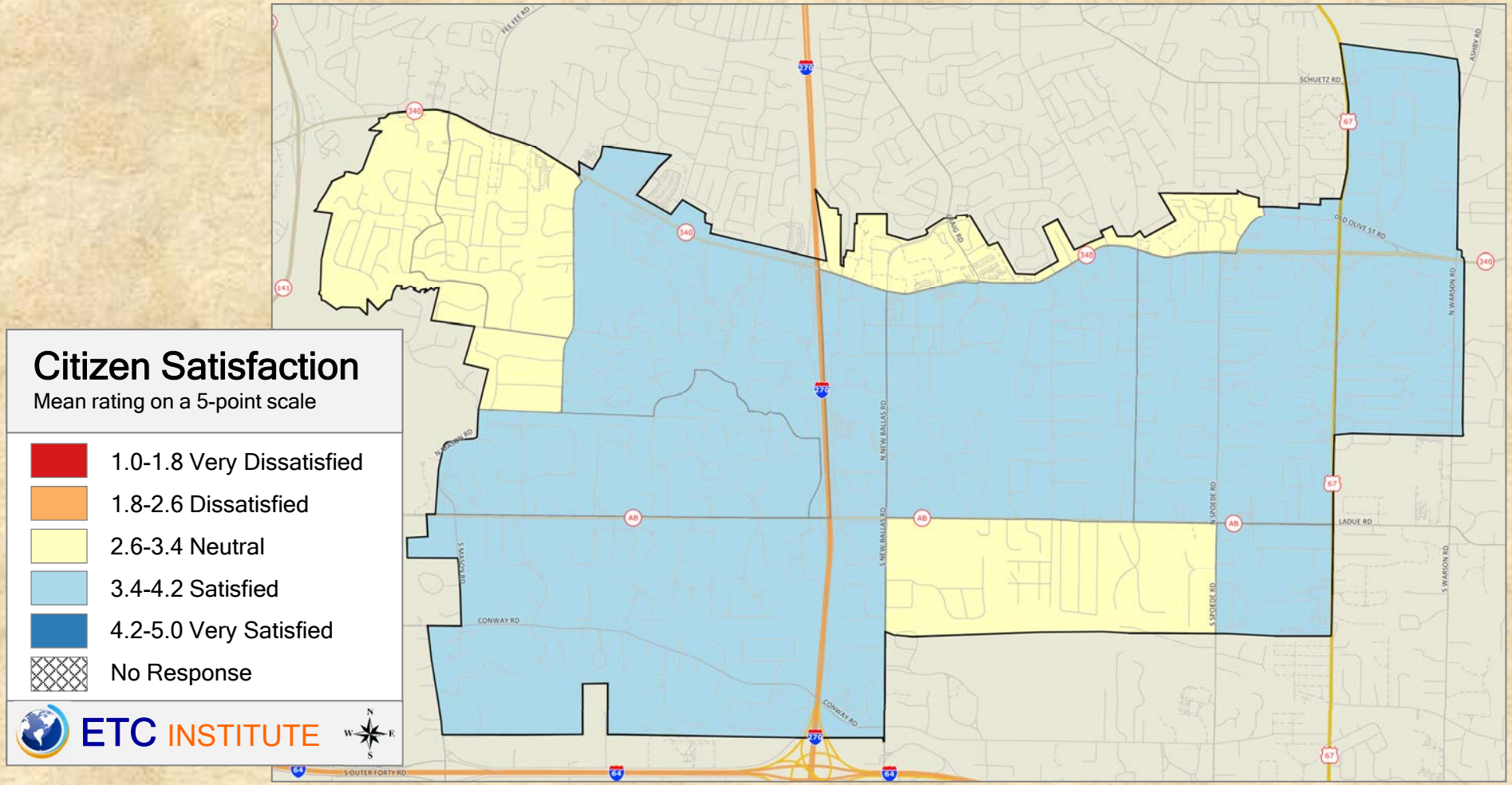
Q11-08 Satisfaction with adult recreation programs



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

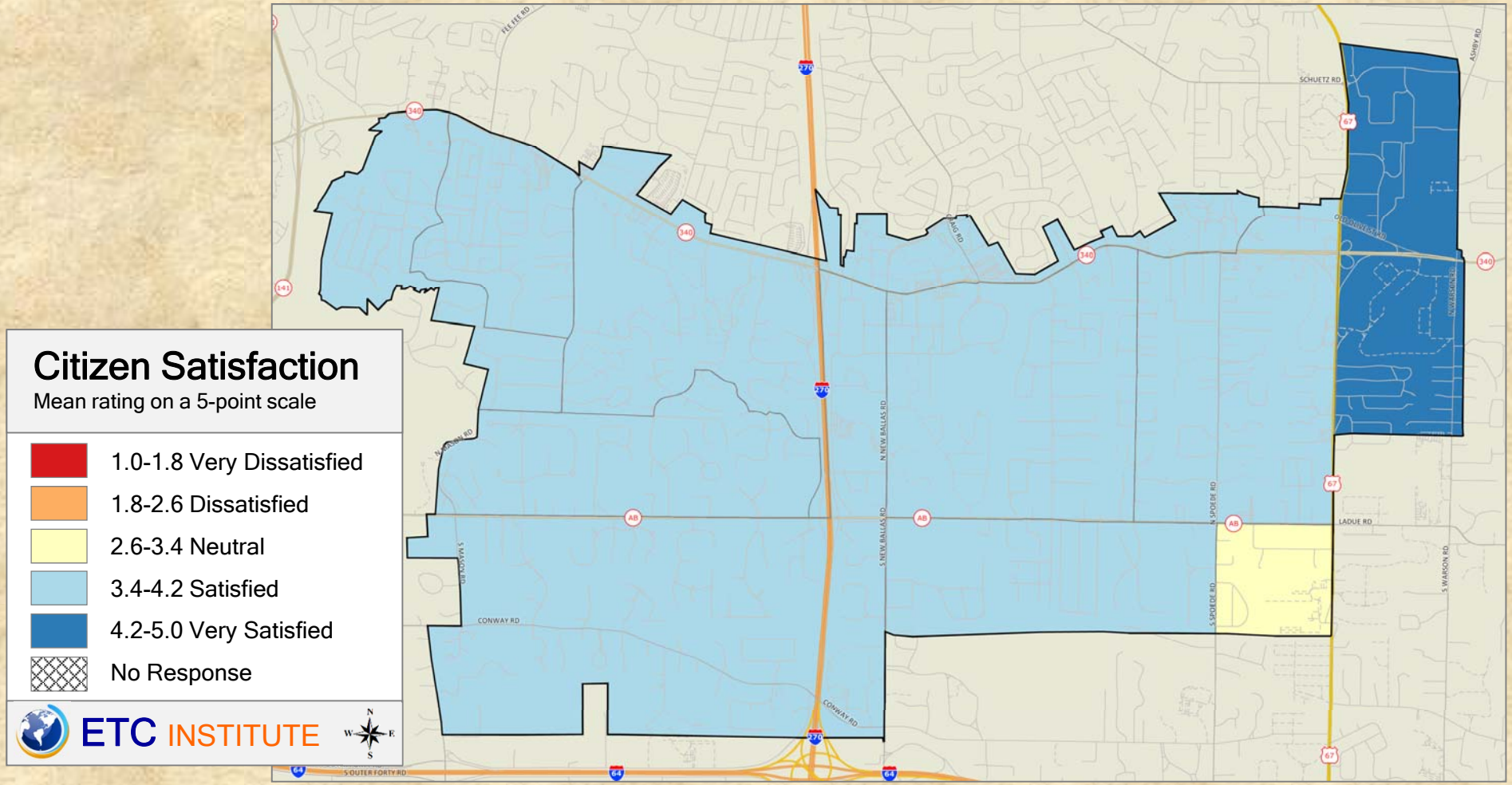
Q11-09 Satisfaction with senior programs



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

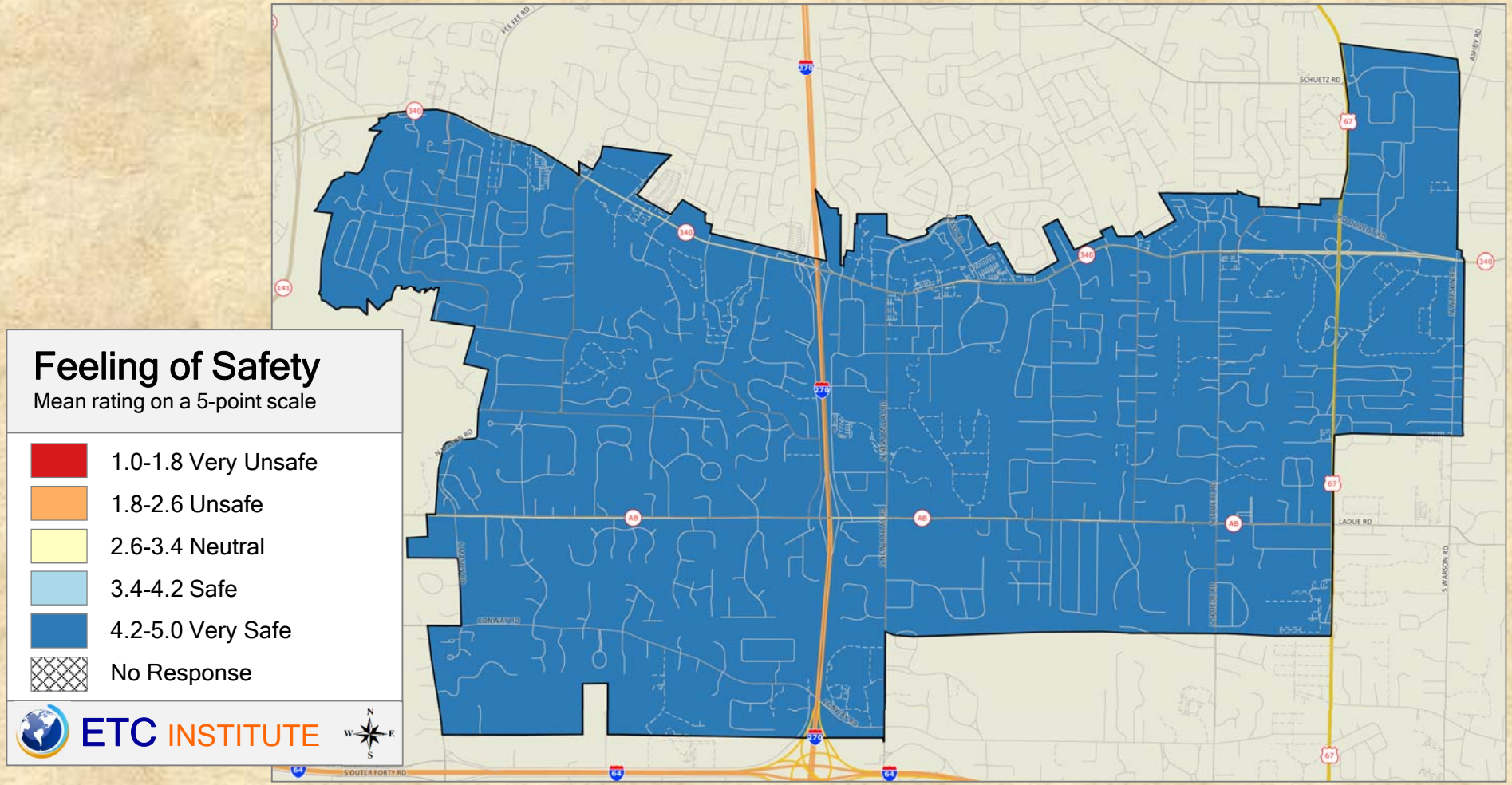
Q11-10 Satisfaction with maintenance of historic buildings



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

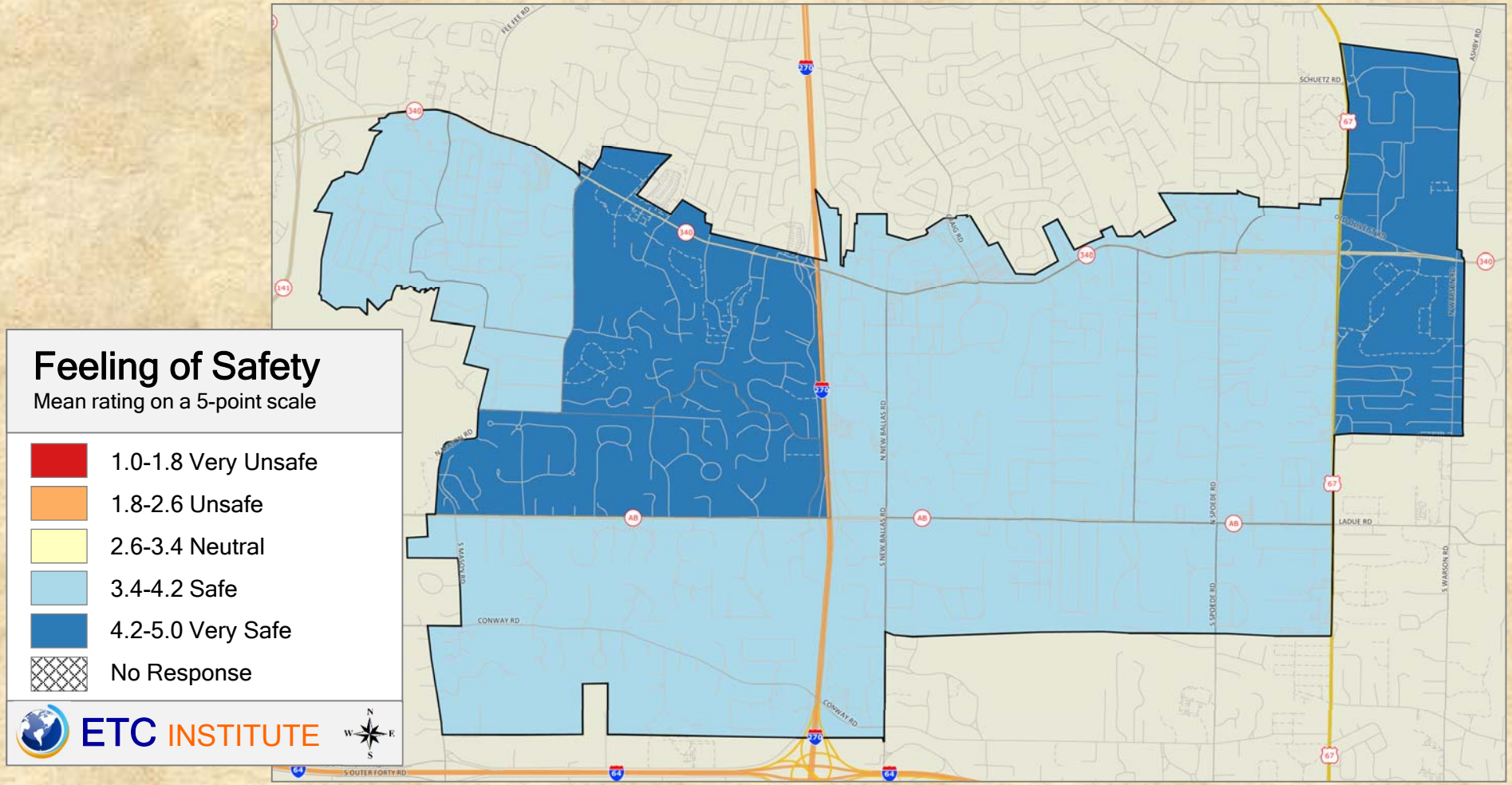
Q18-1 Feeling of safety walking alone in neighborhoods during the day



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

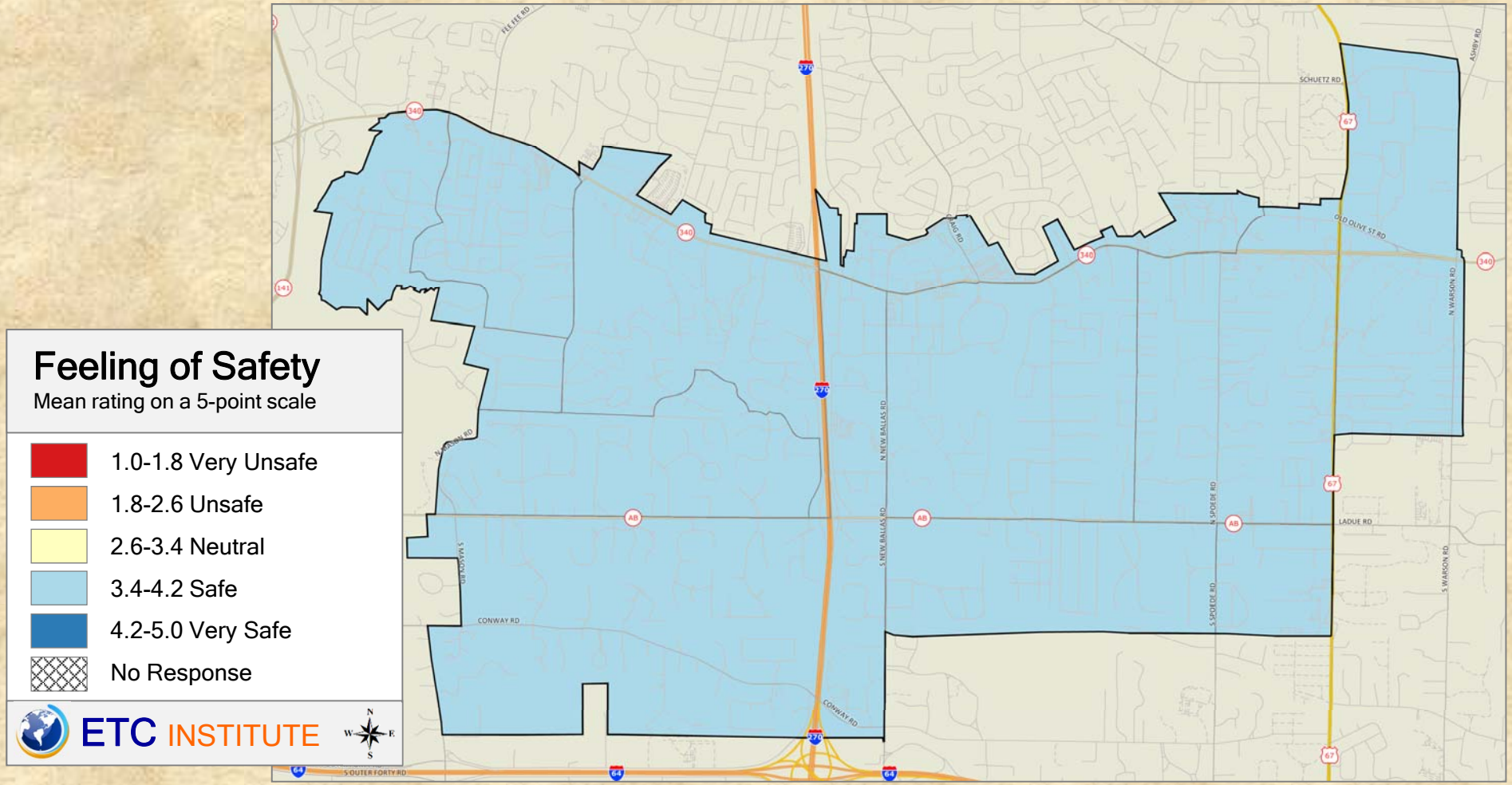
Q18-2 Feeling of safety walking alone in neighborhoods at night



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

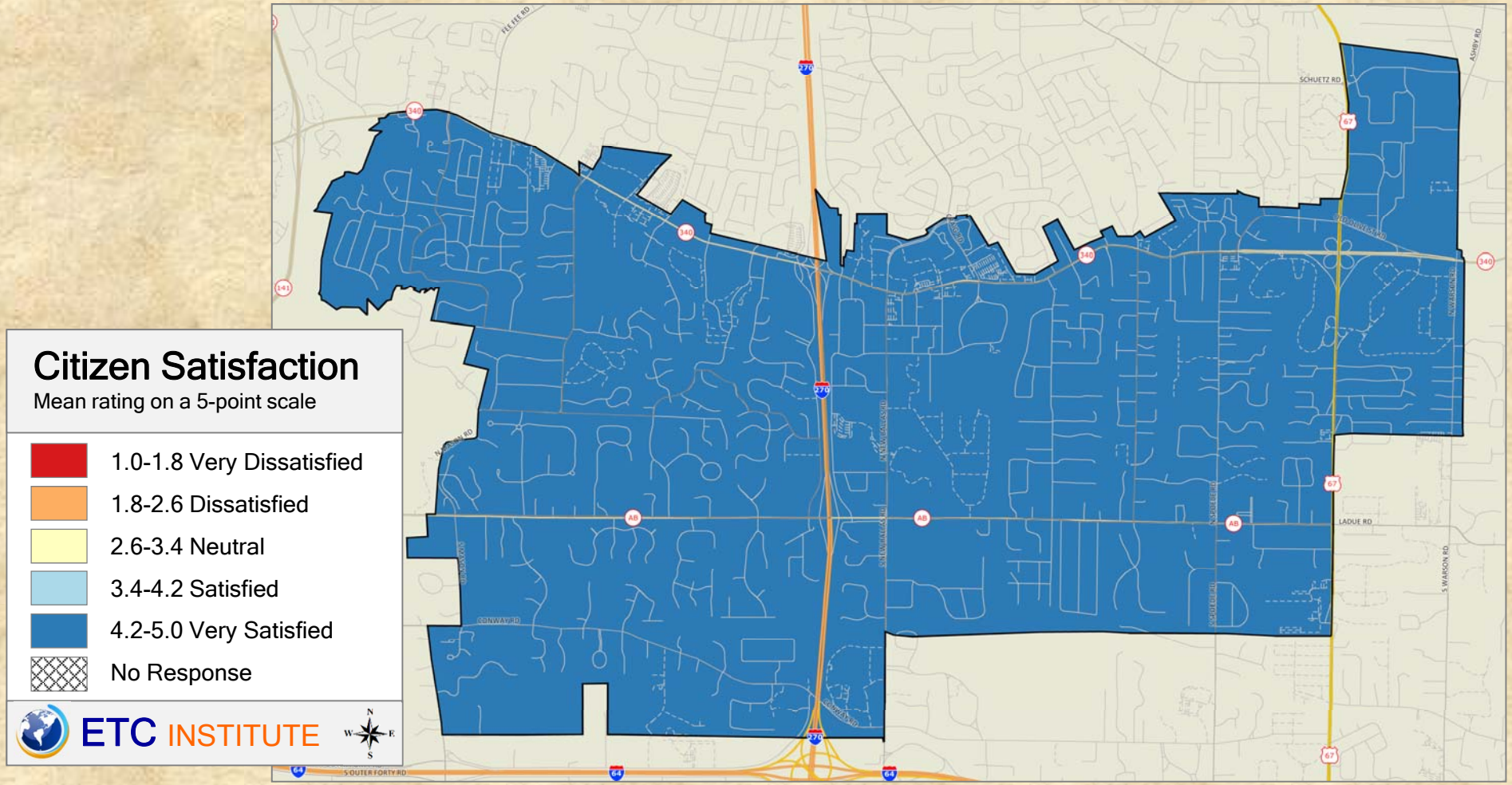
Q18-3 Feeling of safety in City parks



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

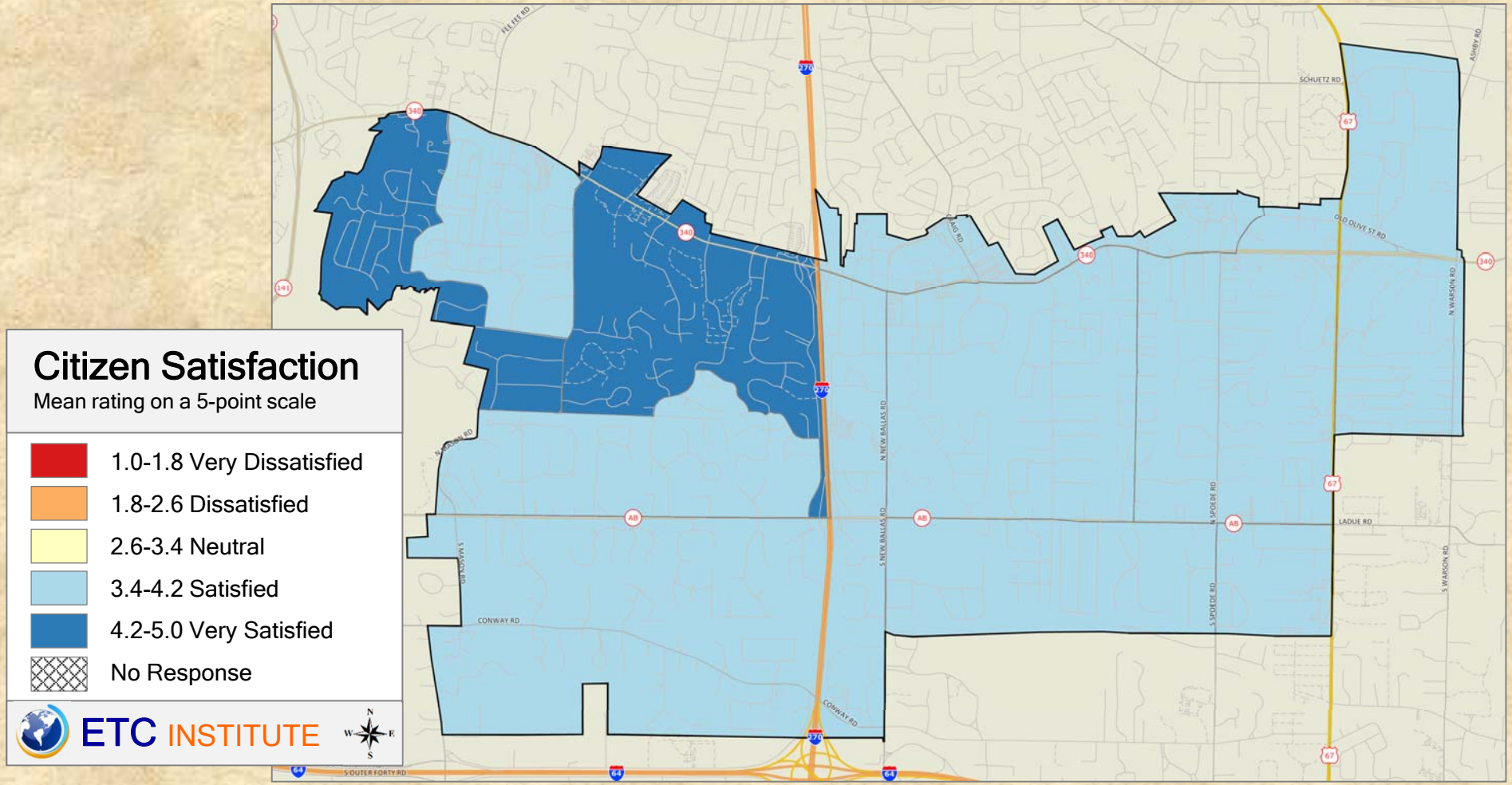
Q19-1 Satisfaction with overall quality of local police protection



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

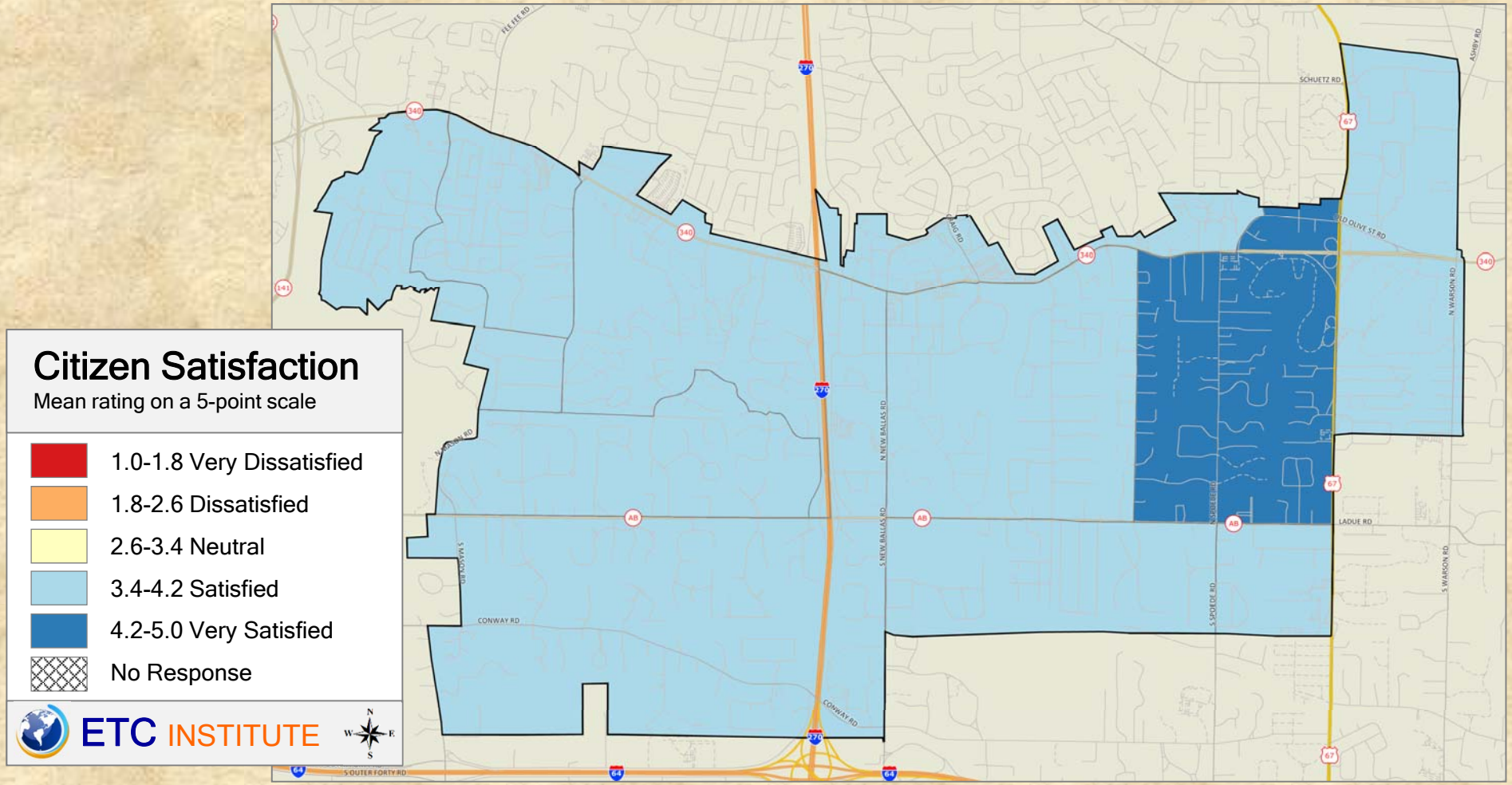
Q19-2 Satisfaction with visibility of police in neighborhoods



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

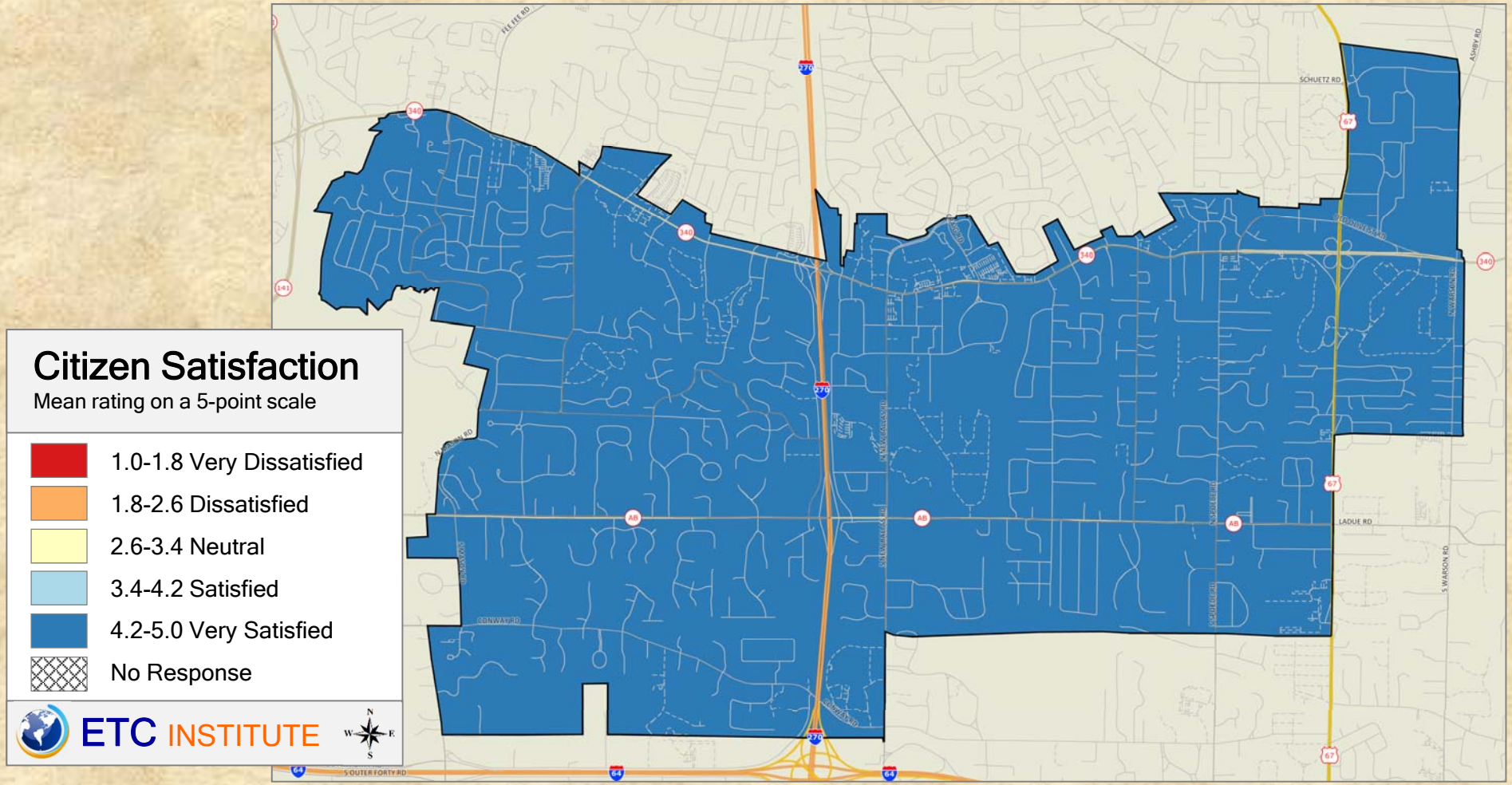
Q19-3 Satisfaction with visibility of police in commercial and retail areas



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

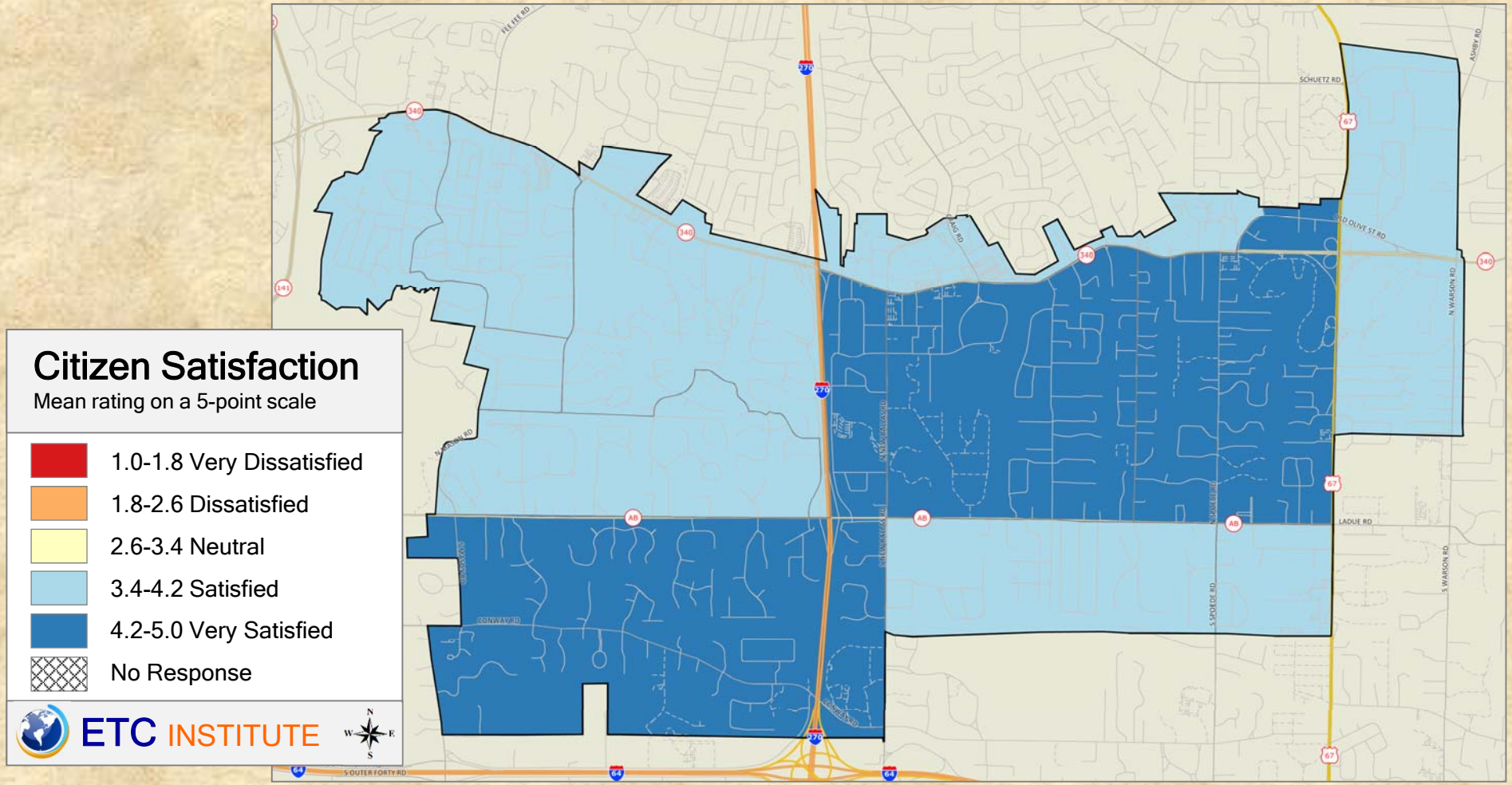
Q19-4 Satisfaction with how quickly police respond to emergencies



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

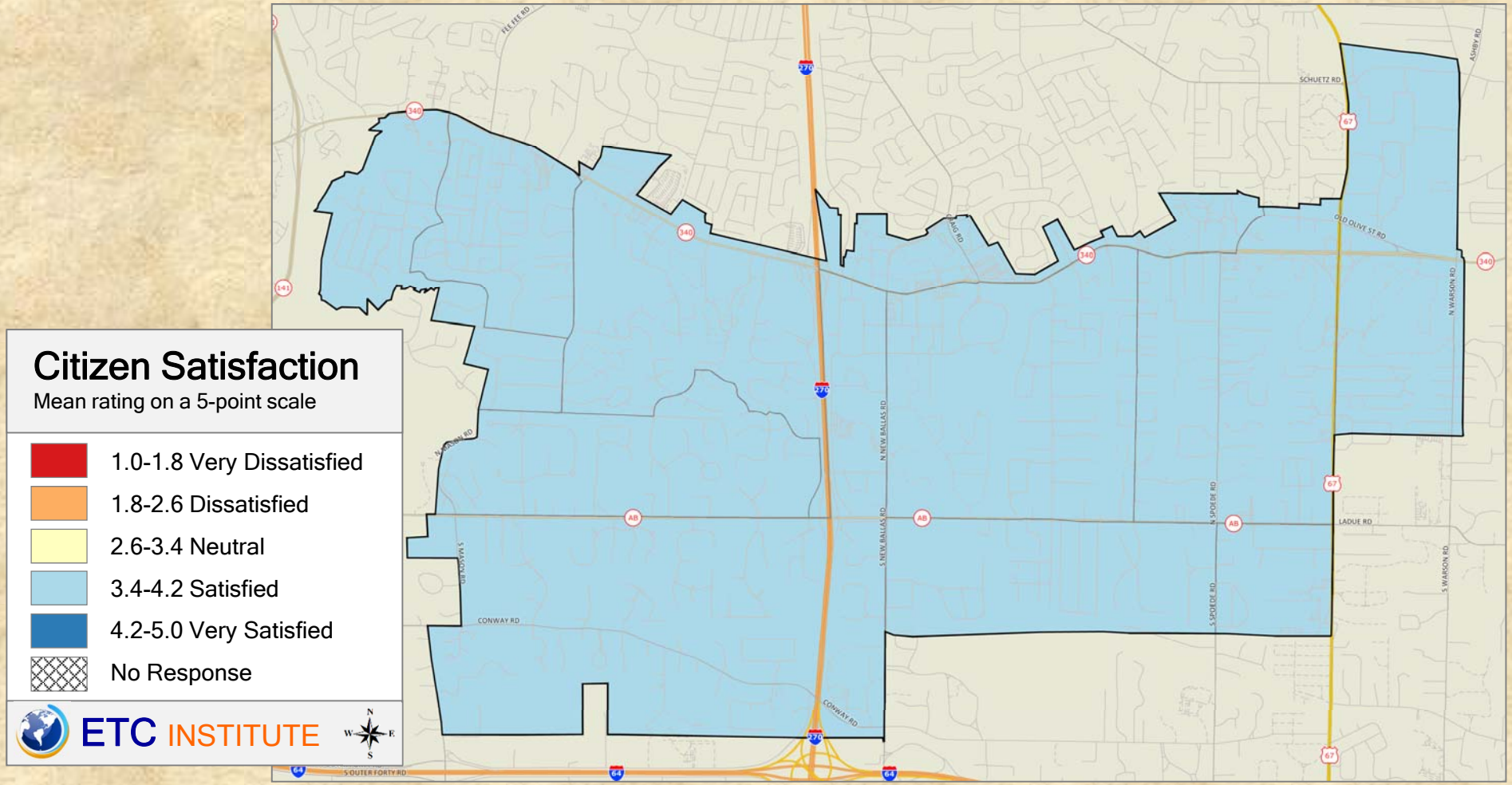
Q19-5 Satisfaction with efforts to prevent crime



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

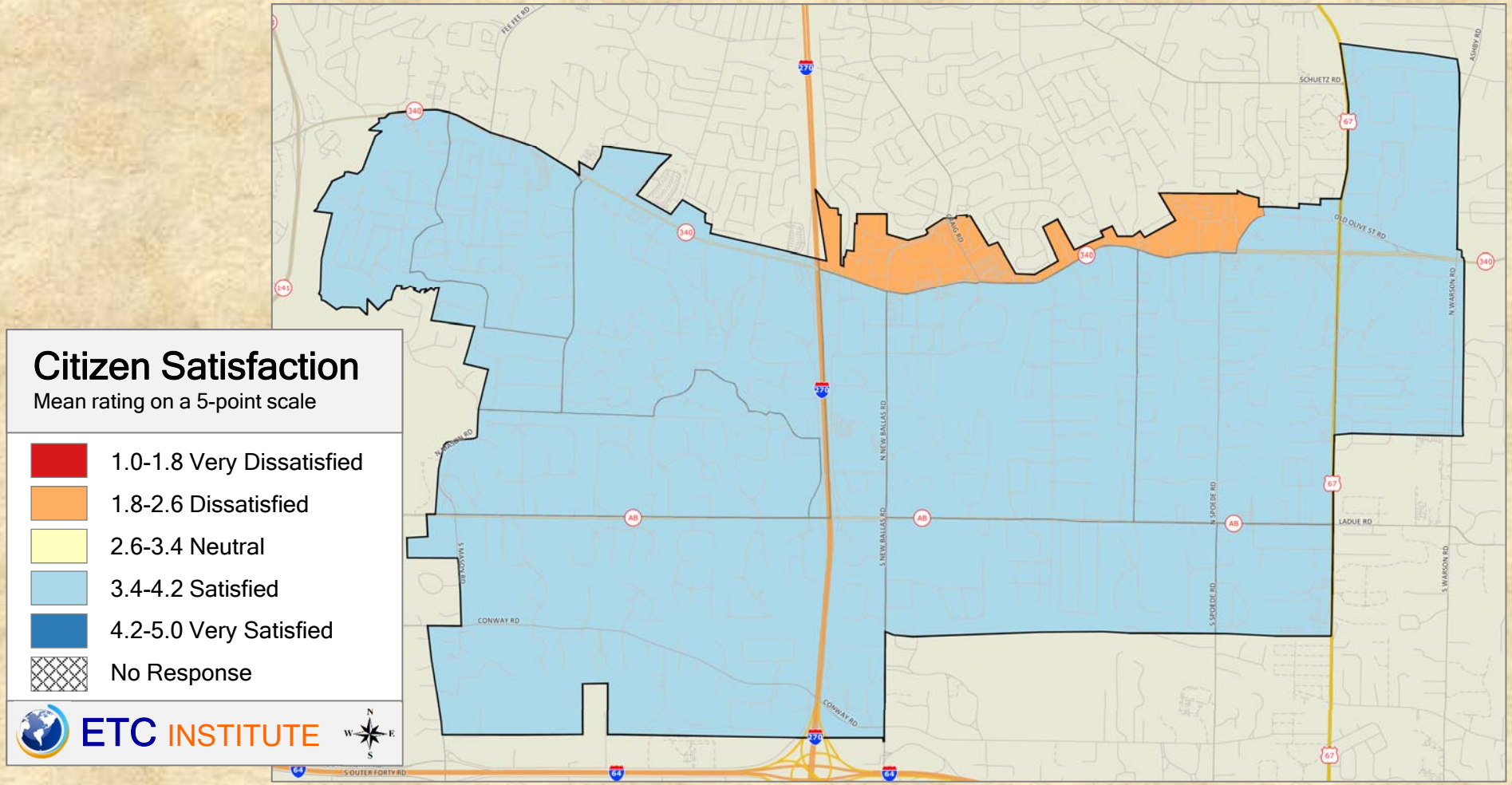
Q19-6 Satisfaction with enforcement of local traffic laws



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

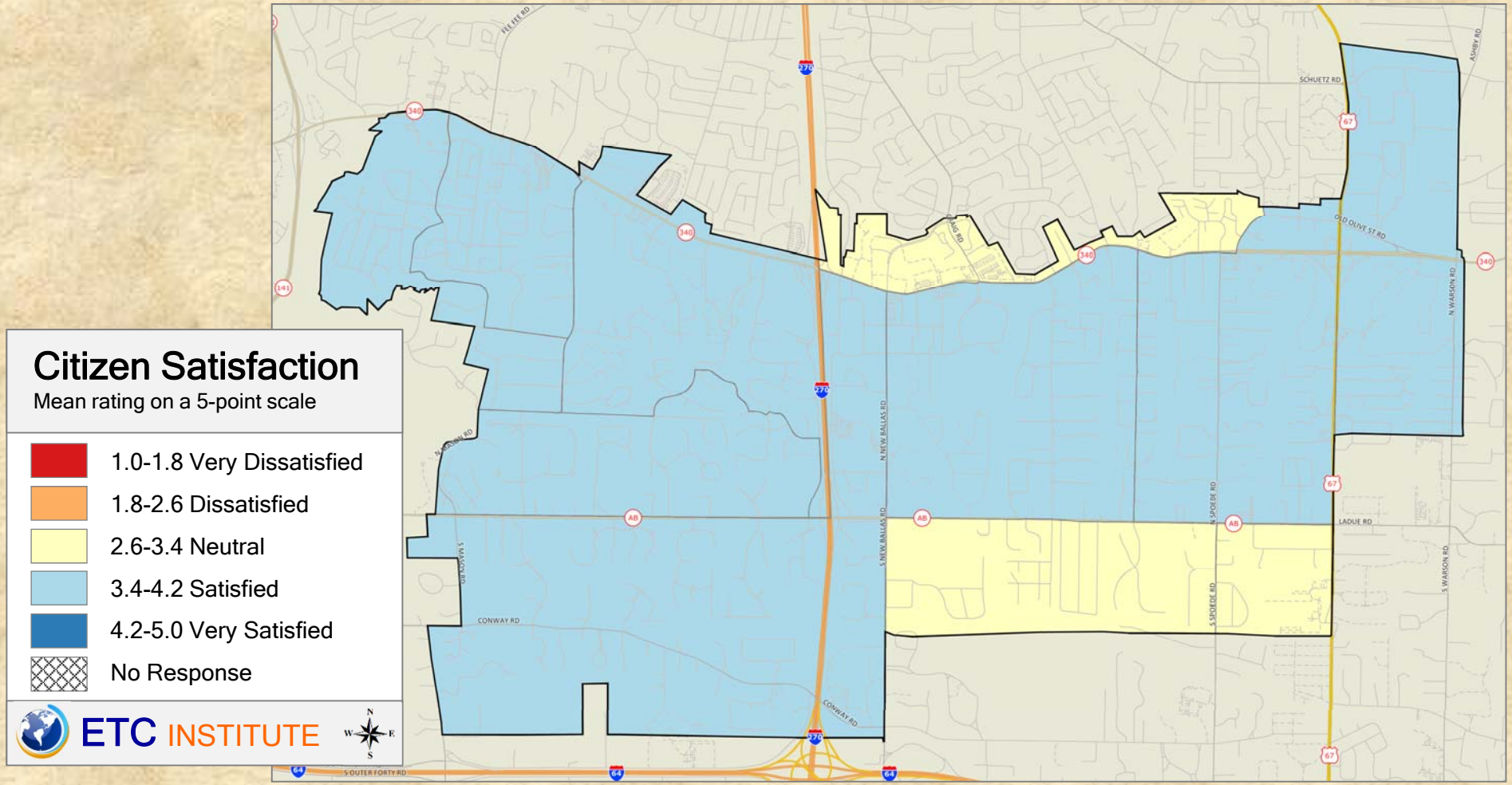
Q24-1 Satisfaction with enforcing the city's building code in the community



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

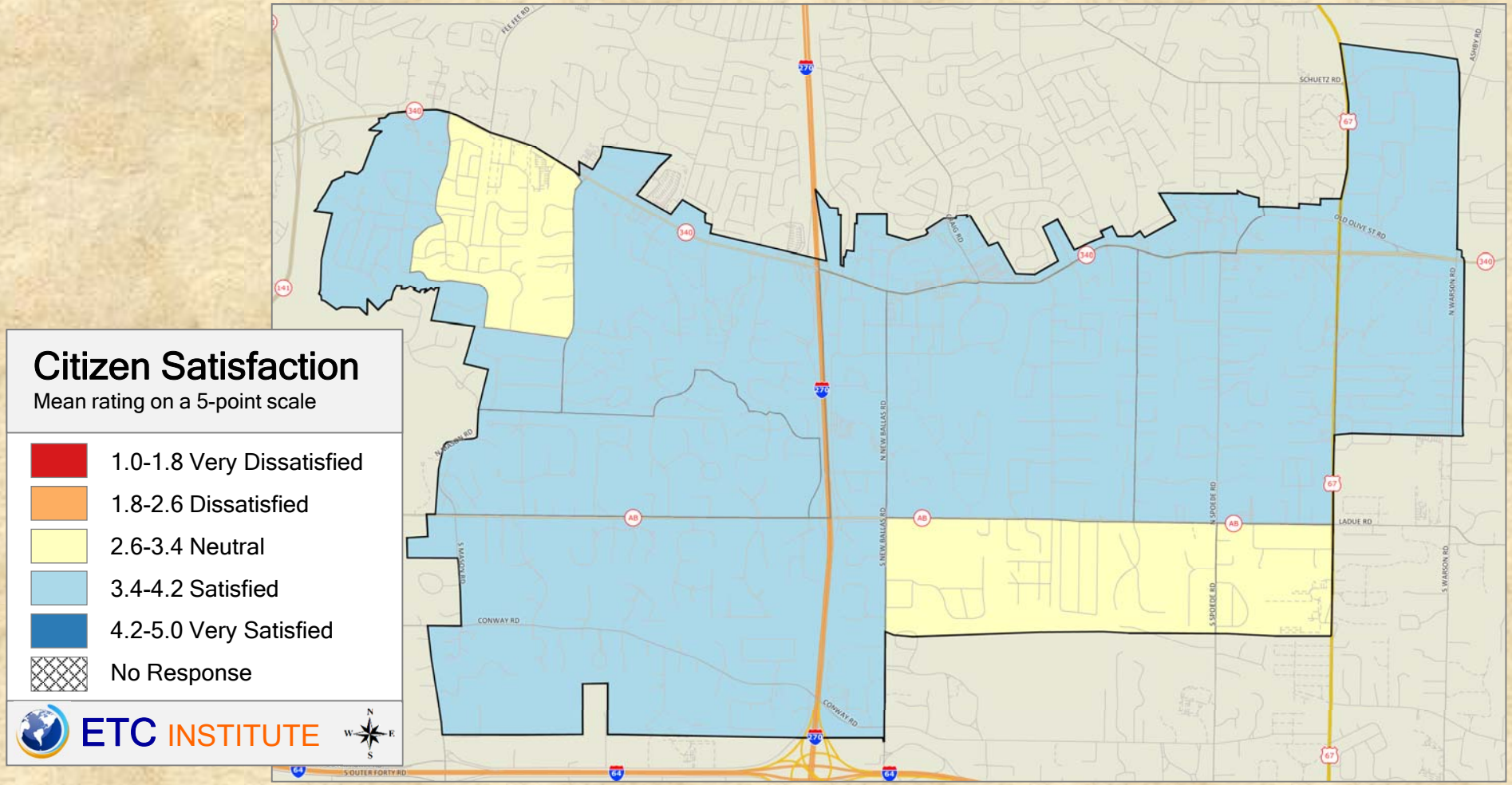
Q24-2 Satisfaction with enforcing the mowing and cutting of weeds and grass on private property



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

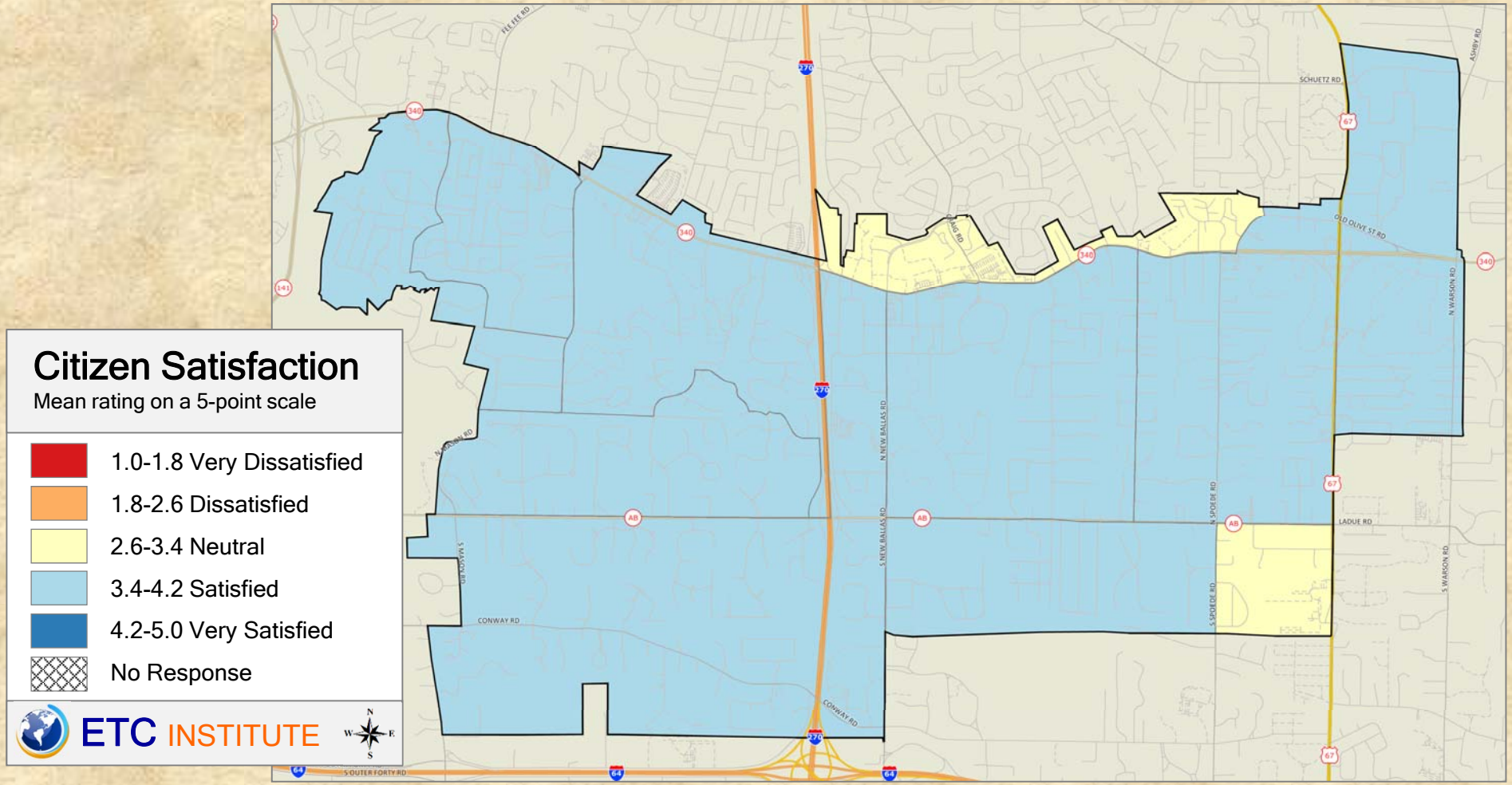
Q24-3 Satisfaction with enforcing the exterior maintenance of residential property



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

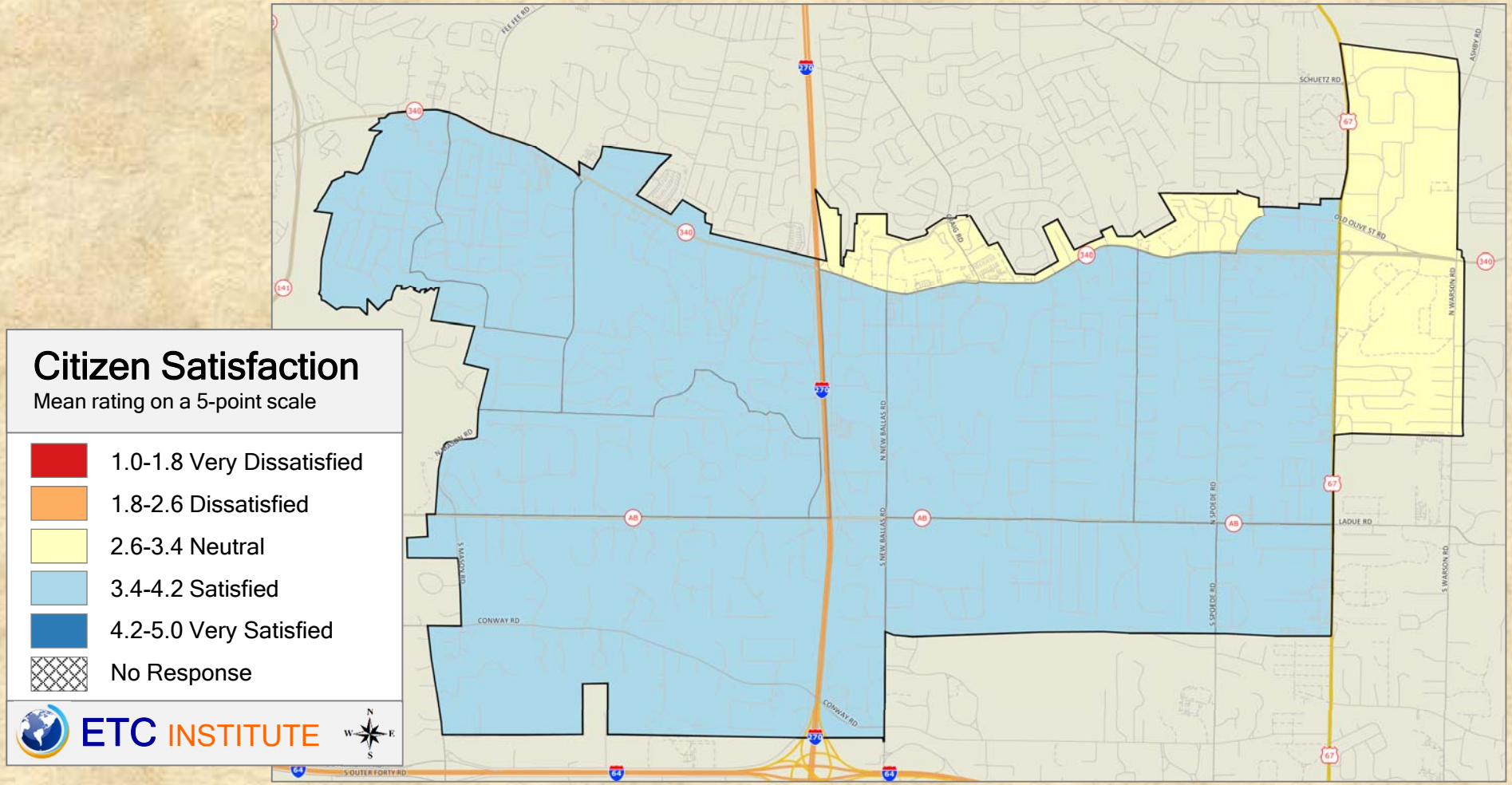
Q24-4 Satisfaction with enforcing the exterior maintenance of commercial/ business property



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

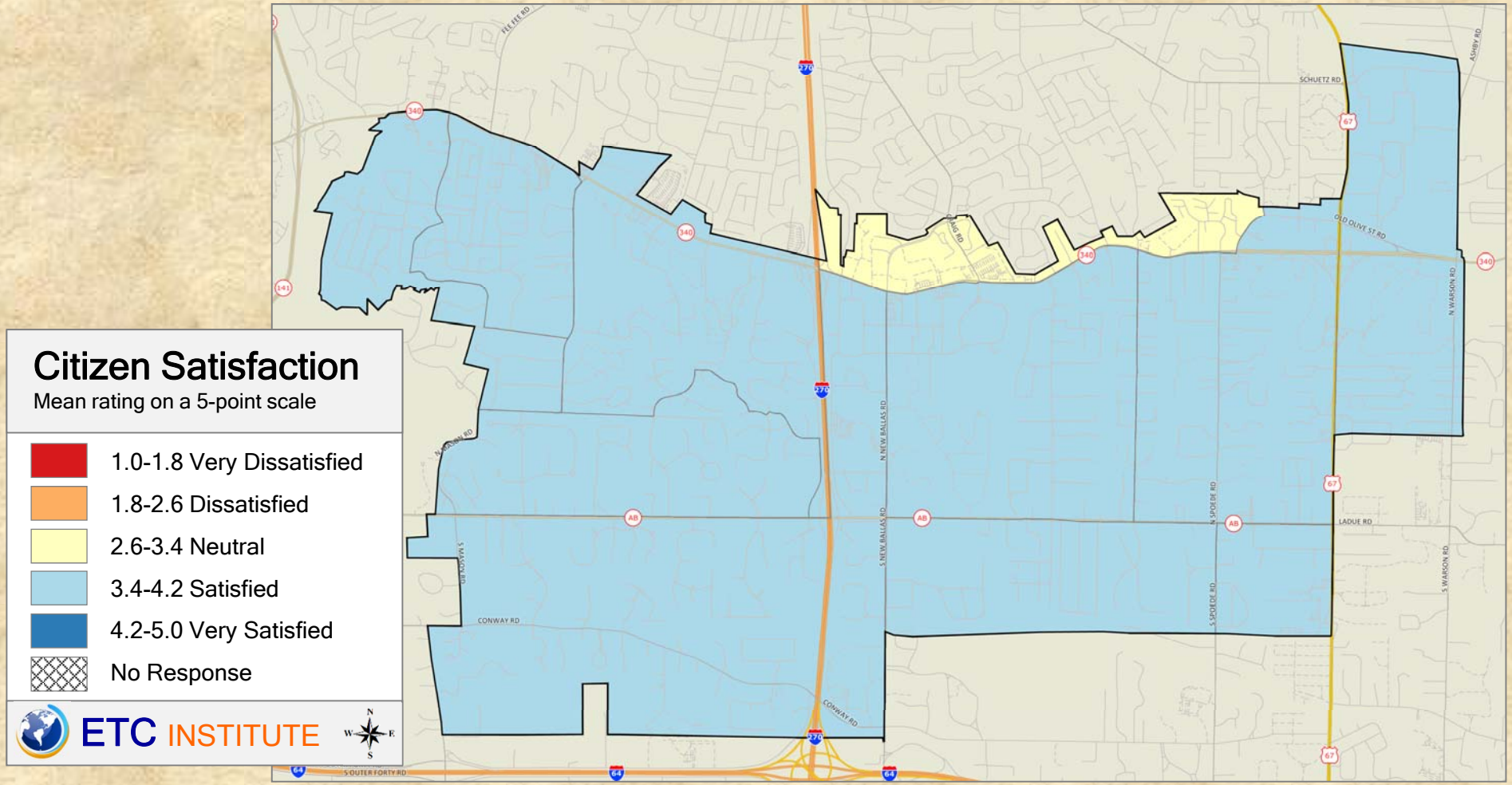
Q24-5 Satisfaction with overall quality of new residential development



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

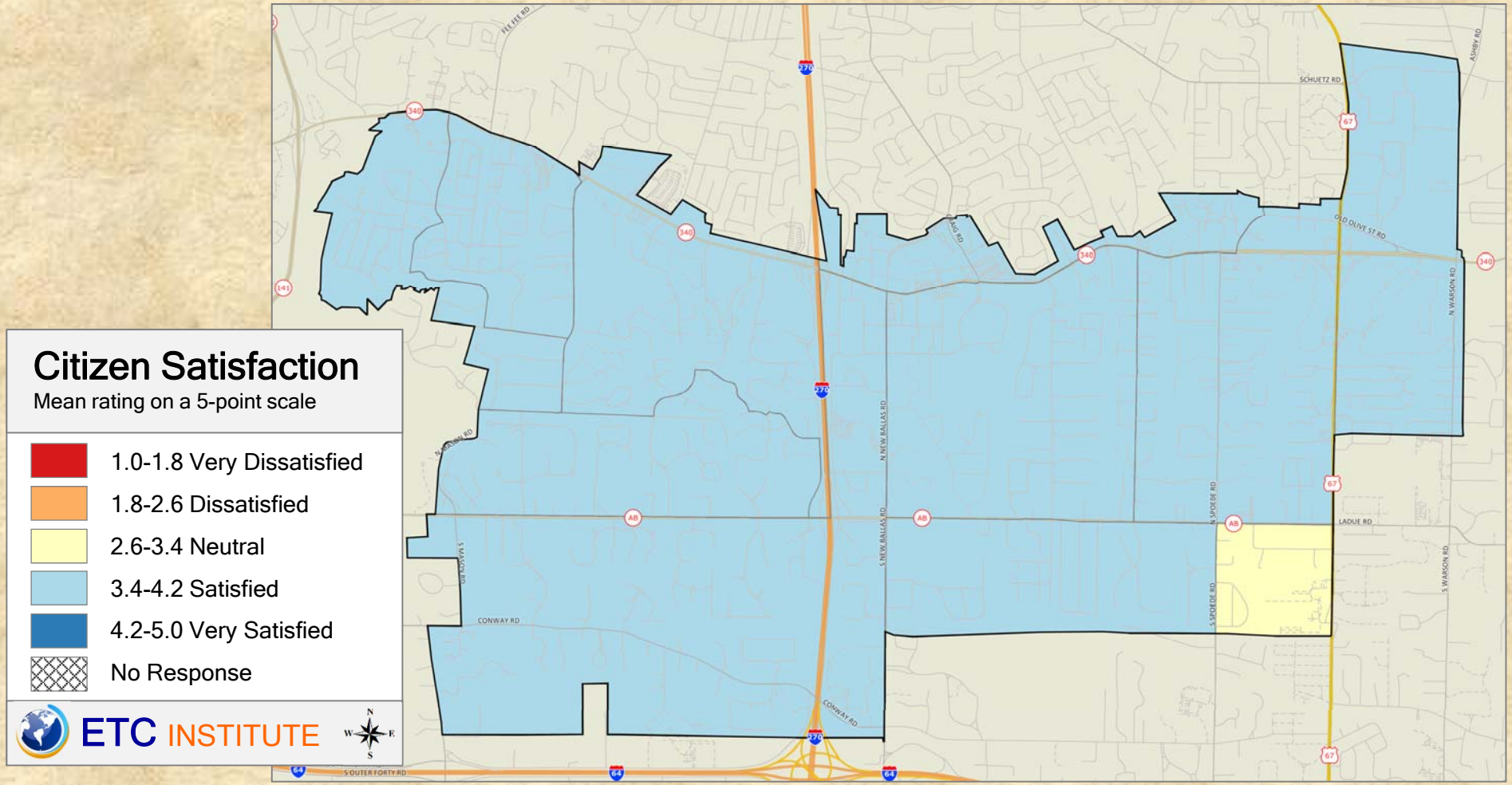
Q24-6 Satisfaction with overall quality of new commercial development



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

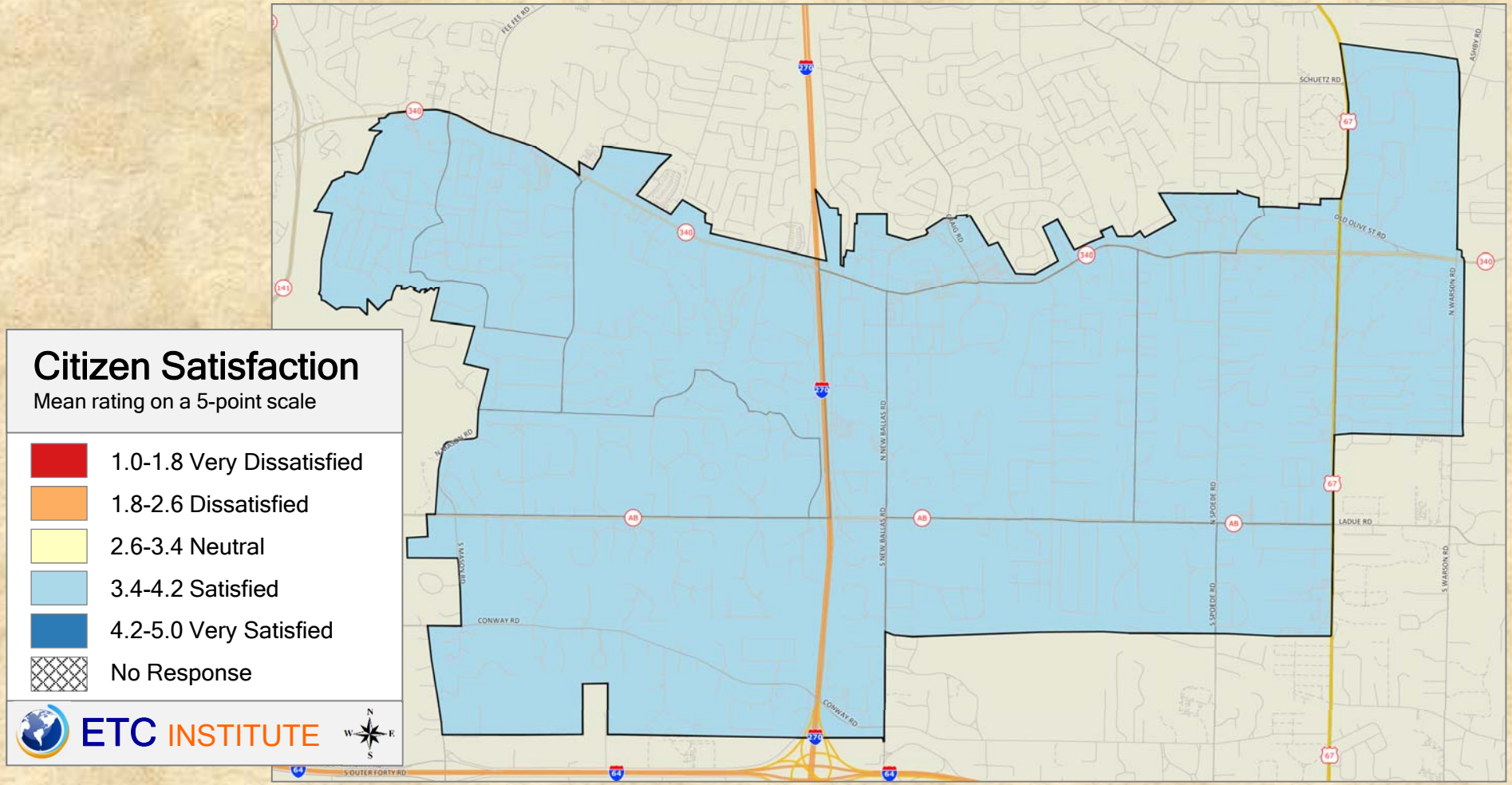
Q30-1 Satisfaction with maintenance of City streets



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

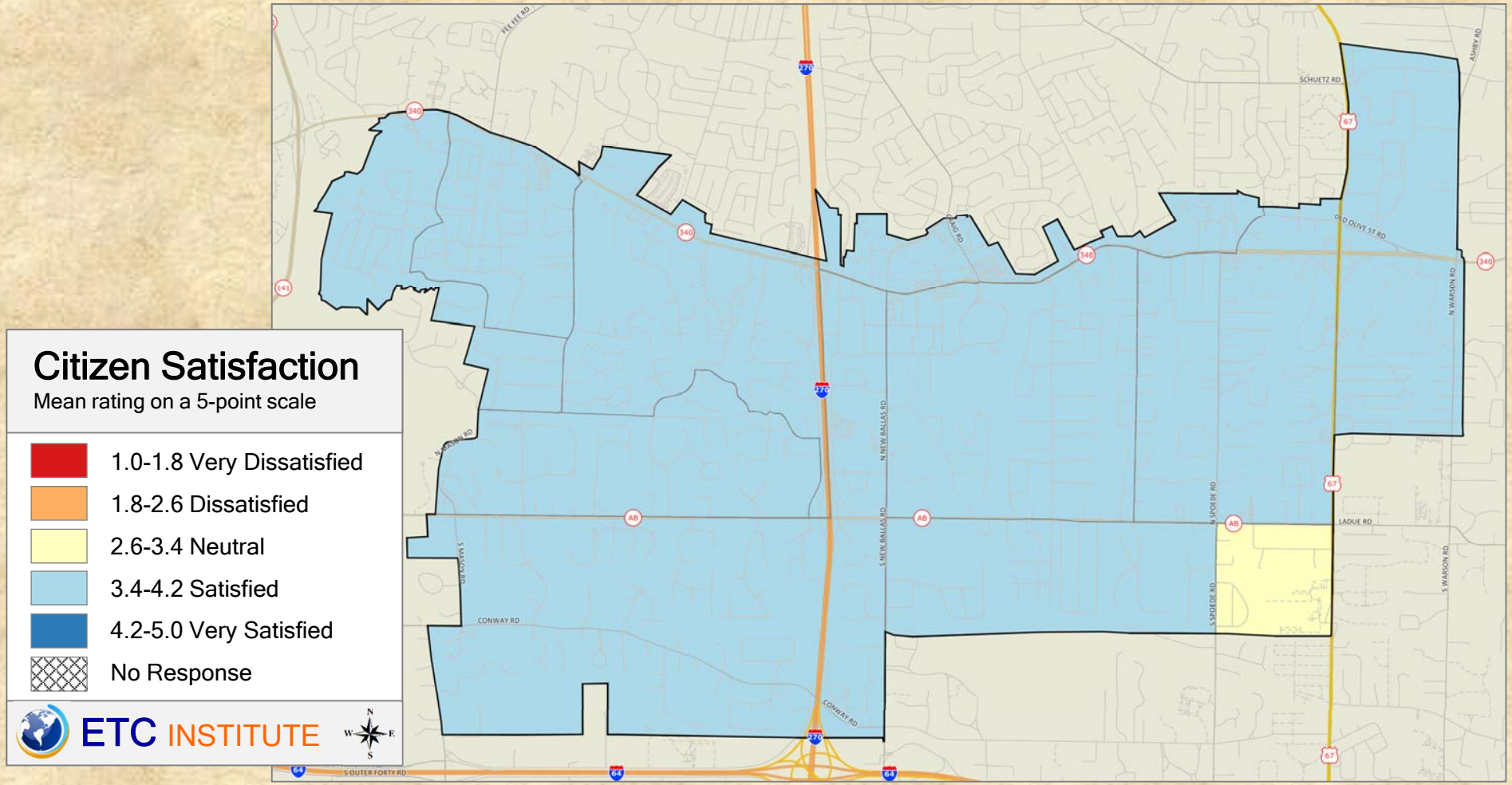
Q30-2 Satisfaction with condition of City sidewalks



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

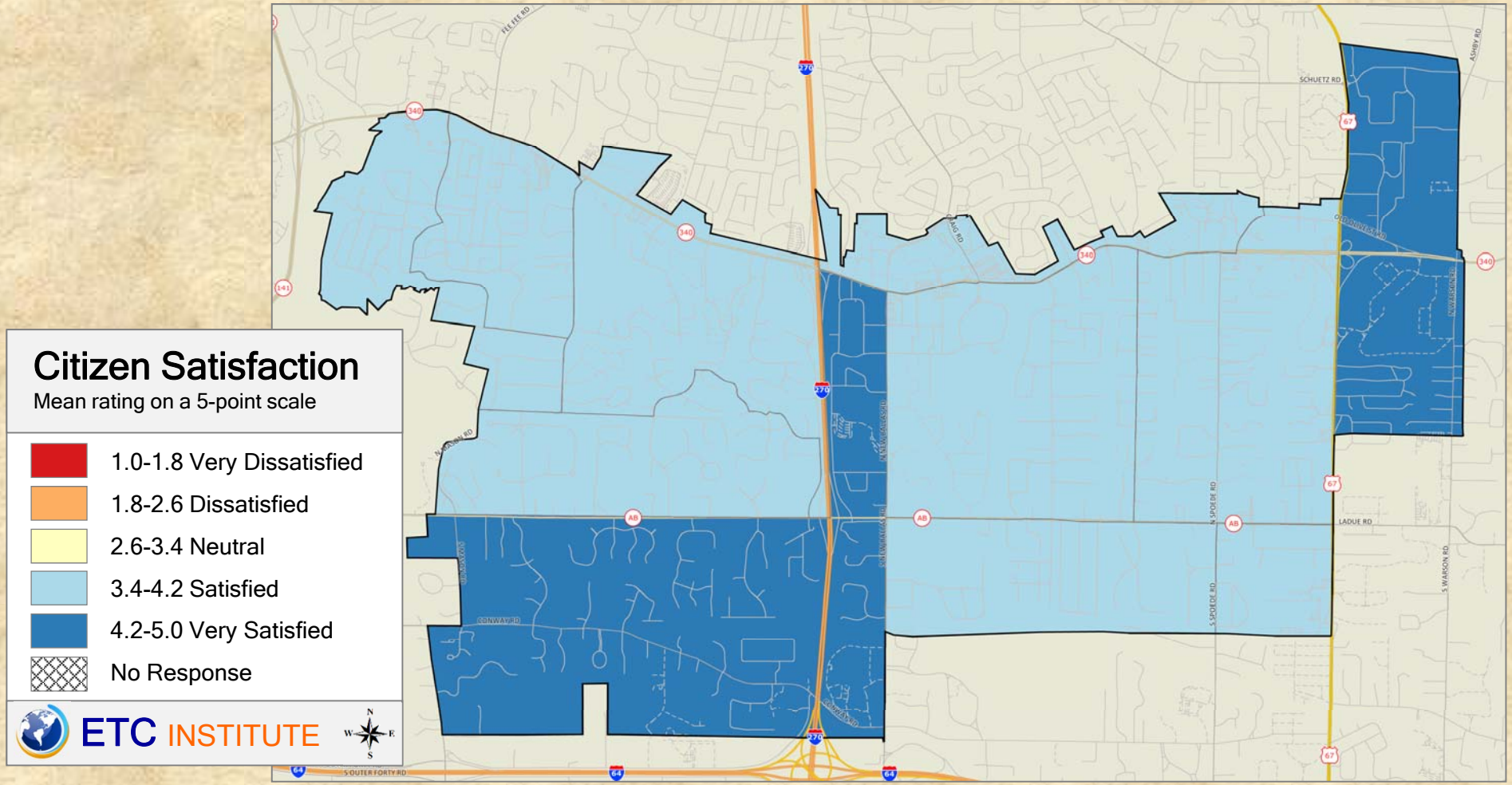
Q30-3 Satisfaction with adequacy of street lighting



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

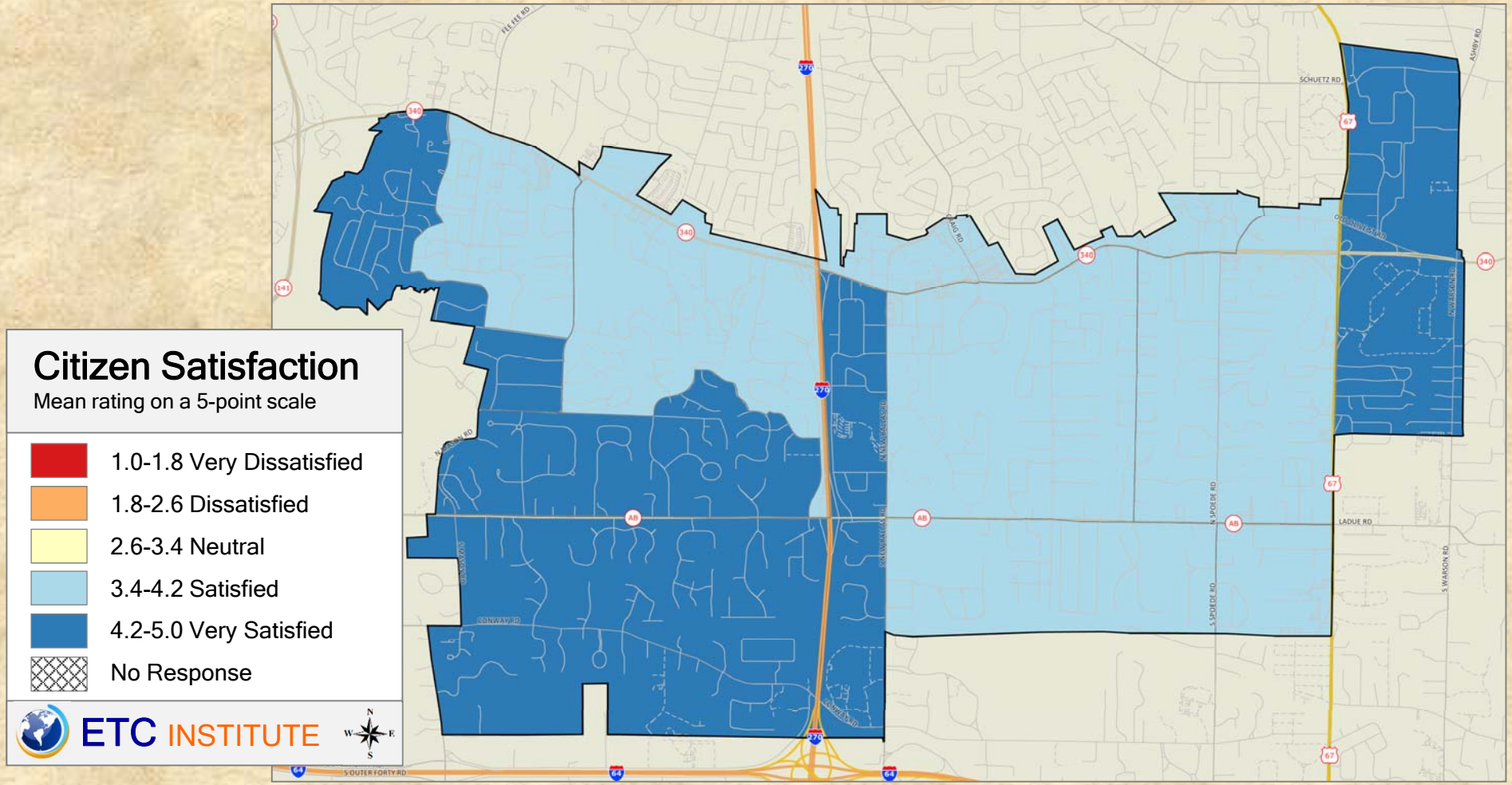
Q30-4 Satisfaction with snow/ice removal on City streets



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

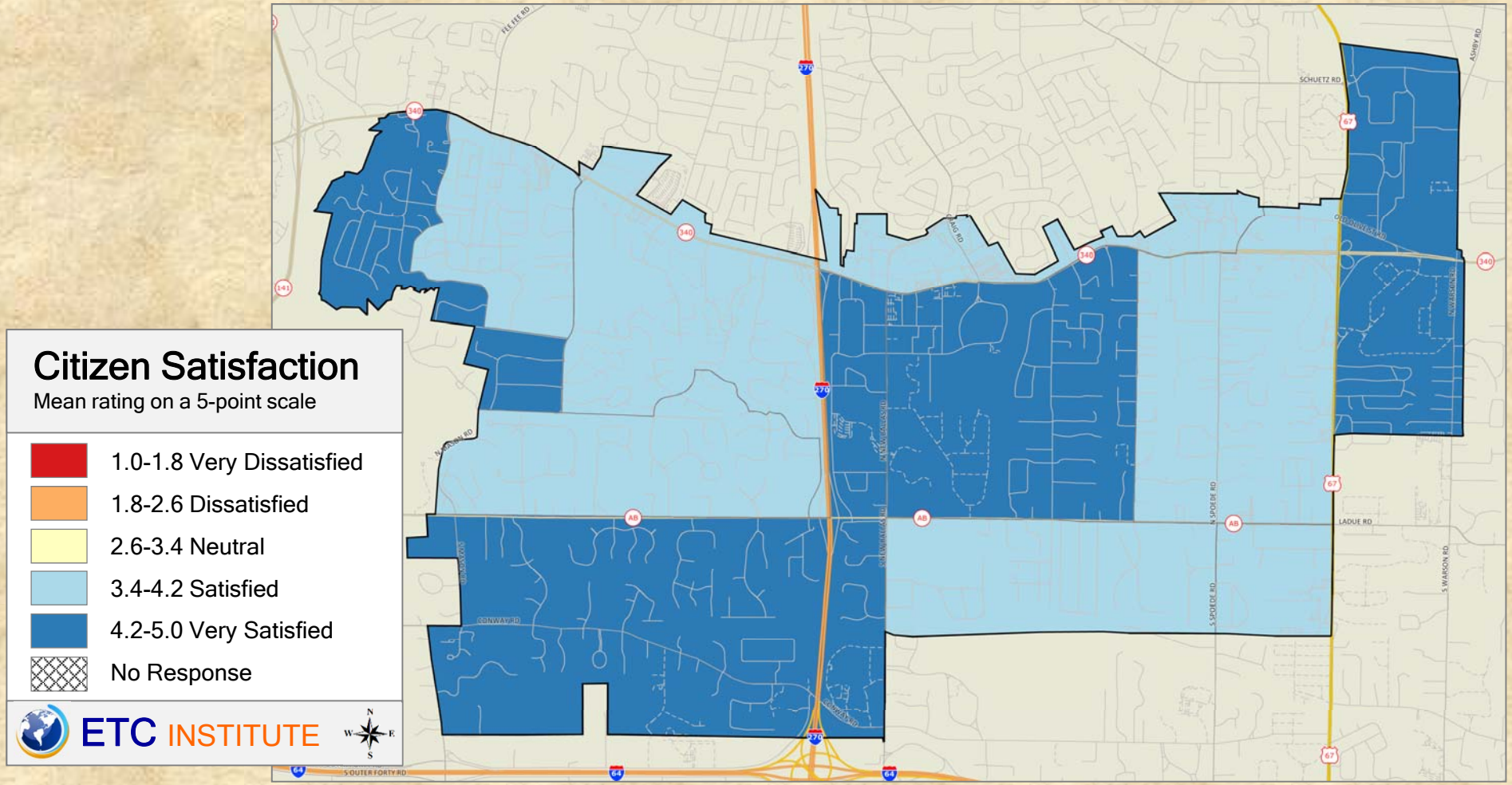
Q30-5 Satisfaction with appearance of landscaped medians



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q30-6 Satisfaction with cleanliness of City streets



2018 City of Creve Coeur, Missouri Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

2018 City of Creve Coeur Community Survey *Appendix B – Crosstabular Data*

...helping organizations make better decisions since 1982

Submitted to the City of Creve Coeur, MO by:
ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

June 2018

Appendix B Contents

Crosstabular Data by Number of Years in Creve Coeur B-1

Crosstabular Data by Age of Respondent B-59

Crosstabular Data by Race/Ethnicity B-116

Crosstabular Data by: Number of Years in Creve Coeur

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

N=577	Q38. 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	
Q1-1. As a place to live							
Excellent	46.2%	37.7%	56.9%	55.0%	60.3%	65.2%	59.1%
Good	53.8%	56.6%	40.0%	41.7%	37.3%	30.4%	37.3%
Neutral	0.0%	3.8%	3.1%	3.3%	1.6%	2.8%	2.6%
Fair	0.0%	0.0%	0.0%	0.0%	0.8%	1.2%	0.7%
Poor	0.0%	1.9%	0.0%	0.0%	0.0%	0.4%	0.4%
Q1-2. As a place to raise children							
Excellent	55.6%	44.7%	50.8%	48.2%	60.4%	66.7%	59.3%
Good	44.4%	44.7%	40.7%	46.4%	32.4%	27.4%	34.0%
Neutral	0.0%	10.6%	6.8%	5.4%	6.3%	4.3%	5.6%
Fair	0.0%	0.0%	1.7%	0.0%	0.9%	1.3%	1.0%
Poor	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.2%

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

N=577	Q38. 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	
Q1-3. As a place to work							
Excellent	50.0%	31.3%	53.1%	31.3%	47.6%	53.6%	47.9%
Good	25.0%	43.8%	30.6%	56.3%	32.9%	31.9%	35.6%
Neutral	25.0%	25.0%	16.3%	12.5%	17.1%	13.3%	15.5%
Fair	0.0%	0.0%	0.0%	0.0%	2.4%	1.2%	1.1%
Q1-4. As a City that is moving in right direction							
Excellent	30.0%	25.5%	40.3%	27.6%	27.6%	36.3%	33.1%
Good	10.0%	48.9%	33.9%	44.8%	48.3%	39.2%	41.3%
Neutral	50.0%	19.1%	19.4%	19.0%	22.4%	17.3%	19.6%
Fair	10.0%	4.3%	4.8%	6.9%	1.7%	3.8%	3.9%
Poor	0.0%	2.1%	1.6%	1.7%	0.0%	3.4%	2.1%

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

N=577	Q38. 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	
Q2-1. Overall quality of services provided by City of Creve Coeur							
Excellent	25.0%	34.0%	45.3%	41.7%	44.4%	50.4%	45.3%
Good	58.3%	44.0%	42.2%	50.0%	50.0%	42.3%	45.6%
Neutral	16.7%	20.0%	9.4%	5.0%	4.0%	4.5%	6.6%
Fair	0.0%	2.0%	1.6%	3.3%	1.6%	2.4%	2.1%
Poor	0.0%	0.0%	1.6%	0.0%	0.0%	0.4%	0.4%
Q2-2. Overall image of City							
Excellent	23.1%	22.6%	47.7%	35.0%	40.0%	43.1%	39.5%
Good	53.8%	60.4%	36.9%	55.0%	50.4%	47.6%	49.4%
Neutral	23.1%	17.0%	9.2%	6.7%	5.6%	6.1%	7.8%
Fair	0.0%	0.0%	6.2%	3.3%	4.0%	2.8%	3.2%
Poor	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.2%

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

N=577	Q38. 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	
Q2-3. Overall quality of life in City							
Excellent	30.8%	36.5%	43.8%	43.3%	46.0%	47.8%	44.8%
Good	53.8%	51.9%	46.9%	48.3%	47.6%	44.5%	47.1%
Neutral	15.4%	11.5%	7.8%	6.7%	5.6%	6.1%	6.9%
Fair	0.0%	0.0%	1.6%	1.7%	0.8%	1.2%	1.1%
Poor	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.2%
Q2-4. Overall value that you receive for your local tax & fees							
Excellent	12.5%	18.9%	33.3%	23.7%	29.4%	32.0%	28.8%
Good	75.0%	43.4%	34.9%	45.8%	41.3%	44.0%	43.1%
Neutral	12.5%	15.1%	19.0%	20.3%	23.0%	16.2%	18.6%
Fair	0.0%	13.2%	9.5%	5.1%	6.3%	6.6%	7.2%
Poor	0.0%	9.4%	3.2%	5.1%	0.0%	1.2%	2.3%

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

N=577	Q38. 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	
Q2-5. How well your community is planning for future							
Excellent	12.5%	20.5%	28.6%	19.2%	25.4%	34.4%	28.3%
Good	25.0%	46.2%	35.7%	46.2%	37.7%	37.6%	39.2%
Neutral	50.0%	20.5%	17.9%	23.1%	27.2%	18.1%	21.4%
Fair	12.5%	7.7%	10.7%	9.6%	5.3%	5.4%	6.7%
Poor	0.0%	5.1%	7.1%	1.9%	4.4%	4.5%	4.4%
Q2-6. Efforts to conserve energy & protect environment							
Excellent	0.0%	18.4%	22.6%	10.9%	30.1%	30.6%	25.9%
Good	25.0%	28.9%	35.8%	50.0%	36.9%	43.2%	40.3%
Neutral	62.5%	44.7%	28.3%	34.8%	25.2%	19.9%	26.4%
Fair	12.5%	5.3%	9.4%	4.3%	5.8%	3.9%	5.2%
Poor	0.0%	2.6%	3.8%	0.0%	1.9%	2.4%	2.2%

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

N=577	Q38. 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	
Q3-1. Overall maintenance of City parks							
Very satisfied	45.5%	38.0%	39.0%	39.7%	41.0%	44.6%	41.7%
Satisfied	54.5%	48.0%	52.5%	56.9%	53.0%	48.7%	51.4%
Neutral	0.0%	10.0%	6.8%	3.4%	3.4%	4.9%	5.0%
Dissatisfied	0.0%	2.0%	0.0%	0.0%	2.6%	1.3%	1.3%
Very dissatisfied	0.0%	2.0%	1.7%	0.0%	0.0%	0.4%	0.6%
Q3-2. Quality of limb chipping							
Very satisfied	60.0%	43.2%	48.3%	48.1%	42.2%	52.7%	48.7%
Satisfied	30.0%	34.1%	39.7%	40.7%	45.7%	38.1%	39.9%
Neutral	10.0%	20.5%	10.3%	9.3%	8.6%	6.3%	8.7%
Dissatisfied	0.0%	0.0%	1.7%	1.9%	3.4%	2.9%	2.5%
Very dissatisfied	0.0%	2.3%	0.0%	0.0%	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 using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=577	Q38. 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	
Q3-3. Quality of leaf vacuuming							
Very satisfied	50.0%	50.0%	50.8%	53.6%	46.6%	55.2%	52.0%
Satisfied	33.3%	30.4%	37.3%	33.9%	39.0%	35.7%	36.1%
Neutral	8.3%	10.9%	10.2%	8.9%	11.0%	5.4%	8.0%
Dissatisfied	8.3%	6.5%	1.7%	3.6%	1.7%	3.3%	3.2%
Very dissatisfied	0.0%	2.2%	0.0%	0.0%	1.7%	0.4%	0.7%
Q3-4. Overall quality of police services							
Very satisfied	41.7%	46.9%	56.5%	55.9%	56.5%	69.3%	61.1%
Satisfied	25.0%	46.9%	35.5%	30.5%	33.9%	23.4%	29.9%
Neutral	33.3%	4.1%	4.8%	8.5%	8.9%	5.7%	7.0%
Dissatisfied	0.0%	0.0%	1.6%	3.4%	0.8%	1.6%	1.4%
Very dissatisfied	0.0%	2.0%	1.6%	1.7%	0.0%	0.0%	0.5%

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

N=577	Q38. 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	
Q3-5. Overall quality of recreation services							
Very satisfied	25.0%	21.7%	31.0%	23.1%	31.8%	32.6%	30.0%
Satisfied	75.0%	54.3%	55.2%	48.1%	42.7%	45.9%	47.7%
Neutral	0.0%	19.6%	10.3%	26.9%	21.8%	18.8%	19.3%
Dissatisfied	0.0%	2.2%	3.4%	1.9%	2.7%	1.8%	2.2%
Very dissatisfied	0.0%	2.2%	0.0%	0.0%	0.9%	0.9%	0.8%
Q3-6. Overall quality of building inspections & permits							
Very satisfied	12.5%	10.3%	26.1%	15.1%	18.0%	19.0%	18.2%
Satisfied	25.0%	41.0%	34.8%	28.3%	31.0%	25.4%	29.2%
Neutral	50.0%	20.5%	19.6%	37.7%	32.0%	33.7%	31.6%
Dissatisfied	12.5%	10.3%	6.5%	13.2%	14.0%	14.6%	13.0%
Very dissatisfied	0.0%	17.9%	13.0%	5.7%	5.0%	7.3%	7.9%

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

N=577	Q38. 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	
Q3-7. Overall quality of municipal court services							
Very satisfied	50.0%	15.8%	26.7%	12.5%	22.2%	26.7%	23.9%
Satisfied	25.0%	36.8%	30.0%	37.5%	33.3%	27.6%	31.3%
Neutral	25.0%	42.1%	43.3%	50.0%	38.9%	37.9%	39.5%
Dissatisfied	0.0%	0.0%	0.0%	0.0%	3.7%	3.4%	2.5%
Very dissatisfied	0.0%	5.3%	0.0%	0.0%	1.9%	4.3%	2.9%
Q3-8. Overall enforcement of City codes & ordinances							
Very satisfied	33.3%	12.1%	23.9%	15.8%	16.3%	24.7%	21.0%
Satisfied	33.3%	42.4%	34.8%	31.6%	44.2%	32.6%	36.6%
Neutral	16.7%	24.2%	28.3%	34.2%	24.4%	28.1%	27.1%
Dissatisfied	16.7%	12.1%	6.5%	13.2%	11.6%	10.1%	10.5%
Very dissatisfied	0.0%	9.1%	6.5%	5.3%	3.5%	4.5%	4.9%

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

N=577	Q38. 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	
Q3-9. Overall quality of customer service you receive from City employees							
Very satisfied	44.4%	32.5%	38.6%	28.0%	31.5%	37.3%	34.8%
Satisfied	44.4%	35.0%	38.6%	48.0%	43.5%	42.7%	42.6%
Neutral	11.1%	15.0%	17.5%	18.0%	19.4%	15.9%	16.8%
Dissatisfied	0.0%	10.0%	3.5%	4.0%	4.6%	2.3%	3.7%
Very dissatisfied	0.0%	7.5%	1.8%	2.0%	0.9%	1.8%	2.0%
Q3-10. Overall effectiveness of City communication							
Very satisfied	25.0%	37.5%	38.5%	29.3%	32.5%	34.3%	34.0%
Satisfied	58.3%	35.4%	41.5%	60.3%	45.8%	47.6%	47.1%
Neutral	16.7%	22.9%	15.4%	5.2%	18.3%	13.7%	14.8%
Dissatisfied	0.0%	2.1%	1.5%	3.4%	1.7%	2.6%	2.2%
Very dissatisfied	0.0%	2.1%	3.1%	1.7%	1.7%	1.7%	1.8%

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

N=577	Q38. 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	
Q4. Sum of top 3 choices							
Overall maintenance of City parks	38.5%	45.3%	32.3%	33.3%	29.7%	25.7%	30.2%
Quality of limb chipping	7.7%	9.4%	16.9%	15.0%	11.7%	15.0%	13.7%
Quality of leaf vacuuming	0.0%	15.1%	15.4%	10.0%	16.4%	16.2%	14.9%
Overall quality of police services	38.5%	45.3%	44.6%	50.0%	50.8%	43.9%	46.4%
Overall quality of recreation services	46.2%	49.1%	35.4%	28.3%	31.3%	18.6%	28.1%
Overall quality of building inspections & permits	23.1%	30.2%	20.0%	23.3%	21.1%	23.3%	22.9%
Overall quality of municipal court services	30.8%	5.7%	6.2%	5.0%	7.8%	5.5%	6.6%
Overall enforcement of City codes & ordinances	15.4%	26.4%	32.3%	26.7%	21.9%	26.1%	25.5%

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

N=577	Q38. 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	
Q4. Sum of top 3 choices (cont.)							
Overall quality of customer service you receive from City employees	30.8%	18.9%	13.8%	25.0%	16.4%	17.4%	18.0%
Overall effectiveness of City communication	38.5%	26.4%	23.1%	25.0%	26.6%	23.3%	25.1%
None chosen	0.0%	5.7%	16.9%	13.3%	13.3%	22.1%	16.6%

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

N=577	Q38. 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	
Q6. Do you live in a single-family home or townhome?							
Yes	76.9%	75.5%	80.0%	91.7%	85.9%	92.1%	87.5%
No	23.1%	24.5%	20.0%	8.3%	14.1%	7.9%	12.5%

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

N=505	Q38. 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	
Q6a. How satisfied are you with City's trash & recycling service?							
Very satisfied	80.0%	52.5%	56.0%	80.0%	60.6%	66.8%	65.1%
Satisfied	20.0%	42.5%	36.0%	16.4%	28.4%	27.5%	28.3%
Neutral	0.0%	2.5%	6.0%	1.8%	7.3%	4.4%	4.6%
Dissatisfied	0.0%	2.5%	0.0%	1.8%	1.8%	0.9%	1.2%
Very dissatisfied	0.0%	0.0%	2.0%	0.0%	1.8%	0.4%	0.8%

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

N=577	Q38. 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	
Q7-1. City efforts to keep you informed about important issues							
Very satisfied	50.0%	30.8%	45.3%	38.3%	35.5%	42.0%	39.4%
Satisfied	41.7%	51.9%	43.8%	43.3%	45.5%	43.3%	45.1%
Neutral	8.3%	9.6%	10.9%	16.7%	16.5%	11.8%	12.9%
Dissatisfied	0.0%	7.7%	0.0%	1.7%	2.5%	1.6%	2.1%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	0.5%
Q7-2. Quality of City's newsletter							
Very satisfied	58.3%	37.5%	47.7%	40.7%	42.7%	44.3%	43.6%
Satisfied	25.0%	52.1%	40.0%	47.5%	42.7%	43.0%	43.6%
Neutral	16.7%	6.3%	12.3%	11.9%	11.3%	10.2%	10.6%
Dissatisfied	0.0%	2.1%	0.0%	0.0%	3.2%	2.0%	1.8%
Very dissatisfied	0.0%	2.1%	0.0%	0.0%	0.0%	0.4%	0.4%

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

N=577	Q38. 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	
Q7-3. City efforts to keep you informed about planning & zoning matters							
Very satisfied	20.0%	27.1%	37.1%	25.9%	27.5%	32.2%	30.5%
Satisfied	40.0%	35.4%	27.4%	44.8%	41.7%	39.6%	39.1%
Neutral	40.0%	29.2%	29.0%	22.4%	20.0%	19.2%	21.9%
Dissatisfied	0.0%	6.3%	4.8%	5.2%	9.2%	6.9%	6.8%
Very dissatisfied	0.0%	2.1%	1.6%	1.7%	1.7%	2.0%	1.8%
Q7-4. Availability of information about City programs & services							
Very satisfied	16.7%	34.0%	38.1%	23.7%	32.5%	34.7%	33.0%
Satisfied	41.7%	36.2%	31.7%	45.8%	42.3%	44.8%	42.2%
Neutral	41.7%	19.1%	28.6%	28.8%	20.3%	17.2%	21.0%
Dissatisfied	0.0%	8.5%	1.6%	1.7%	4.1%	2.5%	3.1%
Very dissatisfied	0.0%	2.1%	0.0%	0.0%	0.8%	0.8%	0.7%

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

N=577	Q38. 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	
Q7-5. Level of public involvement in local decision making							
Very satisfied	11.1%	27.5%	31.0%	12.2%	21.8%	23.4%	22.8%
Satisfied	11.1%	22.5%	27.6%	32.7%	33.7%	30.7%	30.3%
Neutral	66.7%	32.5%	32.8%	44.9%	35.6%	33.2%	35.5%
Dissatisfied	11.1%	10.0%	6.9%	8.2%	6.9%	5.4%	6.7%
Very dissatisfied	0.0%	7.5%	1.7%	2.0%	2.0%	7.3%	4.7%
Q7-6. Quality of City's social media (e.g. Facebook, Twitter)							
Very satisfied	20.0%	12.0%	22.6%	24.0%	20.7%	18.9%	19.7%
Satisfied	0.0%	36.0%	22.6%	16.0%	31.0%	25.6%	26.1%
Neutral	80.0%	44.0%	41.9%	56.0%	39.7%	50.0%	47.1%
Dissatisfied	0.0%	4.0%	6.5%	4.0%	6.9%	4.4%	5.0%
Very dissatisfied	0.0%	4.0%	6.5%	0.0%	1.7%	1.1%	2.1%

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

N=577	Q38. 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	
Q7-7. Quality of City's website							
Very satisfied	16.7%	19.4%	17.8%	23.3%	19.5%	20.8%	20.3%
Satisfied	33.3%	50.0%	37.8%	37.2%	41.4%	40.9%	40.8%
Neutral	33.3%	16.7%	37.8%	34.9%	32.2%	32.5%	32.0%
Dissatisfied	0.0%	8.3%	2.2%	4.7%	5.7%	3.9%	4.5%
Very dissatisfied	16.7%	5.6%	4.4%	0.0%	1.1%	1.9%	2.4%

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

N=577	Q38. 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	
Q8. Sum of top 2 choices							
City efforts to keep you informed about important issues	23.1%	43.4%	36.9%	33.3%	44.5%	37.5%	39.3%
Quality of City's newsletter	7.7%	7.5%	7.7%	10.0%	12.5%	11.5%	10.6%
City efforts to keep you informed about planning & zoning matters	15.4%	37.7%	26.2%	30.0%	34.4%	36.0%	33.6%
Availability of information about City programs & services	23.1%	28.3%	26.2%	30.0%	23.4%	20.2%	23.4%
Level of public involvement in local decision making	38.5%	32.1%	24.6%	35.0%	28.1%	26.1%	28.2%
Quality of City's social media (e.g. Facebook, Twitter)	15.4%	5.7%	15.4%	8.3%	5.5%	2.4%	5.7%
Quality of City's website	15.4%	18.9%	26.2%	20.0%	15.6%	13.8%	16.6%
None chosen	23.1%	9.4%	16.9%	15.0%	17.2%	24.1%	19.2%

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

N=577	Q38. 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	
Q9. How often would you say you read City's newsletter?							
Every month	58.3%	73.6%	67.7%	72.9%	84.7%	87.4%	81.2%
A few times a year	33.3%	18.9%	27.7%	23.7%	11.3%	11.0%	15.4%
Never	8.3%	7.5%	4.6%	3.4%	4.0%	1.6%	3.4%

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

N=577	Q38. 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	
Q11-1. Maintenance of City parks							
Very satisfied	40.0%	37.8%	41.4%	40.0%	41.7%	42.2%	40.9%
Satisfied	60.0%	51.1%	50.0%	52.7%	47.2%	48.3%	49.5%
Neutral	0.0%	6.7%	6.9%	7.3%	8.3%	7.1%	7.3%
Dissatisfied	0.0%	4.4%	0.0%	0.0%	2.8%	1.4%	1.6%
Very dissatisfied	0.0%	0.0%	1.7%	0.0%	0.0%	0.9%	0.6%
Q11-2. Number of City parks							
Very satisfied	30.0%	26.1%	33.9%	37.7%	38.5%	35.9%	35.3%
Satisfied	30.0%	50.0%	42.4%	45.3%	45.0%	48.8%	46.7%
Neutral	40.0%	10.9%	16.9%	13.2%	10.1%	10.5%	12.0%
Dissatisfied	0.0%	10.9%	6.8%	3.8%	4.6%	4.8%	5.3%
Very dissatisfied	0.0%	2.2%	0.0%	0.0%	1.8%	0.0%	0.6%

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

N=577	Q38. 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	
Q11-3. Number of walking/biking trails							
Very satisfied	12.5%	18.6%	20.3%	18.9%	26.0%	25.1%	23.2%
Satisfied	25.0%	32.6%	22.0%	45.3%	27.9%	41.4%	35.4%
Neutral	37.5%	20.9%	28.8%	18.9%	24.0%	18.2%	21.5%
Dissatisfied	25.0%	23.3%	23.7%	17.0%	18.3%	10.8%	16.0%
Very dissatisfied	0.0%	4.7%	5.1%	0.0%	3.8%	4.4%	3.8%
Q11-4. Overall satisfaction with Ice Arena							
Very satisfied	20.0%	14.8%	35.1%	9.7%	26.8%	24.1%	23.5%
Satisfied	20.0%	59.3%	29.7%	74.2%	40.8%	34.6%	41.4%
Neutral	60.0%	11.1%	32.4%	16.1%	23.9%	33.8%	28.3%
Dissatisfied	0.0%	7.4%	2.7%	0.0%	7.0%	3.8%	4.2%
Very dissatisfied	0.0%	7.4%	0.0%	0.0%	1.4%	3.8%	2.6%

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

N=577	Q38. 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	
Q11-5. Overall satisfaction with Golf Course							
Very satisfied	33.3%	14.3%	36.1%	12.5%	30.2%	26.1%	26.1%
Satisfied	16.7%	38.1%	27.8%	50.0%	30.2%	33.1%	33.2%
Neutral	33.3%	42.9%	30.6%	33.3%	34.9%	26.8%	30.8%
Dissatisfied	16.7%	4.8%	5.6%	4.2%	3.2%	7.7%	6.1%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	1.6%	6.3%	3.7%
Q11-6. Overall satisfaction with Dog Park							
Very satisfied	14.3%	22.2%	29.6%	23.1%	30.6%	27.9%	27.0%
Satisfied	28.6%	50.0%	33.3%	38.5%	32.7%	30.8%	33.5%
Neutral	57.1%	22.2%	33.3%	38.5%	32.7%	34.6%	34.8%
Dissatisfied	0.0%	5.6%	3.7%	0.0%	2.0%	3.8%	3.0%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	2.0%	2.9%	1.7%

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

N=577	Q38. 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	
Q11-7. Youth recreation programs							
Very satisfied	25.0%	5.3%	24.1%	3.7%	13.5%	23.7%	17.3%
Satisfied	25.0%	31.6%	24.1%	48.1%	44.2%	29.9%	34.6%
Neutral	50.0%	21.1%	37.9%	37.0%	32.7%	38.1%	35.9%
Dissatisfied	0.0%	31.6%	13.8%	11.1%	7.7%	5.2%	9.5%
Very dissatisfied	0.0%	10.5%	0.0%	0.0%	1.9%	3.1%	2.6%
Q11-8. Adult recreation programs							
Very satisfied	0.0%	10.0%	27.6%	7.1%	15.0%	18.9%	16.5%
Satisfied	33.3%	35.0%	24.1%	39.3%	36.7%	22.5%	29.4%
Neutral	33.3%	30.0%	37.9%	46.4%	36.7%	42.3%	40.0%
Dissatisfied	33.3%	15.0%	10.3%	7.1%	8.3%	10.8%	10.2%
Very dissatisfied	0.0%	10.0%	0.0%	0.0%	3.3%	5.4%	3.9%

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

N=577	Q38. 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	
Q11-9. Senior programs							
Very satisfied	50.0%	15.4%	33.3%	7.1%	15.6%	21.4%	20.0%
Satisfied	0.0%	30.8%	25.0%	50.0%	31.1%	19.4%	25.9%
Neutral	50.0%	30.8%	37.5%	42.9%	46.7%	39.8%	41.0%
Dissatisfied	0.0%	15.4%	4.2%	0.0%	6.7%	12.6%	9.3%
Very dissatisfied	0.0%	7.7%	0.0%	0.0%	0.0%	6.8%	3.9%
Q11-10. Maintenance of historic buildings in Conway, Millennium & Lake School Parks							
Very satisfied	40.0%	19.2%	47.6%	18.9%	29.6%	33.1%	31.6%
Satisfied	40.0%	38.5%	28.6%	51.4%	42.0%	41.4%	40.7%
Neutral	20.0%	38.5%	21.4%	29.7%	25.9%	19.7%	23.9%
Dissatisfied	0.0%	3.8%	2.4%	0.0%	2.5%	4.5%	3.1%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.6%

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

N=577	Q38. 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	
Q12. Sum of top 2 choices							
Maintenance of City parks	30.8%	37.7%	36.9%	28.3%	31.3%	32.0%	32.4%
Number of City parks	7.7%	24.5%	9.2%	6.7%	12.5%	9.1%	10.9%
Number of walking/biking trails	30.8%	32.1%	35.4%	43.3%	40.6%	27.7%	33.3%
Overall satisfaction with Ice Arena	0.0%	11.3%	12.3%	5.0%	6.3%	5.9%	6.9%
Overall satisfaction with Golf Course	7.7%	11.3%	10.8%	11.7%	8.6%	13.0%	11.4%
Overall satisfaction with Dog Park	23.1%	3.8%	4.6%	3.3%	1.6%	2.4%	3.1%
Youth recreation programs	7.7%	20.8%	16.9%	20.0%	13.3%	5.1%	11.4%
Adult recreation programs	23.1%	17.0%	4.6%	6.7%	11.7%	12.3%	11.3%
Senior programs	0.0%	7.5%	6.2%	3.3%	20.3%	17.0%	14.4%
Maintenance of historic buildings in Conway, Millennium & Lake School Parks	7.7%	1.9%	6.2%	8.3%	5.5%	5.5%	5.7%
None chosen	30.8%	15.1%	26.2%	30.0%	21.1%	30.8%	26.5%

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

N=577	Q38. 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	
Q13. How many times have you visited one of City's parks in last two years?							
None	9.1%	3.8%	6.3%	6.8%	11.7%	11.7%	10.2%
1-4 times	18.2%	32.7%	26.6%	23.7%	32.5%	36.7%	32.2%
5-9 times	45.5%	23.1%	20.3%	16.9%	21.7%	16.1%	19.1%
10+ times	27.3%	40.4%	46.9%	52.5%	34.2%	35.5%	38.5%

Q14. Do you support the expansion of off-street pedestrian trails utilizing Ameren utility easements, abandoned railroad property and subdivision common ground? (without "not provided")

N=577	Q38. 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	
Q14. Do you support expansion of off-street pedestrian trails utilizing Ameren utility easements, abandoned railroad property & subdivision common ground?							
Very supportive	58.3%	53.8%	68.8%	64.4%	62.0%	52.0%	57.4%
Somewhat supportive	25.0%	28.8%	23.4%	30.5%	26.4%	27.2%	27.2%
Not supportive	0.0%	9.6%	3.1%	1.7%	3.3%	9.6%	6.4%
Not sure	16.7%	7.7%	4.7%	3.4%	8.3%	11.2%	9.1%

Q15. Golf course user fees fall short of covering course expenses by about $100,000 annually, or a little less than 1% of the city's operating budget. Knowing this, do you believe the City should continue to operate the golf course in the future? (without "not provided")

N=577	Q38. 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	
Q15. Do you believe City should continue to operate Golf Course in the future?							
Very supportive	16.7%	33.3%	32.3%	25.4%	34.5%	42.5%	36.0%
Somewhat supportive	8.3%	35.3%	20.0%	30.5%	22.7%	20.2%	22.9%
Not supportive	50.0%	25.5%	40.0%	22.0%	21.0%	23.1%	25.4%
Not sure	25.0%	5.9%	7.7%	22.0%	21.8%	14.2%	15.6%

Q16. A parks and stormwater sales tax could be adopted with voter approval to expand parks and recreation facilities and programs and improve stormwater management in the community. Would you support a ½ cent sales tax for parks and stormwater? (without "not provided")

N=577	Q38. 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	
Q16. Would you support a 1/2 cent sales tax for parks & stormwater?							
Very supportive	25.0%	37.3%	52.3%	35.6%	26.3%	28.9%	32.2%
Somewhat supportive	50.0%	33.3%	21.5%	30.5%	37.3%	32.1%	32.2%
Not supportive	16.7%	19.6%	13.8%	25.4%	27.1%	27.2%	24.8%
Not sure	8.3%	9.8%	12.3%	8.5%	9.3%	11.8%	10.8%

Q18. Feeling of Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=577	Q38. 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	
Q18-1. Walking alone in your neighborhood during the day							
Very safe	91.7%	80.8%	79.7%	74.6%	79.3%	78.0%	78.7%
Safe	8.3%	19.2%	18.8%	22.0%	19.8%	18.4%	19.0%
Neutral	0.0%	0.0%	1.6%	3.4%	0.0%	2.4%	1.6%
Unsafe	0.0%	0.0%	0.0%	0.0%	0.8%	0.8%	0.5%
Very unsafe	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.2%
Q18-2. Walking alone in your neighborhood at night							
Very safe	41.7%	36.0%	48.4%	42.1%	37.4%	40.6%	40.6%
Safe	50.0%	46.0%	37.5%	38.6%	38.2%	35.6%	38.1%
Neutral	0.0%	12.0%	10.9%	15.8%	15.4%	15.9%	14.4%
Unsafe	8.3%	6.0%	3.1%	3.5%	7.3%	5.4%	5.5%
Very unsafe	0.0%	0.0%	0.0%	0.0%	1.6%	2.5%	1.5%

Q18. Feeling of Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=577	Q38. 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	
Q18-3. In City parks							
Very safe	33.3%	25.0%	32.3%	33.3%	30.7%	27.9%	29.4%
Safe	44.4%	52.5%	41.9%	41.7%	43.6%	35.0%	40.3%
Neutral	22.2%	17.5%	21.0%	18.8%	16.8%	27.9%	22.7%
Unsafe	0.0%	5.0%	4.8%	4.2%	7.9%	5.6%	5.7%
Very unsafe	0.0%	0.0%	0.0%	2.1%	1.0%	3.6%	2.0%

Q19. Public Safety. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Creve Coeur. (without "don't know")

N=577	Q38. 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	
Q19-1. Overall quality of local police protection							
Very satisfied	70.0%	58.0%	54.0%	54.2%	57.4%	62.4%	59.4%
Satisfied	30.0%	36.0%	42.9%	35.6%	36.5%	33.9%	35.6%
Neutral	0.0%	4.0%	0.0%	5.1%	6.1%	2.0%	3.1%
Dissatisfied	0.0%	0.0%	1.6%	3.4%	0.0%	0.8%	0.9%
Very dissatisfied	0.0%	2.0%	1.6%	1.7%	0.0%	0.8%	0.9%
Q19-2. Visibility of police in neighborhoods							
Very satisfied	27.3%	33.3%	47.7%	32.8%	32.8%	40.4%	37.5%
Satisfied	18.2%	45.1%	33.8%	44.8%	37.8%	41.2%	40.4%
Neutral	36.4%	15.7%	13.8%	19.0%	25.2%	11.4%	16.2%
Dissatisfied	18.2%	3.9%	4.6%	1.7%	4.2%	5.7%	4.9%
Very dissatisfied	0.0%	2.0%	0.0%	1.7%	0.0%	1.2%	0.9%

Q19. Public Safety. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Creve Coeur. (without "don't know")

N=577	Q38. 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	
Q19-3. Visibility of police in commercial & retail areas							
Very satisfied	27.3%	30.6%	46.8%	27.6%	28.9%	34.6%	33.3%
Satisfied	36.4%	46.9%	30.6%	44.8%	38.6%	44.6%	42.2%
Neutral	36.4%	18.4%	17.7%	22.4%	29.8%	18.2%	21.4%
Dissatisfied	0.0%	2.0%	3.2%	3.4%	2.6%	1.7%	2.3%
Very dissatisfied	0.0%	2.0%	1.6%	1.7%	0.0%	0.9%	0.9%
Q19-4. How quickly police respond to emergencies							
Very satisfied	40.0%	34.5%	69.6%	58.5%	46.1%	61.3%	56.3%
Satisfied	60.0%	48.3%	19.6%	26.8%	39.3%	31.2%	33.0%
Neutral	0.0%	13.8%	10.9%	9.8%	12.4%	7.0%	9.2%
Dissatisfied	0.0%	0.0%	0.0%	2.4%	2.2%	0.0%	0.7%
Very dissatisfied	0.0%	3.4%	0.0%	2.4%	0.0%	0.5%	0.7%

Q19. Public Safety. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Creve Coeur. (without "don't know")

N=577	Q38. 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	
Q19-5. Efforts to prevent crime							
Very satisfied	14.3%	27.8%	48.1%	34.7%	41.8%	44.7%	41.5%
Satisfied	28.6%	55.6%	31.5%	42.9%	34.7%	40.6%	39.8%
Neutral	42.9%	11.1%	13.0%	16.3%	21.4%	11.9%	14.8%
Dissatisfied	14.3%	0.0%	5.6%	4.1%	2.0%	1.8%	2.6%
Very dissatisfied	0.0%	5.6%	1.9%	2.0%	0.0%	0.9%	1.3%
Q19-6. Enforcement of local traffic laws							
Very satisfied	25.0%	27.9%	47.5%	21.2%	33.9%	32.6%	32.9%
Satisfied	62.5%	51.2%	29.5%	40.4%	40.4%	44.2%	42.0%
Neutral	12.5%	11.6%	16.4%	23.1%	16.5%	17.4%	17.1%
Dissatisfied	0.0%	7.0%	4.9%	9.6%	7.3%	2.7%	5.2%
Very dissatisfied	0.0%	2.3%	1.6%	5.8%	1.8%	3.1%	2.8%

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? (top 2)

N=577	Q38. 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	
Q20. Sum of top 2 choices							
Overall quality of local police protection	38.5%	22.6%	26.2%	23.3%	25.8%	26.5%	26.0%
Visibility of police in neighborhoods	53.8%	47.2%	35.4%	41.7%	45.3%	37.9%	40.9%
Visibility of police in commercial & retail areas	23.1%	26.4%	10.8%	23.3%	22.7%	25.7%	23.2%
How quickly police respond to emergencies	7.7%	15.1%	15.4%	11.7%	20.3%	19.8%	17.9%
Efforts to prevent crime	38.5%	47.2%	43.1%	43.3%	31.3%	26.5%	33.4%
Enforcement of local traffic laws	0.0%	13.2%	23.1%	10.0%	11.7%	9.9%	12.0%
None chosen	15.4%	13.2%	21.5%	21.7%	18.8%	22.9%	20.5%

Q22. Have you had any contact with the Creve Coeur Police Department in the last year?

N=577	Q38. 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	
Q22. Have you had any contact with Creve Coeur Police Department in last year?							
Yes	23.1%	49.1%	55.4%	46.7%	34.4%	42.3%	42.3%
No	76.9%	50.9%	44.6%	53.3%	65.6%	57.7%	57.7%

Q22a. What type of contact have you had with the Creve Coeur Police Department most recently?

N=244	Q38. 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	
Q22a. What type of contact have you had?							
Reported a crime (e.g. burglary, domestic violence, assault)	0.0%	19.2%	19.4%	14.3%	15.9%	13.1%	15.2%
Traffic stop	0.0%	11.5%	11.1%	7.1%	11.4%	3.7%	7.4%
Criminal arrest	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.4%
Crime prevention or safety promotion program	33.3%	23.1%	5.6%	10.7%	11.4%	17.8%	14.8%
Police assistance (e.g. motorist assist, response to an alarm)	0.0%	15.4%	16.7%	17.9%	27.3%	28.0%	23.4%
Other	66.7%	26.9%	47.2%	50.0%	34.1%	37.4%	38.9%

Q22b. How would you rate the quality of your contact with the police officer? (without "not provided")

N=244	Q38. 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	
Q22b. How would you rate quality of your contact with police officer?							
Excellent	66.7%	84.0%	76.5%	75.0%	72.7%	77.6%	76.8%
Good	0.0%	16.0%	11.8%	21.4%	13.6%	15.0%	14.9%
Fair	0.0%	0.0%	2.9%	0.0%	9.1%	3.7%	3.7%
Poor	33.3%	0.0%	8.8%	3.6%	4.5%	3.7%	4.6%

Q22c. How would you rate the dispatcher you interacted with? (without "not provided")

N=244	Q38. 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	
Q22c. How would you rate dispatcher you interacted with?							
Very courteous	66.7%	26.9%	35.3%	50.0%	44.2%	47.7%	43.6%
Courteous	0.0%	34.6%	20.6%	25.0%	18.6%	24.3%	23.7%
Discourteous	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.4%
Very discourteous	0.0%	0.0%	2.9%	0.0%	0.0%	0.9%	0.8%
Did not have contact with a dispatcher	33.3%	38.5%	41.2%	25.0%	37.2%	26.2%	31.5%

Q23. Customer Service. Have you called or visited the City with a question, problem, or complaint during the past year?

N=577	Q38. 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	
Q23. Have you called or visited City with a question, problem, or complaint during past year?							
Yes	23.1%	43.4%	32.3%	35.0%	39.8%	46.6%	41.2%
No	76.9%	56.6%	67.7%	65.0%	60.2%	53.4%	58.8%

Q23a. How did you contact the City?

N=238	Q38. 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	
Q23a. How did you contact City?							
By phone	66.7%	56.5%	61.9%	61.9%	58.8%	67.8%	63.4%
By email	0.0%	13.0%	14.3%	14.3%	11.8%	9.3%	10.9%
In person	33.3%	30.4%	23.8%	19.0%	29.4%	22.9%	25.2%
Not provided	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.4%

Q23b. Which department did you contact the City about MOST RECENTLY? (without "not provided")

N=238	Q38. 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	
Q23b. Which department did you contact?							
Administration	0.0%	13.0%	9.5%	15.0%	9.8%	12.0%	11.4%
Building Permits & Inspections	33.3%	47.8%	38.1%	20.0%	35.3%	27.4%	31.4%
Planning & Zoning	0.0%	0.0%	9.5%	15.0%	3.9%	4.3%	5.1%
Finance	33.3%	0.0%	0.0%	0.0%	0.0%	0.9%	0.8%
Human Resources	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.4%
Legislative	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.4%
Mayor & City Council	0.0%	0.0%	0.0%	0.0%	5.9%	6.8%	4.7%
Municipal Court	0.0%	0.0%	0.0%	0.0%	2.0%	0.9%	0.8%
Parks & Recreation	0.0%	4.3%	0.0%	10.0%	5.9%	3.4%	4.2%
Police	0.0%	8.7%	28.6%	25.0%	3.9%	12.8%	12.7%
Public Works/Streets	33.3%	26.1%	14.3%	15.0%	31.4%	30.8%	28.0%

Q23c. How easy/difficult was it to address your issue? (without "don't know")

N=238	Q38. 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	
Q23c. How easy/difficult was it to address your issue?							
Very easy	33.3%	52.2%	47.6%	52.4%	54.9%	52.7%	52.2%
Somewhat easy	33.3%	30.4%	42.9%	33.3%	25.5%	22.3%	27.2%
Difficult	0.0%	4.3%	4.8%	9.5%	13.7%	13.4%	11.2%
Very difficult	33.3%	13.0%	4.8%	4.8%	5.9%	11.6%	9.5%

Q23d. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

N=238	Q38. 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	
Q23d-1. They were courteous & polite							
Always	100.0%	69.6%	70.0%	60.0%	73.5%	69.0%	69.9%
Usually	0.0%	30.4%	30.0%	30.0%	20.4%	21.2%	23.1%
Sometimes	0.0%	0.0%	0.0%	5.0%	4.1%	4.4%	3.5%
Seldom	0.0%	0.0%	0.0%	0.0%	0.0%	4.4%	2.2%
Never	0.0%	0.0%	0.0%	5.0%	2.0%	0.9%	1.3%
Q23d-2. They gave accurate answers to your questions							
Always	66.7%	65.2%	70.0%	55.0%	66.7%	58.2%	61.8%
Usually	0.0%	21.7%	20.0%	35.0%	14.6%	20.9%	20.4%
Sometimes	33.3%	8.7%	5.0%	0.0%	10.4%	13.6%	10.7%
Seldom	0.0%	0.0%	5.0%	10.0%	4.2%	4.5%	4.4%
Never	0.0%	4.3%	0.0%	0.0%	4.2%	2.7%	2.7%

Q23d. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

N=238	Q38. 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	
Q23d-3. They did what they said they would do in a timely manner							
Always	100.0%	57.1%	68.4%	57.9%	64.6%	52.3%	57.6%
Usually	0.0%	14.3%	5.3%	36.8%	18.8%	21.5%	20.3%
Sometimes	0.0%	14.3%	21.1%	0.0%	2.1%	15.0%	11.1%
Seldom	0.0%	4.8%	5.3%	5.3%	10.4%	5.6%	6.5%
Never	0.0%	9.5%	0.0%	0.0%	4.2%	5.6%	4.6%
Q23d-4. They helped you resolve an issue to your satisfaction							
Always	66.7%	65.2%	57.9%	50.0%	66.7%	50.0%	56.3%
Usually	0.0%	13.0%	26.3%	30.0%	12.5%	19.4%	18.5%
Sometimes	0.0%	4.3%	5.3%	5.0%	8.3%	16.7%	11.3%
Seldom	0.0%	4.3%	10.5%	5.0%	6.3%	7.4%	6.8%
Never	33.3%	13.0%	0.0%	10.0%	6.3%	6.5%	7.2%

Q24. Community Development. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following community services provided by the City of Creve Coeur. (without "don't know")

N=577	Q38. 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	
Q24-1. Enforcing City's building code in your community							
Very satisfied	40.0%	23.7%	26.8%	18.8%	20.7%	25.2%	23.8%
Satisfied	0.0%	36.8%	34.1%	31.3%	40.2%	36.6%	36.1%
Neutral	60.0%	21.1%	29.3%	33.3%	28.7%	26.2%	27.8%
Dissatisfied	0.0%	10.5%	7.3%	14.6%	4.6%	8.9%	8.5%
Very dissatisfied	0.0%	7.9%	2.4%	2.1%	5.7%	3.0%	3.8%
Q24-2. Enforcing mowing & cutting of weeds & grass on private property							
Very satisfied	28.6%	18.4%	22.9%	10.9%	15.6%	21.8%	19.3%
Satisfied	14.3%	28.9%	45.8%	41.3%	42.2%	36.3%	38.1%
Neutral	42.9%	18.4%	22.9%	28.3%	22.2%	26.9%	25.2%
Dissatisfied	14.3%	26.3%	4.2%	15.2%	14.4%	13.5%	13.9%
Very dissatisfied	0.0%	7.9%	4.2%	4.3%	5.6%	1.6%	3.5%

Q24. Community Development. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following community services provided by the City of Creve Coeur. (without "don't know")

N=577	Q38. 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	
Q24-3. Enforcing exterior maintenance of residential property							
Very satisfied	14.3%	21.6%	19.1%	11.1%	13.3%	17.8%	16.5%
Satisfied	28.6%	21.6%	48.9%	37.8%	46.7%	40.3%	40.6%
Neutral	57.1%	24.3%	23.4%	26.7%	22.2%	25.1%	25.1%
Dissatisfied	0.0%	24.3%	4.3%	15.6%	12.2%	14.1%	13.4%
Very dissatisfied	0.0%	8.1%	4.3%	8.9%	5.6%	2.6%	4.5%
Q24-4. Enforcing exterior maintenance of commercial/business property							
Very satisfied	14.3%	24.2%	27.3%	11.4%	16.3%	24.2%	21.1%
Satisfied	28.6%	24.2%	45.5%	54.5%	43.0%	37.9%	40.5%
Neutral	57.1%	30.3%	20.5%	29.5%	25.6%	30.2%	28.6%
Dissatisfied	0.0%	18.2%	4.5%	4.5%	10.5%	6.0%	7.5%
Very dissatisfied	0.0%	3.0%	2.3%	0.0%	4.7%	1.6%	2.3%

Q24. Community Development. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following community services provided by the City of Creve Coeur. (without "don't know")

N=577	Q38. 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	
Q24-5. Overall quality of new residential development							
Very satisfied	16.7%	25.0%	25.0%	20.5%	21.9%	24.4%	23.2%
Satisfied	33.3%	50.0%	45.8%	40.9%	46.9%	45.0%	45.3%
Neutral	50.0%	16.7%	20.8%	31.8%	21.9%	23.0%	23.6%
Dissatisfied	0.0%	8.3%	4.2%	4.5%	5.2%	4.8%	5.0%
Very dissatisfied	0.0%	0.0%	4.2%	2.3%	4.2%	2.9%	2.9%
Q24-6. Overall quality of new commercial development							
Very satisfied	16.7%	21.1%	28.6%	21.7%	22.4%	21.2%	22.0%
Satisfied	16.7%	47.4%	38.8%	37.0%	43.9%	42.8%	42.2%
Neutral	50.0%	18.4%	24.5%	34.8%	22.4%	25.5%	25.6%
Dissatisfied	16.7%	10.5%	4.1%	6.5%	8.2%	7.2%	7.3%
Very dissatisfied	0.0%	2.6%	4.1%	0.0%	3.1%	3.4%	2.9%

Q25. Which TWO of the community development services listed in Question 24 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=577	Q38. 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	
Q25. Sum of top 2 choices							
Enforcing City's building code in your community	0.0%	20.8%	21.5%	20.0%	18.8%	21.7%	20.3%
Enforcing mowing & cutting of weeds & grass on private property	15.4%	17.0%	21.5%	30.0%	26.6%	21.3%	23.1%
Enforcing exterior maintenance of residential property	23.1%	32.1%	26.2%	38.3%	31.3%	26.9%	29.3%
Enforcing exterior maintenance of commercial/ business property	38.5%	15.1%	7.7%	16.7%	19.5%	17.0%	16.8%
Overall quality of new residential development	15.4%	28.3%	32.3%	18.3%	22.7%	23.3%	24.1%
Overall quality of new commercial development	23.1%	52.8%	35.4%	25.0%	31.3%	30.8%	32.9%
None chosen	38.5%	15.1%	23.1%	25.0%	22.7%	25.3%	23.6%

Q26. As opportunities present themselves, do you believe that the City should support development of a downtown Creve Coeur (south of Olive and east of New Ballas) to consist of pedestrian-oriented retail, restaurants, and community event space? (without "not provided")

N=577	Q38. 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	
Q26. Do you believe that City should support development of a Downtown Creve Coeur to consist of pedestrian-oriented retail, restaurants, & community event space?							
Very supportive	66.7%	59.6%	62.9%	49.2%	41.5%	41.4%	46.5%
Somewhat supportive	25.0%	30.8%	25.8%	40.7%	41.5%	37.1%	36.7%
Not supportive	0.0%	1.9%	6.5%	5.1%	8.9%	14.3%	9.9%
Not sure	8.3%	7.7%	4.8%	5.1%	8.1%	7.2%	6.9%

Q27. 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=577	Q38. 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	
Q27. How would you rate City's enforcement of exterior property maintenance?							
Too strict	0.0%	0.0%	4.0%	10.6%	5.6%	7.4%	6.2%
About right	85.7%	58.3%	76.0%	63.8%	66.7%	68.9%	68.2%
Not strict enough	14.3%	41.7%	20.0%	25.5%	27.8%	23.7%	25.6%

Q28. 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=577	Q38. 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	
Q28-1. Condominiums							
Yes	66.7%	73.8%	76.0%	78.0%	71.0%	75.0%	74.5%
No	33.3%	26.2%	24.0%	22.0%	29.0%	25.0%	25.5%
Q28-2. Single-family houses							
Yes	44.4%	67.4%	61.5%	64.0%	67.3%	63.9%	64.6%
No	55.6%	32.6%	38.5%	36.0%	32.7%	36.1%	35.4%

Q29. The City's Building Division handles building permitting and inspections as well as exterior property maintenance and nuisance matters. Have you had any contact with the Creve Coeur Building Division in the last year?

N=577	Q38. 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	
Q29. Have you had any contact with Creve Coeur Building Division in last year?							
Yes	7.7%	35.8%	20.0%	26.7%	20.3%	27.3%	25.1%
No	92.3%	64.2%	80.0%	73.3%	79.7%	72.7%	74.9%

Q29a. What type of contact have you had with the Creve Coeur Building Division most recently?

N=145	Q38. 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	
Q29a. What type of contact have you had?							
Reported a complaint	0.0%	5.3%	15.4%	6.3%	26.9%	17.4%	15.9%
Building inspections for my home renovation project	0.0%	36.8%	53.8%	68.8%	57.7%	49.3%	51.7%
I was issued a field correction notice or stop work order	0.0%	10.5%	0.0%	6.3%	7.7%	4.3%	5.5%
I obtained a building permit	0.0%	42.1%	30.8%	18.8%	3.8%	17.4%	19.3%
Other	100.0%	5.3%	0.0%	0.0%	3.8%	11.6%	7.6%

Q29b. How would you rate the quality of your contact with the Building Inspector? (without "not provided")

N=145	Q38. 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	
Q29b. How would you rate quality of your contact with Building Inspector?							
Excellent	0.0%	33.3%	23.1%	25.0%	25.0%	25.4%	25.7%
Good	0.0%	33.3%	30.8%	25.0%	45.8%	26.9%	31.4%
Fair	100.0%	16.7%	15.4%	31.3%	8.3%	23.9%	20.7%
Poor	0.0%	16.7%	30.8%	18.8%	20.8%	23.9%	22.1%

Q29c. How would you rate the administrative assistant you interacted with? (without "not provided")

N=145	Q38. 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	
Q29c. How would you rate administrative assistant you interacted with?							
Very courteous	100.0%	42.1%	30.8%	18.8%	30.4%	36.4%	33.8%
Courteous	0.0%	42.1%	46.2%	50.0%	34.8%	31.8%	37.4%
Discourteous	0.0%	5.3%	7.7%	0.0%	0.0%	4.5%	3.6%
Very discourteous	0.0%	5.3%	7.7%	6.3%	0.0%	4.5%	4.3%
Did not have contact with an administrative assistant	0.0%	5.3%	7.7%	25.0%	34.8%	22.7%	20.9%

Q30. Public Works. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public works services provided by the City of Creve Coeur. (without "don't know")

N=577	Q38. 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	
Q30-1. Maintenance of City streets (does not include County or State maintained streets such as Olive Boulevard, Old Olive Street Road, Lindbergh Boulevard or I-270)							
Very satisfied	46.2%	12.2%	29.0%	31.7%	16.2%	25.0%	23.4%
Satisfied	23.1%	46.9%	38.7%	35.0%	53.0%	48.3%	46.0%
Neutral	23.1%	22.4%	17.7%	23.3%	18.8%	15.4%	18.3%
Dissatisfied	7.7%	10.2%	8.1%	6.7%	6.8%	8.3%	8.1%
Very dissatisfied	0.0%	8.2%	6.5%	3.3%	5.1%	2.9%	4.2%
Q30-2. Condition of City sidewalks							
Very satisfied	38.5%	16.3%	31.7%	24.6%	17.6%	26.0%	23.8%
Satisfied	46.2%	36.7%	40.0%	43.9%	57.1%	46.8%	47.2%
Neutral	7.7%	22.4%	11.7%	22.8%	15.1%	15.7%	16.5%
Dissatisfied	7.7%	18.4%	15.0%	8.8%	6.7%	9.8%	10.2%
Very dissatisfied	0.0%	6.1%	1.7%	0.0%	3.4%	1.7%	2.2%

Q30. Public Works. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public works services provided by the City of Creve Coeur. (without "don't know")

N=577	Q38. 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	
Q30-3. Adequacy of street lighting							
Very satisfied	38.5%	14.0%	24.2%	20.3%	17.9%	23.4%	21.2%
Satisfied	38.5%	38.0%	43.5%	42.4%	40.7%	42.6%	41.9%
Neutral	15.4%	22.0%	19.4%	20.3%	23.6%	23.4%	22.3%
Dissatisfied	7.7%	22.0%	8.1%	15.3%	16.3%	9.0%	12.4%
Very dissatisfied	0.0%	4.0%	4.8%	1.7%	1.6%	1.6%	2.2%
Q30-4. Snow/ice removal on City streets							
Very satisfied	50.0%	36.2%	37.1%	36.7%	34.1%	35.6%	35.6%
Satisfied	10.0%	38.3%	45.2%	41.7%	46.3%	49.0%	45.7%
Neutral	30.0%	21.3%	12.9%	18.3%	13.8%	12.1%	14.6%
Dissatisfied	10.0%	4.3%	3.2%	3.3%	5.7%	2.4%	3.6%
Very dissatisfied	0.0%	0.0%	1.6%	0.0%	0.0%	0.8%	0.5%

Q30. Public Works. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public works services provided by the City of Creve Coeur. (without "don't know")

N=577	Q38. 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	
Q30-5. Appearance of landscaped medians							
Very satisfied	25.0%	42.0%	41.0%	41.4%	36.4%	38.7%	38.6%
Satisfied	58.3%	40.0%	39.3%	43.1%	43.0%	43.5%	43.1%
Neutral	8.3%	12.0%	9.8%	13.8%	17.4%	13.3%	13.7%
Dissatisfied	8.3%	6.0%	8.2%	1.7%	2.5%	3.6%	4.0%
Very dissatisfied	0.0%	0.0%	1.6%	0.0%	0.8%	0.8%	0.7%
Q30-6. Cleanliness of City streets							
Very satisfied	38.5%	27.5%	46.0%	38.3%	32.5%	36.1%	35.8%
Satisfied	46.2%	54.9%	39.7%	48.3%	52.8%	51.4%	50.4%
Neutral	15.4%	11.8%	9.5%	10.0%	8.9%	10.8%	10.5%
Dissatisfied	0.0%	3.9%	4.8%	3.3%	3.3%	1.6%	2.7%
Very dissatisfied	0.0%	2.0%	0.0%	0.0%	2.4%	0.0%	0.7%

Q31. Which TWO of the public works services listed in Question 30 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=577	Q38. 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	
Q31. Sum of top 2 choices							
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)	46.2%	50.9%	49.2%	41.7%	52.3%	43.9%	47.1%
Condition of City sidewalks	23.1%	45.3%	29.2%	31.7%	25.8%	26.9%	28.9%
Adequacy of street lighting	38.5%	34.0%	26.2%	38.3%	37.5%	36.0%	35.2%
Snow/ice removal on City streets	0.0%	20.8%	24.6%	21.7%	24.2%	23.7%	22.9%
Appearance of landscaped medians	23.1%	11.3%	16.9%	3.3%	12.5%	9.5%	10.7%
Cleanliness of City streets	23.1%	15.1%	9.2%	13.3%	9.4%	13.8%	12.8%
None chosen	15.4%	11.3%	21.5%	20.0%	17.2%	19.8%	18.4%

Q32. The sewer lateral insurance program provides for reimbursement of 50% of sewer lateral replacement costs. Would you support an annual fee increase from $28 to $50 annually, if the reimbursement was increased to 80%? (without "not provided")

N=577	Q38. 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	
Q32. Would you support an annual fee increase from $28 to $50 annually if the reimbursement was increased to 80%?							
Very supportive	30.8%	32.7%	27.0%	18.3%	14.8%	27.1%	23.8%
Somewhat supportive	23.1%	30.8%	33.3%	36.7%	36.1%	30.4%	32.6%
Not supportive	15.4%	23.1%	22.2%	23.3%	29.5%	26.3%	25.6%
Not sure	30.8%	13.5%	17.5%	21.7%	19.7%	16.2%	18.0%

Q33. Have you experienced any issues with stormwater on your property within the last THREE years?

N=577	Q38. 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	
Q33. Have you experienced any issues with stormwater on your property within last three years?							
Yes	23.1%	22.6%	27.7%	21.7%	21.1%	28.5%	25.3%
No	76.9%	77.4%	72.3%	78.3%	78.9%	71.5%	74.7%

Q33a. Which of the following issues have you had with stormwater on your property in the last THREE years?

N=146	Q38. 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	
Q33a. What issues have you had with stormwater on your property?							
An increase in the amount of stormwater that collects on my property from the past	66.7%	50.0%	55.6%	38.5%	55.6%	47.2%	50.0%
Changes in the way stormwater flows across my property	33.3%	41.7%	44.4%	38.5%	48.1%	51.4%	47.3%
Increases or other changes in the amount & flow of stormwater on streets	0.0%	16.7%	16.7%	15.4%	14.8%	25.0%	19.9%
Erosion on my property	66.7%	50.0%	44.4%	46.2%	55.6%	37.5%	43.8%
Flooded basement/ground floor	0.0%	25.0%	44.4%	38.5%	22.2%	34.7%	32.2%
Other	0.0%	16.7%	5.6%	15.4%	7.4%	4.2%	6.8%

Q34. As with many cities, Creve Coeur City officials are concerned about being able to maintain the current level of services in the face of rising costs and decreasing revenues. Given such realities, which one of the following options would you prefer? (without "not provided")

N=577	Q38. 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	
Q34. What options would you prefer?							
Maintaining current tax rates & cutting back on some City services	76.9%	43.1%	35.5%	44.4%	51.3%	42.8%	44.8%
Increasing taxes to maintain present level of City services	23.1%	56.9%	64.5%	55.6%	48.7%	57.2%	55.2%

Q35. Which TWO services would you prefer to reduce in order to maintain current tax rates?

N=577	Q38. 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	
Q35. What services would you prefer to reduce in order to maintain current tax rates?							
Limb chipping service	61.5%	52.8%	44.6%	36.7%	25.0%	27.3%	32.9%
Leaf pick up	15.4%	26.4%	23.1%	18.3%	17.2%	12.3%	16.6%
Park maintenance	30.8%	9.4%	13.8%	13.3%	24.2%	24.5%	21.0%
Street maintenance	0.0%	3.8%	1.5%	6.7%	4.7%	2.4%	3.3%
City newsletter	69.2%	52.8%	56.9%	60.0%	55.5%	51.0%	53.7%
Police patrol	0.0%	3.8%	10.8%	5.0%	3.1%	2.8%	4.0%
Police crime prevention	7.7%	1.9%	6.2%	13.3%	7.0%	9.1%	8.0%
Other	7.7%	15.1%	6.2%	5.0%	8.6%	9.5%	9.2%

Q36. Which of the following revenue options would you prefer the City use to maintain city services?

N=577	Q38. 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	
Q36. What revenue options would you prefer City to use to maintain City services?							
Business license fee increase	61.5%	39.6%	47.7%	40.0%	36.7%	45.1%	42.8%
Establish a use tax on out-of-State purchases	7.7%	20.8%	32.3%	21.7%	21.9%	26.9%	25.0%
Property tax rate increase	15.4%	5.7%	4.6%	8.3%	10.9%	6.3%	7.5%
Utility tax rate increase	15.4%	3.8%	10.8%	8.3%	5.5%	9.1%	8.0%
Charge a fee for trash service	15.4%	35.8%	24.6%	23.3%	14.1%	13.0%	17.9%
I am not sure	7.7%	22.6%	20.0%	31.7%	32.0%	24.9%	26.0%

Crosstabular Data by: Age of Respondent

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q1-1. As a place to live						
Excellent	51.9%	53.5%	59.6%	61.9%	66.0%	59.1%
Good	44.3%	42.4%	35.1%	35.4%	33.0%	37.3%
Neutral	2.8%	4.0%	3.5%	2.7%	0.0%	2.6%
Fair	0.0%	0.0%	0.9%	0.0%	0.9%	0.7%
Poor	0.9%	0.0%	0.9%	0.0%	0.0%	0.4%
Q1-2. As a place to raise children						
Excellent	53.0%	56.7%	61.7%	63.0%	62.1%	59.3%
Good	37.0%	36.7%	32.7%	31.0%	33.7%	34.0%
Neutral	7.0%	6.7%	4.7%	6.0%	3.2%	5.6%
Fair	2.0%	0.0%	0.9%	0.0%	1.1%	1.0%
Poor	1.0%	0.0%	0.0%	0.0%	0.0%	0.2%

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q1-3. As a place to work						
Excellent	44.6%	50.7%	47.6%	51.4%	44.3%	47.9%
Good	40.0%	32.8%	35.4%	27.1%	40.0%	35.6%
Neutral	15.4%	14.9%	15.9%	20.0%	15.7%	15.5%
Fair	0.0%	1.5%	1.2%	1.4%	0.0%	1.1%
Q1-4. As a City that is moving in right direction						
Excellent	32.0%	29.3%	31.5%	29.6%	41.4%	33.1%
Good	39.2%	44.6%	44.4%	43.5%	35.4%	41.3%
Neutral	22.7%	18.5%	17.6%	23.1%	18.2%	19.6%
Fair	2.1%	6.5%	4.6%	2.8%	3.0%	3.9%
Poor	4.1%	1.1%	1.9%	0.9%	2.0%	2.1%

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q2-1. Overall quality of services provided by City of Creve Coeur						
Excellent	37.7%	42.9%	45.1%	44.5%	56.3%	45.3%
Good	50.0%	50.0%	41.6%	48.2%	37.9%	45.6%
Neutral	7.5%	7.1%	8.8%	5.5%	4.9%	6.6%
Fair	2.8%	0.0%	4.4%	1.8%	1.0%	2.1%
Poor	1.9%	0.0%	0.0%	0.0%	0.0%	0.4%
Q2-2. Overall image of City						
Excellent	32.4%	37.4%	41.2%	39.3%	45.3%	39.5%
Good	53.3%	54.5%	46.5%	50.9%	44.3%	49.4%
Neutral	9.5%	4.0%	8.8%	8.0%	7.5%	7.8%
Fair	3.8%	4.0%	3.5%	1.8%	2.8%	3.2%
Poor	1.0%	0.0%	0.0%	0.0%	0.0%	0.2%

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q2-3. Overall quality of life in City						
Excellent	39.0%	43.4%	42.1%	42.9%	51.9%	44.8%
Good	49.5%	51.5%	45.6%	53.6%	41.3%	47.1%
Neutral	8.6%	4.0%	11.4%	3.6%	4.8%	6.9%
Fair	1.9%	1.0%	0.9%	0.0%	1.9%	1.1%
Poor	1.0%	0.0%	0.0%	0.0%	0.0%	0.2%
Q2-4. Overall value that you receive for your local tax & fees						
Excellent	25.3%	27.6%	25.4%	31.3%	32.4%	28.8%
Good	45.5%	43.9%	43.0%	45.5%	38.2%	43.1%
Neutral	19.2%	21.4%	18.4%	18.8%	17.6%	18.6%
Fair	5.1%	6.1%	10.5%	3.6%	9.8%	7.2%
Poor	5.1%	1.0%	2.6%	0.9%	2.0%	2.3%

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q2-5. How well your community is planning for future						
Excellent	23.3%	22.6%	25.2%	30.0%	36.7%	28.3%
Good	38.9%	41.7%	38.3%	43.0%	36.7%	39.2%
Neutral	27.8%	20.2%	23.4%	18.0%	18.9%	21.4%
Fair	2.2%	13.1%	7.5%	6.0%	4.4%	6.7%
Poor	7.8%	2.4%	5.6%	3.0%	3.3%	4.4%
Q2-6. Efforts to conserve energy & protect environment						
Excellent	18.3%	23.8%	23.7%	31.8%	31.0%	25.9%
Good	39.0%	38.8%	38.1%	38.6%	46.0%	40.3%
Neutral	32.9%	27.5%	30.9%	23.9%	17.2%	26.4%
Fair	6.1%	7.5%	6.2%	4.5%	3.4%	5.2%
Poor	3.7%	2.5%	1.0%	1.1%	2.3%	2.2%

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q3-1. Overall maintenance of City parks						
Very satisfied	46.5%	41.3%	37.0%	41.5%	45.1%	41.7%
Satisfied	44.6%	51.1%	56.5%	53.8%	48.4%	51.4%
Neutral	7.9%	5.4%	3.7%	2.8%	4.4%	5.0%
Dissatisfied	1.0%	1.1%	1.9%	1.9%	1.1%	1.3%
Very dissatisfied	0.0%	1.1%	0.9%	0.0%	1.1%	0.6%
Q3-2. Quality of limb chipping						
Very satisfied	46.8%	53.2%	46.8%	51.9%	43.2%	48.7%
Satisfied	37.2%	39.4%	39.4%	36.8%	47.4%	39.9%
Neutral	9.6%	6.4%	11.9%	10.4%	5.3%	8.7%
Dissatisfied	5.3%	1.1%	1.8%	0.9%	4.2%	2.5%
Very dissatisfied	1.1%	0.0%	0.0%	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 using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q3-3. Quality of leaf vacuuming						
Very satisfied	52.5%	56.8%	47.7%	51.4%	49.5%	52.0%
Satisfied	33.3%	33.7%	35.1%	37.1%	41.2%	36.1%
Neutral	5.1%	7.4%	10.8%	10.5%	7.2%	8.0%
Dissatisfied	7.1%	2.1%	4.5%	1.0%	2.1%	3.2%
Very dissatisfied	2.0%	0.0%	1.8%	0.0%	0.0%	0.7%
Q3-4. Overall quality of police services						
Very satisfied	52.9%	58.3%	55.4%	67.6%	67.6%	61.1%
Satisfied	33.7%	35.4%	38.4%	25.9%	20.0%	29.9%
Neutral	10.6%	5.2%	4.5%	6.5%	9.5%	7.0%
Dissatisfied	1.9%	0.0%	0.9%	0.0%	2.9%	1.4%
Very dissatisfied	1.0%	1.0%	0.9%	0.0%	0.0%	0.5%

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q3-5. Overall quality of recreation services						
Very satisfied	29.5%	28.7%	29.0%	36.1%	27.1%	30.0%
Satisfied	47.4%	43.7%	50.5%	47.4%	45.9%	47.7%
Neutral	18.9%	25.3%	15.9%	16.5%	23.5%	19.3%
Dissatisfied	2.1%	2.3%	2.8%	0.0%	3.5%	2.2%
Very dissatisfied	2.1%	0.0%	1.9%	0.0%	0.0%	0.8%
Q3-6. Overall quality of building inspections & permits						
Very satisfied	12.2%	20.0%	18.8%	22.2%	16.3%	18.2%
Satisfied	31.7%	30.7%	31.3%	23.2%	30.0%	29.2%
Neutral	36.6%	26.7%	27.1%	28.3%	40.0%	31.6%
Dissatisfied	11.0%	13.3%	12.5%	19.2%	8.8%	13.0%
Very dissatisfied	8.5%	9.3%	10.4%	7.1%	5.0%	7.9%

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q3-7. Overall quality of municipal court services						
Very satisfied	22.0%	27.0%	23.8%	21.6%	23.8%	23.9%
Satisfied	31.7%	35.1%	27.0%	29.4%	40.5%	31.3%
Neutral	39.0%	35.1%	42.9%	43.1%	33.3%	39.5%
Dissatisfied	2.4%	0.0%	4.8%	2.0%	2.4%	2.5%
Very dissatisfied	4.9%	2.7%	1.6%	3.9%	0.0%	2.9%
Q3-8. Overall enforcement of City codes & ordinances						
Very satisfied	19.7%	21.1%	15.2%	21.1%	27.3%	21.0%
Satisfied	33.8%	36.6%	43.5%	32.9%	36.4%	36.6%
Neutral	33.8%	25.4%	23.9%	30.3%	24.2%	27.1%
Dissatisfied	9.9%	9.9%	10.9%	10.5%	9.1%	10.5%
Very dissatisfied	2.8%	7.0%	6.5%	5.3%	3.0%	4.9%

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q3-9. Overall quality of customer service you receive from City employees						
Very satisfied	32.6%	35.4%	30.5%	37.1%	37.2%	34.8%
Satisfied	42.4%	39.0%	43.8%	40.2%	47.7%	42.6%
Neutral	19.6%	17.1%	19.0%	17.5%	10.5%	16.8%
Dissatisfied	1.1%	7.3%	4.8%	3.1%	3.5%	3.7%
Very dissatisfied	4.3%	1.2%	1.9%	2.1%	1.2%	2.0%
Q3-10. Overall effectiveness of City communication						
Very satisfied	33.3%	38.5%	33.3%	32.7%	32.0%	34.0%
Satisfied	46.1%	45.1%	47.4%	47.1%	51.0%	47.1%
Neutral	16.7%	13.2%	14.9%	17.3%	12.0%	14.8%
Dissatisfied	2.0%	2.2%	1.8%	1.0%	4.0%	2.2%
Very dissatisfied	2.0%	1.1%	2.6%	1.9%	1.0%	1.8%

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q4. Sum of top 3 choices						
Overall maintenance of City parks	37.4%	39.4%	28.7%	31.6%	19.1%	30.2%
Quality of limb chipping	15.9%	14.1%	14.8%	16.7%	7.3%	13.7%
Quality of leaf vacuuming	16.8%	12.1%	20.9%	14.9%	10.0%	14.9%
Overall quality of police services	38.3%	49.5%	48.7%	52.6%	42.7%	46.4%
Overall quality of recreation services	43.9%	37.4%	26.1%	19.3%	21.8%	28.1%
Overall quality of building inspections & permits	26.2%	14.1%	25.2%	23.7%	26.4%	22.9%
Overall quality of municipal court services	10.3%	2.0%	7.8%	3.5%	8.2%	6.6%
Overall enforcement of City codes & ordinances	19.6%	25.3%	27.8%	28.9%	25.5%	25.5%

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q4. Sum of top 3 choices (cont.)						
Overall quality of customer service you receive from City employees	15.9%	21.2%	15.7%	23.7%	12.7%	18.0%
Overall effectiveness of City communication	26.2%	27.3%	23.5%	27.2%	21.8%	25.1%
None chosen	8.4%	13.1%	14.8%	14.0%	28.2%	16.6%

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q6. Do you live in a single-family home or townhome?						
Yes	87.9%	91.9%	87.0%	88.6%	82.7%	87.5%
No	12.1%	8.1%	13.0%	11.4%	17.3%	12.5%

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

N=505	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q6a. How satisfied are you with City's trash & recycling service?						
Very satisfied	60.6%	72.5%	66.3%	65.0%	62.5%	65.1%
Satisfied	30.9%	20.9%	25.5%	31.0%	34.1%	28.3%
Neutral	5.3%	4.4%	6.1%	2.0%	2.3%	4.6%
Dissatisfied	3.2%	2.2%	1.0%	0.0%	0.0%	1.2%
Very dissatisfied	0.0%	0.0%	1.0%	2.0%	1.1%	0.8%

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q7-1. City efforts to keep you informed about important issues						
Very satisfied	33.0%	43.8%	40.7%	33.9%	44.2%	39.4%
Satisfied	49.5%	38.5%	44.2%	52.7%	41.3%	45.1%
Neutral	14.6%	16.7%	10.6%	11.6%	12.5%	12.9%
Dissatisfied	1.9%	1.0%	3.5%	1.8%	1.9%	2.1%
Very dissatisfied	1.0%	0.0%	0.9%	0.0%	0.0%	0.5%
Q7-2. Quality of City's newsletter						
Very satisfied	45.0%	44.2%	44.7%	42.0%	42.9%	43.6%
Satisfied	39.0%	47.4%	40.4%	45.5%	45.7%	43.6%
Neutral	13.0%	8.4%	12.3%	9.8%	9.5%	10.6%
Dissatisfied	3.0%	0.0%	1.8%	2.7%	1.9%	1.8%
Very dissatisfied	0.0%	0.0%	0.9%	0.0%	0.0%	0.4%

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q7-3. City efforts to keep you informed about planning & zoning matters						
Very satisfied	27.1%	29.0%	33.6%	27.3%	32.4%	30.5%
Satisfied	35.4%	37.6%	39.8%	40.0%	41.9%	39.1%
Neutral	29.2%	23.7%	15.9%	25.5%	19.0%	21.9%
Dissatisfied	7.3%	9.7%	6.2%	5.5%	4.8%	6.8%
Very dissatisfied	1.0%	0.0%	4.4%	1.8%	1.9%	1.8%
Q7-4. Availability of information about City programs & services						
Very satisfied	31.0%	35.1%	35.1%	29.6%	33.3%	33.0%
Satisfied	36.0%	38.3%	40.4%	50.0%	45.1%	42.2%
Neutral	26.0%	23.4%	19.3%	18.5%	19.6%	21.0%
Dissatisfied	6.0%	3.2%	3.5%	0.9%	2.0%	3.1%
Very dissatisfied	1.0%	0.0%	1.8%	0.9%	0.0%	0.7%

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q7-5. Level of public involvement in local decision making						
Very satisfied	22.1%	20.0%	25.0%	24.4%	22.5%	22.8%
Satisfied	26.7%	33.8%	26.0%	30.0%	35.0%	30.3%
Neutral	38.4%	35.0%	36.5%	37.8%	31.3%	35.5%
Dissatisfied	5.8%	8.8%	6.7%	4.4%	7.5%	6.7%
Very dissatisfied	7.0%	2.5%	5.8%	3.3%	3.8%	4.7%
Q7-6. Quality of City's social media (e.g. Facebook, Twitter)						
Very satisfied	11.4%	22.9%	22.0%	24.5%	12.9%	19.7%
Satisfied	34.1%	25.0%	13.6%	26.5%	41.9%	26.1%
Neutral	43.2%	45.8%	59.3%	42.9%	38.7%	47.1%
Dissatisfied	9.1%	6.3%	1.7%	4.1%	3.2%	5.0%
Very dissatisfied	2.3%	0.0%	3.4%	2.0%	3.2%	2.1%

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q7-7. Quality of City's website						
Very satisfied	14.7%	20.3%	24.4%	25.4%	14.3%	20.3%
Satisfied	42.7%	43.2%	31.7%	42.3%	48.2%	40.8%
Neutral	32.0%	27.0%	39.0%	26.8%	33.9%	32.0%
Dissatisfied	5.3%	9.5%	2.4%	2.8%	1.8%	4.5%
Very dissatisfied	5.3%	0.0%	2.4%	2.8%	1.8%	2.4%

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q8. Sum of top 2 choices						
City efforts to keep you informed about important issues	45.8%	36.4%	38.3%	39.5%	36.4%	39.3%
Quality of City's newsletter	9.3%	6.1%	14.8%	14.0%	6.4%	10.6%
City efforts to keep you informed about planning & zoning matters	33.6%	30.3%	35.7%	37.7%	26.4%	33.6%
Availability of information about City programs & services	22.4%	26.3%	24.3%	20.2%	28.2%	23.4%
Level of public involvement in local decision making	29.9%	21.2%	33.0%	25.4%	27.3%	28.2%
Quality of City's social media (e.g. Facebook, Twitter)	10.3%	13.1%	3.5%	2.6%	1.8%	5.7%
Quality of City's website	23.4%	23.2%	12.2%	19.3%	9.1%	16.6%
None chosen	10.3%	20.2%	17.4%	19.3%	29.1%	19.2%

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q9. How often would you say you read City's newsletter?						
Every month	69.5%	74.5%	81.3%	87.6%	88.7%	81.2%
A few times a year	22.9%	21.4%	16.1%	10.6%	9.4%	15.4%
Never	7.6%	4.1%	2.7%	1.8%	1.9%	3.4%

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q11-1. Maintenance of City parks						
Very satisfied	44.8%	41.1%	36.2%	39.8%	44.6%	40.9%
Satisfied	42.7%	47.8%	57.1%	52.0%	47.0%	49.5%
Neutral	11.5%	8.9%	3.8%	6.1%	4.8%	7.3%
Dissatisfied	0.0%	1.1%	2.9%	2.0%	2.4%	1.6%
Very dissatisfied	1.0%	1.1%	0.0%	0.0%	1.2%	0.6%
Q11-2. Number of City parks						
Very satisfied	37.1%	37.5%	33.0%	34.3%	36.3%	35.3%
Satisfied	42.3%	44.3%	42.5%	52.5%	55.0%	46.7%
Neutral	18.6%	10.2%	11.3%	9.1%	7.5%	12.0%
Dissatisfied	2.1%	6.8%	11.3%	4.0%	1.3%	5.3%
Very dissatisfied	0.0%	1.1%	1.9%	0.0%	0.0%	0.6%

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q11-3. Number of walking/biking trails						
Very satisfied	18.7%	19.5%	29.2%	29.0%	18.4%	23.2%
Satisfied	29.7%	33.3%	24.5%	38.7%	53.9%	35.4%
Neutral	28.6%	19.5%	21.7%	18.3%	18.4%	21.5%
Dissatisfied	17.6%	20.7%	20.8%	11.8%	9.2%	16.0%
Very dissatisfied	5.5%	6.9%	3.8%	2.2%	0.0%	3.8%
Q11-4. Overall satisfaction with Ice Arena						
Very satisfied	16.1%	28.6%	22.5%	33.3%	20.0%	23.5%
Satisfied	41.9%	54.0%	38.0%	24.6%	46.7%	41.4%
Neutral	32.3%	9.5%	33.8%	36.8%	26.7%	28.3%
Dissatisfied	3.2%	7.9%	2.8%	5.3%	2.2%	4.2%
Very dissatisfied	6.5%	0.0%	2.8%	0.0%	4.4%	2.6%

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q11-5. Overall satisfaction with Golf Course						
Very satisfied	28.3%	23.1%	28.2%	26.7%	25.0%	26.1%
Satisfied	26.4%	38.5%	31.0%	36.7%	35.4%	33.2%
Neutral	35.8%	32.7%	33.8%	28.3%	22.9%	30.8%
Dissatisfied	3.8%	5.8%	7.0%	5.0%	8.3%	6.1%
Very dissatisfied	5.7%	0.0%	0.0%	3.3%	8.3%	3.7%
Q11-6. Overall satisfaction with Dog Park						
Very satisfied	18.6%	30.0%	31.1%	30.0%	23.5%	27.0%
Satisfied	41.9%	35.0%	27.9%	32.0%	32.4%	33.5%
Neutral	32.6%	32.5%	36.1%	32.0%	41.2%	34.8%
Dissatisfied	0.0%	2.5%	3.3%	6.0%	2.9%	3.0%
Very dissatisfied	7.0%	0.0%	1.6%	0.0%	0.0%	1.7%

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q11-7. Youth recreation programs						
Very satisfied	8.3%	19.1%	23.1%	21.4%	13.5%	17.3%
Satisfied	47.9%	34.0%	23.1%	21.4%	45.9%	34.6%
Neutral	31.3%	25.5%	44.2%	45.2%	35.1%	35.9%
Dissatisfied	8.3%	21.3%	3.8%	9.5%	5.4%	9.5%
Very dissatisfied	4.2%	0.0%	5.8%	2.4%	0.0%	2.6%
Q11-8. Adult recreation programs						
Very satisfied	6.3%	20.0%	16.4%	23.6%	15.0%	16.5%
Satisfied	33.3%	35.6%	27.9%	16.4%	35.0%	29.4%
Neutral	43.8%	35.6%	42.6%	41.8%	35.0%	40.0%
Dissatisfied	8.3%	6.7%	8.2%	14.5%	15.0%	10.2%
Very dissatisfied	8.3%	2.2%	4.9%	3.6%	0.0%	3.9%

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q11-9. Senior programs						
Very satisfied	9.7%	29.6%	22.9%	20.4%	18.4%	20.0%
Satisfied	25.8%	33.3%	20.8%	24.1%	31.6%	25.9%
Neutral	51.6%	33.3%	45.8%	42.6%	26.3%	41.0%
Dissatisfied	3.2%	3.7%	6.3%	7.4%	23.7%	9.3%
Very dissatisfied	9.7%	0.0%	4.2%	5.6%	0.0%	3.9%
Q11-10. Maintenance of historic buildings in Conway, Millennium & Lake School Parks						
Very satisfied	38.1%	25.4%	38.3%	31.5%	27.6%	31.6%
Satisfied	36.5%	44.4%	32.1%	42.5%	44.8%	40.7%
Neutral	20.6%	27.0%	27.2%	19.2%	25.9%	23.9%
Dissatisfied	1.6%	3.2%	2.5%	6.8%	1.7%	3.1%
Very dissatisfied	3.2%	0.0%	0.0%	0.0%	0.0%	0.6%

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q12. Sum of top 2 choices						
Maintenance of City parks	33.6%	30.3%	38.3%	31.6%	31.8%	32.4%
Number of City parks	12.1%	10.1%	13.9%	10.5%	8.2%	10.9%
Number of walking/biking trails	41.1%	41.4%	40.0%	27.2%	18.2%	33.3%
Overall satisfaction with Ice Arena	9.3%	5.1%	6.1%	7.9%	5.5%	6.9%
Overall satisfaction with Golf Course	11.2%	12.1%	7.0%	14.0%	12.7%	11.4%
Overall satisfaction with Dog Park	4.7%	2.0%	4.3%	1.8%	2.7%	3.1%
Youth recreation programs	13.1%	21.2%	11.3%	7.9%	7.3%	11.4%
Adult recreation programs	11.2%	10.1%	13.0%	13.2%	10.0%	11.3%
Senior programs	4.7%	2.0%	13.9%	22.8%	23.6%	14.4%
Maintenance of historic buildings in Conway, Millennium & Lake School Parks	9.3%	5.1%	5.2%	5.3%	4.5%	5.7%
None chosen	21.5%	26.3%	21.7%	25.4%	35.5%	26.5%

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

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q13. How many times have you visited one of City's parks in last two years?						
None	4.8%	5.3%	6.3%	9.8%	20.8%	10.2%
1-4 times	29.8%	18.1%	28.6%	33.9%	43.4%	32.2%
5-9 times	17.3%	21.3%	27.7%	14.3%	18.9%	19.1%
10+ times	48.1%	55.3%	37.5%	42.0%	17.0%	38.5%

Q14. Do you support the expansion of off-street pedestrian trails utilizing Ameren utility easements, abandoned railroad property and subdivision common ground? (without "not provided")

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q14. Do you support expansion of off-street pedestrian trails utilizing Ameren utility easements, abandoned railroad property & subdivision common ground?						
Very supportive	62.1%	71.1%	59.8%	49.1%	49.1%	57.4%
Somewhat supportive	24.3%	19.6%	26.8%	29.5%	34.3%	27.2%
Not supportive	4.9%	4.1%	6.3%	9.8%	6.5%	6.4%
Not sure	8.7%	5.2%	7.1%	11.6%	10.2%	9.1%

Q15. Golf course user fees fall short of covering course expenses by about $100,000 annually, or a little less than 1% of the city's operating budget. Knowing this, do you believe the City should continue to operate the golf course in the future? (without "not provided")

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q15. Do you believe City should continue to operate Golf Course in the future?						
Very supportive	42.7%	32.3%	34.5%	36.0%	33.3%	36.0%
Somewhat supportive	15.5%	24.0%	30.0%	27.0%	18.5%	22.9%
Not supportive	31.1%	29.2%	24.5%	16.2%	28.7%	25.4%
Not sure	10.7%	14.6%	10.9%	20.7%	19.4%	15.6%

Q16. A parks and stormwater sales tax could be adopted with voter approval to expand parks and recreation facilities and programs and improve stormwater management in the community. Would you support a ½ cent sales tax for parks and stormwater? (without "not provided")

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q16. Would you support a 1/2 cent sales tax for parks & stormwater?						
Very supportive	33.0%	39.6%	33.0%	31.8%	25.2%	32.2%
Somewhat supportive	36.0%	35.4%	30.4%	30.0%	31.8%	32.2%
Not supportive	20.0%	17.7%	26.8%	26.4%	31.8%	24.8%
Not sure	11.0%	7.3%	9.8%	11.8%	11.2%	10.8%

Q18. Feeling of Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q18-1. Walking alone in your neighborhood during the day						
Very safe	74.3%	84.4%	77.7%	82.1%	78.0%	78.7%
Safe	22.9%	15.6%	18.8%	15.2%	20.2%	19.0%
Neutral	1.9%	0.0%	1.8%	2.7%	1.8%	1.6%
Unsafe	0.0%	0.0%	1.8%	0.0%	0.0%	0.5%
Very unsafe	1.0%	0.0%	0.0%	0.0%	0.0%	0.2%
Q18-2. Walking alone in your neighborhood at night						
Very safe	36.9%	45.7%	41.8%	42.0%	38.8%	40.6%
Safe	45.6%	33.0%	37.3%	39.3%	35.9%	38.1%
Neutral	9.7%	14.9%	10.9%	15.2%	19.4%	14.4%
Unsafe	5.8%	5.3%	10.0%	3.6%	1.9%	5.5%
Very unsafe	1.9%	1.1%	0.0%	0.0%	3.9%	1.5%

Q18. Feeling of Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q18-3. In City parks						
Very safe	30.2%	40.0%	30.9%	23.1%	26.4%	29.4%
Safe	50.0%	30.6%	40.2%	44.0%	36.1%	40.3%
Neutral	14.6%	21.2%	18.6%	26.4%	33.3%	22.7%
Unsafe	4.2%	7.1%	6.2%	6.6%	2.8%	5.7%
Very unsafe	1.0%	1.2%	4.1%	0.0%	1.4%	2.0%

Q19. Public Safety. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Creve Coeur. (without "don't know")

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q19-1. Overall quality of local police protection						
Very satisfied	53.1%	62.8%	55.0%	64.5%	63.8%	59.4%
Satisfied	40.8%	31.9%	38.7%	33.6%	32.4%	35.6%
Neutral	2.0%	3.2%	5.4%	1.8%	2.9%	3.1%
Dissatisfied	2.0%	1.1%	0.9%	0.0%	1.0%	0.9%
Very dissatisfied	2.0%	1.1%	0.0%	0.0%	0.0%	0.9%
Q19-2. Visibility of police in neighborhoods						
Very satisfied	31.1%	38.3%	40.7%	40.2%	39.8%	37.5%
Satisfied	41.7%	44.7%	36.3%	35.7%	41.7%	40.4%
Neutral	20.4%	13.8%	16.8%	20.5%	11.7%	16.2%
Dissatisfied	5.8%	2.1%	5.3%	3.6%	6.8%	4.9%
Very dissatisfied	1.0%	1.1%	0.9%	0.0%	0.0%	0.9%

Q19. Public Safety. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Creve Coeur. (without "don't know")

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q19-3. Visibility of police in commercial & retail areas						
Very satisfied	29.0%	34.4%	35.5%	35.8%	34.7%	33.3%
Satisfied	46.0%	43.0%	38.3%	43.4%	39.8%	42.2%
Neutral	23.0%	18.3%	24.3%	18.9%	20.4%	21.4%
Dissatisfied	1.0%	2.2%	1.9%	1.9%	5.1%	2.3%
Very dissatisfied	1.0%	2.2%	0.0%	0.0%	0.0%	0.9%
Q19-4. How quickly police respond to emergencies						
Very satisfied	45.8%	55.4%	55.3%	53.8%	69.6%	56.3%
Satisfied	38.9%	31.1%	29.4%	41.0%	25.3%	33.0%
Neutral	13.9%	10.8%	12.9%	5.1%	5.1%	9.2%
Dissatisfied	0.0%	1.4%	2.4%	0.0%	0.0%	0.7%
Very dissatisfied	1.4%	1.4%	0.0%	0.0%	0.0%	0.7%

Q19. Public Safety. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Creve Coeur. (without "don't know")

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q19-5. Efforts to prevent crime						
Very satisfied	31.0%	45.0%	44.0%	39.8%	49.4%	41.5%
Satisfied	46.4%	37.5%	35.0%	40.9%	40.0%	39.8%
Neutral	17.9%	12.5%	18.0%	18.3%	7.1%	14.8%
Dissatisfied	2.4%	3.8%	2.0%	1.1%	3.5%	2.6%
Very dissatisfied	2.4%	1.3%	1.0%	0.0%	0.0%	1.3%
Q19-6. Enforcement of local traffic laws						
Very satisfied	25.0%	41.7%	29.6%	34.7%	36.1%	32.9%
Satisfied	45.7%	35.7%	50.0%	36.8%	41.2%	42.0%
Neutral	27.2%	13.1%	12.0%	21.1%	12.4%	17.1%
Dissatisfied	1.1%	7.1%	6.5%	4.2%	6.2%	5.2%
Very dissatisfied	1.1%	2.4%	1.9%	3.2%	4.1%	2.8%

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? (top 2)

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q20. Sum of top 2 choices						
Overall quality of local police protection	20.6%	25.3%	24.3%	33.3%	27.3%	26.0%
Visibility of police in neighborhoods	44.9%	35.4%	43.5%	49.1%	33.6%	40.9%
Visibility of police in commercial & retail areas	24.3%	21.2%	24.3%	25.4%	20.0%	23.2%
How quickly police respond to emergencies	18.7%	16.2%	14.8%	16.7%	18.2%	17.9%
Efforts to prevent crime	41.1%	41.4%	36.5%	26.3%	23.6%	33.4%
Enforcement of local traffic laws	13.1%	12.1%	11.3%	9.6%	14.5%	12.0%
None chosen	17.8%	21.2%	20.0%	15.8%	27.3%	20.5%

Q22. Have you had any contact with the Creve Coeur Police Department in the last year?

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q22. Have you had any contact with Creve Coeur Police Department in last year?						
Yes	41.1%	44.4%	45.2%	48.2%	30.9%	42.3%
No	58.9%	55.6%	54.8%	51.8%	69.1%	57.7%

Q22a. What type of contact have you had with the Creve Coeur Police Department most recently?

N=244	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q22a. What type of contact have you had?						
Reported a crime (e.g. burglary, domestic violence, assault)	18.2%	31.8%	9.6%	10.9%	5.9%	15.2%
Traffic stop	13.6%	2.3%	7.7%	1.8%	14.7%	7.4%
Criminal arrest	0.0%	0.0%	1.9%	0.0%	0.0%	0.4%
Crime prevention or safety promotion program	11.4%	6.8%	13.5%	23.6%	20.6%	14.8%
Police assistance (e.g. motorist assist, response to an alarm)	20.5%	20.5%	26.9%	29.1%	14.7%	23.4%
Other	36.4%	38.6%	40.4%	34.5%	44.1%	38.9%

Q22b. How would you rate the quality of your contact with the police officer? (without "not provided")

N=244	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q22b. How would you rate quality of your contact with police officer?						
Excellent	67.4%	81.0%	71.2%	87.3%	76.5%	76.8%
Good	16.3%	14.3%	19.2%	12.7%	8.8%	14.9%
Fair	9.3%	0.0%	5.8%	0.0%	2.9%	3.7%
Poor	7.0%	4.8%	3.8%	0.0%	11.8%	4.6%

Q22c. How would you rate the dispatcher you interacted with? (without "not provided")

N=244	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q22c. How would you rate dispatcher you interacted with?						
Very courteous	38.1%	43.2%	44.2%	48.1%	41.2%	43.6%
Courteous	33.3%	27.3%	21.2%	18.5%	17.6%	23.7%
Discourteous	0.0%	0.0%	1.9%	0.0%	0.0%	0.4%
Very discourteous	2.4%	0.0%	1.9%	0.0%	0.0%	0.8%
Did not have contact with a dispatcher	26.2%	29.5%	30.8%	33.3%	41.2%	31.5%

Q23. Customer Service. Have you called or visited the City with a question, problem, or complaint during the past year?

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q23. Have you called or visited City with a question, problem, or complaint during past year?						
Yes	38.3%	36.4%	41.7%	49.1%	40.9%	41.2%
No	61.7%	63.6%	58.3%	50.9%	59.1%	58.8%

Q23a. How did you contact the City?

N=238	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q23a. How did you contact City?						
By phone	78.0%	55.6%	52.1%	60.7%	66.7%	63.4%
By email	9.8%	13.9%	12.5%	10.7%	8.9%	10.9%
In person	12.2%	27.8%	35.4%	28.6%	24.4%	25.2%
Not provided	0.0%	2.8%	0.0%	0.0%	0.0%	0.4%

Q23b. Which department did you contact the City about MOST RECENTLY? (without "not provided")

N=238	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q23b. Which department did you contact?						
Administration	7.3%	11.1%	10.6%	10.7%	20.0%	11.4%
Building Permits & Inspections	31.7%	38.9%	29.8%	25.0%	33.3%	31.4%
Planning & Zoning	4.9%	2.8%	8.5%	7.1%	2.2%	5.1%
Finance	2.4%	0.0%	2.1%	0.0%	0.0%	0.8%
Human Resources	0.0%	0.0%	2.1%	0.0%	0.0%	0.4%
Legislative	0.0%	0.0%	0.0%	0.0%	2.2%	0.4%
Mayor & City Council	4.9%	2.8%	4.3%	7.1%	2.2%	4.7%
Municipal Court	0.0%	0.0%	2.1%	0.0%	2.2%	0.8%
Parks & Recreation	4.9%	5.6%	6.4%	1.8%	4.4%	4.2%
Police	4.9%	11.1%	17.0%	16.1%	11.1%	12.7%
Public Works/Streets	39.0%	27.8%	17.0%	32.1%	22.2%	28.0%

Q23c. How easy/difficult was it to address your issue? (without "don't know")

N=238	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q23c. How easy/difficult was it to address your issue?						
Very easy	50.0%	48.6%	46.8%	58.5%	62.2%	52.2%
Somewhat easy	32.5%	34.3%	31.9%	20.8%	15.6%	27.2%
Difficult	7.5%	5.7%	10.6%	13.2%	13.3%	11.2%
Very difficult	10.0%	11.4%	10.6%	7.5%	8.9%	9.5%

Q23d. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

N=238	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q23d-1. They were courteous & polite						
Always	61.5%	57.1%	70.2%	70.6%	84.4%	69.9%
Usually	28.2%	37.1%	19.1%	23.5%	11.1%	23.1%
Sometimes	2.6%	5.7%	6.4%	2.0%	2.2%	3.5%
Seldom	7.7%	0.0%	0.0%	2.0%	2.2%	2.2%
Never	0.0%	0.0%	4.3%	2.0%	0.0%	1.3%
Q23d-2. They gave accurate answers to your questions						
Always	61.5%	54.3%	66.0%	54.0%	76.7%	61.8%
Usually	23.1%	28.6%	8.5%	30.0%	9.3%	20.4%
Sometimes	10.3%	11.4%	14.9%	8.0%	9.3%	10.7%
Seldom	5.1%	2.9%	4.3%	4.0%	4.7%	4.4%
Never	0.0%	2.9%	6.4%	4.0%	0.0%	2.7%

Q23d. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

N=238	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q23d-3. They did what they said they would do in a timely manner						
Always	61.5%	51.5%	63.6%	52.0%	66.7%	57.6%
Usually	23.1%	30.3%	9.1%	22.0%	15.4%	20.3%
Sometimes	10.3%	9.1%	9.1%	16.0%	12.8%	11.1%
Seldom	5.1%	3.0%	9.1%	6.0%	2.6%	6.5%
Never	0.0%	6.1%	9.1%	4.0%	2.6%	4.6%
Q23d-4. They helped you resolve an issue to your satisfaction						
Always	59.0%	58.8%	57.8%	54.9%	58.5%	56.3%
Usually	20.5%	23.5%	11.1%	21.6%	14.6%	18.5%
Sometimes	5.1%	8.8%	8.9%	15.7%	12.2%	11.3%
Seldom	7.7%	2.9%	11.1%	2.0%	9.8%	6.8%
Never	7.7%	5.9%	11.1%	5.9%	4.9%	7.2%

Q24. Community Development. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following community services provided by the City of Creve Coeur. (without "don't know")

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q24-1. Enforcing City's building code in your community						
Very satisfied	20.3%	23.2%	21.1%	29.7%	22.8%	23.8%
Satisfied	32.4%	39.1%	35.6%	31.9%	43.0%	36.1%
Neutral	31.1%	21.7%	32.2%	25.3%	27.8%	27.8%
Dissatisfied	10.8%	11.6%	6.7%	8.8%	6.3%	8.5%
Very dissatisfied	5.4%	4.3%	4.4%	4.4%	0.0%	3.8%
Q24-2. Enforcing mowing & cutting of weeds & grass on private property						
Very satisfied	15.0%	25.7%	15.2%	22.4%	19.0%	19.3%
Satisfied	37.5%	37.1%	44.6%	30.6%	41.8%	38.1%
Neutral	26.3%	15.7%	20.7%	32.9%	26.6%	25.2%
Dissatisfied	16.3%	17.1%	14.1%	14.1%	10.1%	13.9%
Very dissatisfied	5.0%	4.3%	5.4%	0.0%	2.5%	3.5%

Q24. Community Development. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following community services provided by the City of Creve Coeur. (without "don't know")

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q24-3. Enforcing exterior maintenance of residential property						
Very satisfied	12.7%	19.2%	13.0%	18.5%	19.2%	16.5%
Satisfied	39.2%	39.7%	43.5%	33.3%	49.3%	40.6%
Neutral	26.6%	16.4%	27.2%	33.3%	15.1%	25.1%
Dissatisfied	15.2%	19.2%	10.9%	11.1%	15.1%	13.4%
Very dissatisfied	6.3%	5.5%	5.4%	3.7%	1.4%	4.5%
Q24-4. Enforcing exterior maintenance of commercial/business property						
Very satisfied	17.5%	27.9%	17.8%	21.5%	22.4%	21.1%
Satisfied	40.0%	41.0%	43.3%	39.2%	43.3%	40.5%
Neutral	35.0%	16.4%	27.8%	34.2%	23.9%	28.6%
Dissatisfied	5.0%	13.1%	6.7%	5.1%	10.4%	7.5%
Very dissatisfied	2.5%	1.6%	4.4%	0.0%	0.0%	2.3%

Q24. Community Development. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following community services provided by the City of Creve Coeur. (without "don't know")

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q24-5. Overall quality of new residential development						
Very satisfied	21.8%	25.0%	22.7%	25.3%	22.5%	23.2%
Satisfied	48.7%	48.6%	39.2%	42.9%	52.5%	45.3%
Neutral	17.9%	22.2%	30.9%	24.2%	20.0%	23.6%
Dissatisfied	7.7%	1.4%	5.2%	5.5%	3.8%	5.0%
Very dissatisfied	3.8%	2.8%	2.1%	2.2%	1.3%	2.9%
Q24-6. Overall quality of new commercial development						
Very satisfied	22.2%	28.8%	21.4%	19.6%	19.8%	22.0%
Satisfied	42.0%	46.6%	34.7%	44.6%	46.9%	42.2%
Neutral	29.6%	13.7%	35.7%	22.8%	23.5%	25.6%
Dissatisfied	2.5%	8.2%	5.1%	12.0%	8.6%	7.3%
Very dissatisfied	3.7%	2.7%	3.1%	1.1%	1.2%	2.9%

Q25. Which TWO of the community development services listed in Question 24 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q25. Sum of top 2 choices						
Enforcing City's building code in your community	16.8%	17.2%	23.5%	22.8%	20.0%	20.3%
Enforcing mowing & cutting of weeds & grass on private property	26.2%	22.2%	26.1%	23.7%	19.1%	23.1%
Enforcing exterior maintenance of residential property	32.7%	34.3%	27.0%	33.3%	25.5%	29.3%
Enforcing exterior maintenance of commercial/ business property	21.5%	13.1%	14.8%	18.4%	16.4%	16.8%
Overall quality of new residential development	24.3%	22.2%	20.0%	25.4%	26.4%	24.1%
Overall quality of new commercial development	41.1%	29.3%	33.9%	31.6%	25.5%	32.9%
None chosen	15.0%	28.3%	24.3%	19.3%	30.9%	23.6%

Q26. As opportunities present themselves, do you believe that the City should support development of a downtown Creve Coeur (south of Olive and east of New Ballas) to consist of pedestrian-oriented retail, restaurants, and community event space? (without "not provided")

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q26. Do you believe that City should support development of a Downtown Creve Coeur to consist of pedestrian-oriented retail, restaurants, & community event space?						
Very supportive	57.1%	54.6%	51.8%	42.0%	29.0%	46.5%
Somewhat supportive	33.3%	34.0%	30.4%	40.2%	43.9%	36.7%
Not supportive	7.6%	8.2%	8.0%	10.7%	15.0%	9.9%
Not sure	1.9%	3.1%	9.8%	7.1%	12.1%	6.9%

Q27. 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=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q27. How would you rate City's enforcement of exterior property maintenance?						
Too strict	4.9%	8.3%	6.8%	5.7%	5.4%	6.2%
About right	63.0%	63.9%	70.5%	64.4%	79.7%	68.2%
Not strict enough	32.1%	27.8%	22.7%	29.9%	14.9%	25.6%

Q28. 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=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q28-1. Condominiums						
Yes	68.3%	68.8%	76.0%	70.8%	85.2%	74.5%
No	31.7%	31.2%	24.0%	29.2%	14.8%	25.5%
Q28-2. Single-family houses						
Yes	54.8%	57.5%	68.8%	62.5%	74.7%	64.6%
No	45.2%	42.5%	31.3%	37.5%	25.3%	35.4%

Q29. The City's Building Division handles building permitting and inspections as well as exterior property maintenance and nuisance matters. Have you had any contact with the Creve Coeur Building Division in the last year?

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q29. Have you had any contact with Creve Coeur Building Division in last year?						
Yes	25.2%	28.3%	27.0%	28.1%	18.2%	25.1%
No	74.8%	71.7%	73.0%	71.9%	81.8%	74.9%

Q29a. What type of contact have you had with the Creve Coeur Building Division most recently?

N=145	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q29a. What type of contact have you had?						
Reported a complaint	3.7%	17.9%	16.1%	21.9%	20.0%	15.9%
Building inspections for my home renovation project	51.9%	46.4%	61.3%	46.9%	50.0%	51.7%
I was issued a field correction notice or stop work order	11.1%	3.6%	0.0%	9.4%	0.0%	5.5%
I obtained a building permit	25.9%	21.4%	22.6%	12.5%	15.0%	19.3%
Other	7.4%	10.7%	0.0%	9.4%	15.0%	7.6%

Q29b. How would you rate the quality of your contact with the Building Inspector? (without "not provided")

N=145	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q29b. How would you rate quality of your contact with Building Inspector?						
Excellent	34.6%	19.2%	29.0%	16.7%	30.0%	25.7%
Good	38.5%	23.1%	29.0%	40.0%	30.0%	31.4%
Fair	11.5%	30.8%	16.1%	16.7%	25.0%	20.7%
Poor	15.4%	26.9%	25.8%	26.7%	15.0%	22.1%

Q29c. How would you rate the administrative assistant you interacted with? (without "not provided")

N=145	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q29c. How would you rate administrative assistant you interacted with?						
Very courteous	34.6%	32.0%	33.3%	25.8%	45.0%	33.8%
Courteous	46.2%	36.0%	40.0%	22.6%	50.0%	37.4%
Discourteous	0.0%	8.0%	3.3%	6.5%	0.0%	3.6%
Very discourteous	7.7%	4.0%	3.3%	6.5%	0.0%	4.3%
Did not have contact with an administrative assistant	11.5%	20.0%	20.0%	38.7%	5.0%	20.9%

Q30. Public Works. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public works services provided by the City of Creve Coeur. (without "don't know")

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q30-1. Maintenance of City streets (does not include County or State maintained streets such as Olive Boulevard, Old Olive Street Road, Lindbergh Boulevard or I-270)						
Very satisfied	21.0%	25.5%	23.4%	21.6%	27.3%	23.4%
Satisfied	47.0%	40.8%	48.6%	43.2%	45.5%	46.0%
Neutral	17.0%	18.4%	16.2%	24.3%	17.2%	18.3%
Dissatisfied	11.0%	8.2%	8.1%	6.3%	7.1%	8.1%
Very dissatisfied	4.0%	7.1%	3.6%	4.5%	3.0%	4.2%
Q30-2. Condition of City sidewalks						
Very satisfied	21.2%	24.7%	25.9%	18.2%	29.2%	23.8%
Satisfied	44.4%	45.4%	42.6%	50.9%	52.1%	47.2%
Neutral	17.2%	17.5%	16.7%	19.1%	11.5%	16.5%
Dissatisfied	14.1%	9.3%	12.0%	10.0%	6.3%	10.2%
Very dissatisfied	3.0%	3.1%	2.8%	1.8%	1.0%	2.2%

Q30. Public Works. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public works services provided by the City of Creve Coeur. (without "don't know")

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q30-3. Adequacy of street lighting						
Very satisfied	18.4%	22.7%	23.2%	16.1%	26.2%	21.2%
Satisfied	41.7%	38.1%	38.4%	49.1%	44.7%	41.9%
Neutral	16.5%	21.6%	25.9%	21.4%	21.4%	22.3%
Dissatisfied	19.4%	15.5%	10.7%	12.5%	5.8%	12.4%
Very dissatisfied	3.9%	2.1%	1.8%	0.9%	1.9%	2.2%
Q30-4. Snow/ice removal on City streets						
Very satisfied	35.6%	38.1%	31.0%	33.0%	40.4%	35.6%
Satisfied	45.5%	42.3%	45.1%	48.6%	49.0%	45.7%
Neutral	14.9%	14.4%	19.5%	13.8%	8.7%	14.6%
Dissatisfied	3.0%	5.2%	4.4%	4.6%	1.0%	3.6%
Very dissatisfied	1.0%	0.0%	0.0%	0.0%	1.0%	0.5%

Q30. Public Works. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public works services provided by the City of Creve Coeur. (without "don't know")

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q30-5. Appearance of landscaped medians						
Very satisfied	36.4%	41.7%	32.7%	39.3%	44.8%	38.6%
Satisfied	46.5%	41.7%	46.0%	44.6%	36.2%	43.1%
Neutral	12.1%	11.5%	15.0%	13.4%	14.3%	13.7%
Dissatisfied	5.1%	4.2%	4.4%	2.7%	4.8%	4.0%
Very dissatisfied	0.0%	1.0%	1.8%	0.0%	0.0%	0.7%
Q30-6. Cleanliness of City streets						
Very satisfied	35.9%	37.8%	30.7%	33.6%	42.5%	35.8%
Satisfied	53.4%	50.0%	52.6%	53.1%	41.5%	50.4%
Neutral	6.8%	8.2%	12.3%	11.5%	12.3%	10.5%
Dissatisfied	1.9%	4.1%	2.6%	1.8%	3.8%	2.7%
Very dissatisfied	1.9%	0.0%	1.8%	0.0%	0.0%	0.7%

Q31. Which TWO of the public works services listed in Question 30 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q31. Sum of top 2 choices						
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)	52.3%	51.5%	46.1%	48.2%	41.8%	47.1%
Condition of City sidewalks	31.8%	39.4%	29.6%	28.9%	16.4%	28.9%
Adequacy of street lighting	31.8%	28.3%	34.8%	45.6%	33.6%	35.2%
Snow/ice removal on City streets	23.4%	19.2%	20.0%	24.6%	29.1%	22.9%
Appearance of landscaped medians	9.3%	13.1%	14.8%	5.3%	10.9%	10.7%
Cleanliness of City streets	9.3%	11.1%	17.4%	12.3%	13.6%	12.8%
None chosen	18.7%	16.2%	14.8%	15.8%	24.5%	18.4%

Q32. The sewer lateral insurance program provides for reimbursement of 50% of sewer lateral replacement costs. Would you support an annual fee increase from $28 to $50 annually, if the reimbursement was increased to 80%? (without "not provided")

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q32. Would you support an annual fee increase from $28 to $50 annually if the reimbursement was increased to 80%?						
Very supportive	26.7%	27.1%	23.2%	20.7%	22.6%	23.8%
Somewhat supportive	31.4%	34.4%	24.1%	40.5%	28.3%	32.6%
Not supportive	24.8%	22.9%	33.9%	25.2%	25.5%	25.6%
Not sure	17.1%	15.6%	18.8%	13.5%	23.6%	18.0%

Q33. Have you experienced any issues with stormwater on your property within the last THREE years?

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q33. Have you experienced any issues with stormwater on your property within last three years?						
Yes	24.3%	30.3%	21.7%	31.6%	19.1%	25.3%
No	75.7%	69.7%	78.3%	68.4%	80.9%	74.7%

Q33a. Which of the following issues have you had with stormwater on your property in the last THREE years?

N=146	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q33a. What issues have you had with stormwater on your property?						
An increase in the amount of stormwater that collects on my property from the past	38.5%	46.7%	64.0%	50.0%	52.4%	50.0%
Changes in the way stormwater flows across my property	50.0%	33.3%	48.0%	50.0%	52.4%	47.3%
Increases or other changes in the amount & flow of stormwater on streets	19.2%	10.0%	20.0%	22.2%	28.6%	19.9%
Erosion on my property	53.8%	46.7%	28.0%	38.9%	57.1%	43.8%
Flooded basement/ground floor	42.3%	26.7%	40.0%	36.1%	14.3%	32.2%
Other	7.7%	10.0%	4.0%	5.6%	4.8%	6.8%

Q34. As with many cities, Creve Coeur City officials are concerned about being able to maintain the current level of services in the face of rising costs and decreasing revenues. Given such realities, which one of the following options would you prefer? (without "not provided")

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q34. What options would you prefer?						
Maintaining current tax rates & cutting back on some City services	48.5%	41.9%	53.8%	44.4%	40.0%	44.8%
Increasing taxes to maintain present level of City services	51.5%	58.1%	46.2%	55.6%	60.0%	55.2%

Q35. Which TWO services would you prefer to reduce in order to maintain current tax rates?

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q35. What services would you prefer to reduce in order to maintain current tax rates?						
Limb chipping service	43.0%	22.2%	40.0%	30.7%	26.4%	32.9%
Leaf pick up	15.9%	19.2%	15.7%	16.7%	13.6%	16.6%
Park maintenance	16.8%	14.1%	20.9%	27.2%	25.5%	21.0%
Street maintenance	6.5%	5.1%	2.6%	0.9%	2.7%	3.3%
City newsletter	65.4%	56.6%	57.4%	50.0%	42.7%	53.7%
Police patrol	6.5%	5.1%	4.3%	1.8%	2.7%	4.0%
Police crime prevention	10.3%	12.1%	7.0%	7.0%	5.5%	8.0%
Other	10.3%	9.1%	5.2%	13.2%	8.2%	9.2%

Q36. Which of the following revenue options would you prefer the City use to maintain city services?

N=577	Q40. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q36. What revenue options would you prefer City to use to maintain City services?						
Business license fee increase	43.9%	45.5%	46.1%	40.4%	40.0%	42.8%
Establish a use tax on out-of-State purchases	25.2%	22.2%	27.8%	25.4%	27.3%	25.0%
Property tax rate increase	8.4%	10.1%	6.1%	9.6%	4.5%	7.5%
Utility tax rate increase	10.3%	5.1%	9.6%	7.9%	8.2%	8.0%
Charge a fee for trash service	18.7%	20.2%	20.9%	20.2%	11.8%	17.9%
I am not sure	24.3%	26.3%	19.1%	27.2%	29.1%	26.0%

Crosstabular Data by: Race/Ethnicity

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q1-1. As a place to live				
Excellent	61.0%	53.0%	40.0%	59.1%
Good	35.4%	42.6%	60.0%	37.3%
Neutral	2.5%	3.5%	0.0%	2.6%
Fair	0.7%	0.9%	0.0%	0.7%
Poor	0.5%	0.0%	0.0%	0.4%
Q1-2. As a place to raise children				
Excellent	61.2%	53.8%	40.0%	59.3%
Good	31.9%	39.6%	60.0%	34.0%
Neutral	5.7%	5.7%	0.0%	5.6%
Fair	1.0%	0.9%	0.0%	1.0%
Poor	0.2%	0.0%	0.0%	0.2%

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q1-3. As a place to work				
Excellent	50.5%	38.5%	42.9%	47.9%
Good	35.3%	38.5%	14.3%	35.6%
Neutral	13.1%	21.8%	42.9%	15.5%
Fair	1.0%	1.3%	0.0%	1.1%
Q1-4. As a City that is moving in right direction				
Excellent	34.8%	26.2%	33.3%	33.1%
Good	40.6%	46.7%	11.1%	41.3%
Neutral	19.6%	18.7%	33.3%	19.6%
Fair	3.1%	6.5%	11.1%	3.9%
Poor	1.9%	1.9%	11.1%	2.1%

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q2-1. Overall quality of services provided by City of Creve Coeur				
Excellent	46.3%	40.4%	54.5%	45.3%
Good	44.7%	50.0%	36.4%	45.6%
Neutral	6.4%	7.0%	9.1%	6.6%
Fair	2.3%	1.8%	0.0%	2.1%
Poor	0.2%	0.9%	0.0%	0.4%
Q2-2. Overall image of City				
Excellent	40.5%	36.0%	36.4%	39.5%
Good	49.3%	50.9%	36.4%	49.4%
Neutral	7.2%	9.6%	9.1%	7.8%
Fair	2.7%	3.5%	18.2%	3.2%
Poor	0.2%	0.0%	0.0%	0.2%

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q2-3. Overall quality of life in City				
Excellent	46.6%	38.6%	36.4%	44.8%
Good	46.1%	50.9%	45.5%	47.1%
Neutral	5.7%	10.5%	18.2%	6.9%
Fair	1.4%	0.0%	0.0%	1.1%
Poor	0.2%	0.0%	0.0%	0.2%
Q2-4. Overall value that you receive for your local tax & fees				
Excellent	30.6%	20.5%	45.5%	28.8%
Good	42.8%	47.3%	9.1%	43.1%
Neutral	18.5%	17.9%	27.3%	18.6%
Fair	5.8%	11.6%	18.2%	7.2%
Poor	2.3%	2.7%	0.0%	2.3%

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q2-5. How well your community is planning for future				
Excellent	28.4%	27.6%	33.3%	28.3%
Good	41.2%	32.7%	22.2%	39.2%
Neutral	20.9%	24.5%	11.1%	21.4%
Fair	5.9%	8.2%	22.2%	6.7%
Poor	3.6%	7.1%	11.1%	4.4%
Q2-6. Efforts to conserve energy & protect environment				
Excellent	27.1%	22.0%	14.3%	25.9%
Good	40.2%	42.9%	14.3%	40.3%
Neutral	26.3%	26.4%	28.6%	26.4%
Fair	4.7%	5.5%	28.6%	5.2%
Poor	1.7%	3.3%	14.3%	2.2%

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q3-1. Overall maintenance of City parks				
Very satisfied	42.9%	35.5%	60.0%	41.7%
Satisfied	50.7%	56.1%	30.0%	51.4%
Neutral	4.9%	4.7%	10.0%	5.0%
Dissatisfied	1.0%	2.8%	0.0%	1.3%
Very dissatisfied	0.5%	0.9%	0.0%	0.6%
Q3-2. Quality of limb chipping				
Very satisfied	51.0%	38.3%	63.6%	48.7%
Satisfied	39.7%	43.9%	9.1%	39.9%
Neutral	7.1%	14.0%	18.2%	8.7%
Dissatisfied	2.0%	3.7%	9.1%	2.5%
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 using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q3-3. Quality of leaf vacuuming				
Very satisfied	53.6%	43.6%	72.7%	52.0%
Satisfied	35.3%	40.9%	18.2%	36.1%
Neutral	7.0%	12.7%	0.0%	8.0%
Dissatisfied	3.1%	2.7%	9.1%	3.2%
Very dissatisfied	1.0%	0.0%	0.0%	0.7%
Q3-4. Overall quality of police services				
Very satisfied	62.8%	53.6%	70.0%	61.1%
Satisfied	28.4%	36.6%	20.0%	29.9%
Neutral	7.2%	7.1%	0.0%	7.0%
Dissatisfied	1.2%	1.8%	10.0%	1.4%
Very dissatisfied	0.5%	0.9%	0.0%	0.5%

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q3-5. Overall quality of recreation services				
Very satisfied	31.9%	24.3%	18.2%	30.0%
Satisfied	46.5%	51.5%	54.5%	47.7%
Neutral	18.5%	21.4%	27.3%	19.3%
Dissatisfied	2.1%	2.9%	0.0%	2.2%
Very dissatisfied	1.0%	0.0%	0.0%	0.8%
Q3-6. Overall quality of building inspections & permits				
Very satisfied	18.8%	15.1%	30.0%	18.2%
Satisfied	28.1%	35.5%	10.0%	29.2%
Neutral	32.7%	29.0%	20.0%	31.6%
Dissatisfied	12.5%	12.9%	30.0%	13.0%
Very dissatisfied	8.0%	7.5%	10.0%	7.9%

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q3-7. Overall quality of municipal court services				
Very satisfied	26.0%	17.9%	16.7%	23.9%
Satisfied	29.3%	37.5%	33.3%	31.3%
Neutral	39.2%	39.3%	50.0%	39.5%
Dissatisfied	2.2%	3.6%	0.0%	2.5%
Very dissatisfied	3.3%	1.8%	0.0%	2.9%
Q3-8. Overall enforcement of City codes & ordinances				
Very satisfied	21.1%	20.5%	22.2%	21.0%
Satisfied	36.8%	37.2%	22.2%	36.6%
Neutral	26.6%	26.9%	44.4%	27.1%
Dissatisfied	10.2%	11.5%	11.1%	10.5%
Very dissatisfied	5.3%	3.8%	0.0%	4.9%

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q3-9. Overall quality of customer service you receive from City employees				
Very satisfied	37.7%	24.5%	27.3%	34.8%
Satisfied	42.2%	44.9%	36.4%	42.6%
Neutral	14.8%	23.5%	27.3%	16.8%
Dissatisfied	3.2%	6.1%	0.0%	3.7%
Very dissatisfied	2.1%	1.0%	9.1%	2.0%
Q3-10. Overall effectiveness of City communication				
Very satisfied	36.0%	25.7%	36.4%	34.0%
Satisfied	46.6%	48.6%	54.5%	47.1%
Neutral	14.1%	18.1%	9.1%	14.8%
Dissatisfied	1.9%	3.8%	0.0%	2.2%
Very dissatisfied	1.4%	3.8%	0.0%	1.8%

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q4. Sum of top 3 choices				
Overall maintenance of City parks	28.5%	37.1%	25.0%	30.2%
Quality of limb chipping	12.0%	19.8%	16.7%	13.7%
Quality of leaf vacuuming	14.5%	17.2%	8.3%	14.9%
Overall quality of police services	47.4%	44.0%	33.3%	46.4%
Overall quality of recreation services	28.5%	28.4%	8.3%	28.1%
Overall quality of building inspections & permits	24.3%	17.2%	25.0%	22.9%
Overall quality of municipal court services	7.1%	4.3%	8.3%	6.6%
Overall enforcement of City codes & ordinances	26.9%	21.6%	8.3%	25.5%

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q4. Sum of top 3 choices (cont.)				
Overall quality of customer service you receive from City employees	18.0%	18.1%	16.7%	18.0%
Overall effectiveness of City communication	24.7%	25.9%	33.3%	25.1%
None chosen	16.5%	16.4%	25.0%	16.6%

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q6. Do you live in a single-family home or townhome				
Yes	86.9%	90.5%	83.3%	87.5%
No	13.1%	9.5%	16.7%	12.5%

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

N=505	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q6a. How satisfied are you with City's trash & recycling service				
Very satisfied	66.6%	58.1%	80.0%	65.1%
Satisfied	26.4%	37.1%	10.0%	28.3%
Neutral	5.0%	2.9%	10.0%	4.6%
Dissatisfied	1.6%	0.0%	0.0%	1.2%
Very dissatisfied	0.5%	1.9%	0.0%	0.8%

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q7-1. City efforts to keep you informed about important issues				
Very satisfied	41.1%	33.0%	36.4%	39.4%
Satisfied	44.0%	49.1%	45.5%	45.1%
Neutral	12.8%	13.4%	9.1%	12.9%
Dissatisfied	1.6%	3.6%	9.1%	2.1%
Very dissatisfied	0.5%	0.9%	0.0%	0.5%
Q7-2. Quality of City's newsletter				
Very satisfied	45.5%	36.6%	40.0%	43.6%
Satisfied	42.1%	50.0%	40.0%	43.6%
Neutral	10.6%	9.8%	20.0%	10.6%
Dissatisfied	1.6%	2.7%	0.0%	1.8%
Very dissatisfied	0.2%	0.9%	0.0%	0.4%

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q7-3. City efforts to keep you informed about planning & zoning matters				
Very satisfied	32.2%	23.9%	27.3%	30.5%
Satisfied	37.6%	44.0%	45.5%	39.1%
Neutral	22.7%	20.2%	9.1%	21.9%
Dissatisfied	5.8%	9.2%	18.2%	6.8%
Very dissatisfied	1.6%	2.8%	0.0%	1.8%
Q7-4. Availability of information about City programs & services				
Very satisfied	34.3%	28.7%	27.3%	33.0%
Satisfied	40.6%	48.1%	45.5%	42.2%
Neutral	21.7%	18.5%	18.2%	21.0%
Dissatisfied	3.0%	2.8%	9.1%	3.1%
Very dissatisfied	0.5%	1.9%	0.0%	0.7%

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q7-5. Level of public involvement in local decision making				
Very satisfied	24.4%	16.5%	27.3%	22.8%
Satisfied	28.9%	37.1%	18.2%	30.3%
Neutral	36.1%	36.1%	9.1%	35.5%
Dissatisfied	6.7%	4.1%	27.3%	6.7%
Very dissatisfied	3.9%	6.2%	18.2%	4.7%
Q7-6. Quality of City's social media (e.g. Facebook, Twitter)				
Very satisfied	20.9%	16.4%	16.7%	19.7%
Satisfied	24.9%	29.1%	33.3%	26.1%
Neutral	48.0%	45.5%	33.3%	47.1%
Dissatisfied	5.6%	1.8%	16.7%	5.0%
Very dissatisfied	0.6%	7.3%	0.0%	2.1%

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q7-7. Quality of City's website				
Very satisfied	21.6%	16.9%	9.1%	20.3%
Satisfied	38.7%	44.2%	72.7%	40.8%
Neutral	33.4%	29.9%	9.1%	32.0%
Dissatisfied	4.9%	3.9%	0.0%	4.5%
Very dissatisfied	1.4%	5.2%	9.1%	2.4%

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q8. Sum of top 2 choices				
City efforts to keep you informed about important issues	40.3%	39.7%	0.0%	39.3%
Quality of City's newsletter	11.8%	6.0%	8.3%	10.6%
City efforts to keep you informed about planning & zoning matters	32.5%	38.8%	25.0%	33.6%
Availability of information about City programs & services	23.4%	24.1%	16.7%	23.4%
Level of public involvement in local decision making	27.6%	30.2%	33.3%	28.2%
Quality of City's social media (e.g. Facebook, Twitter)	6.7%	1.7%	8.3%	5.7%
Quality of City's website	16.7%	14.7%	33.3%	16.6%
None chosen	18.7%	19.8%	33.3%	19.2%

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q9. How often would you say you read City's newsletter?				
Every month	83.1%	72.8%	90.9%	81.2%
A few times a year	13.4%	24.6%	0.0%	15.4%
Never	3.4%	2.6%	9.1%	3.4%

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q11-1. Maintenance of City parks				
Very satisfied	43.9%	30.1%	40.0%	40.9%
Satisfied	48.4%	54.4%	40.0%	49.5%
Neutral	6.1%	11.7%	10.0%	7.3%
Dissatisfied	1.3%	2.9%	0.0%	1.6%
Very dissatisfied	0.3%	1.0%	10.0%	0.6%
Q11-2. Number of City parks				
Very satisfied	38.2%	25.2%	30.0%	35.3%
Satisfied	46.2%	48.5%	50.0%	46.7%
Neutral	11.4%	13.6%	20.0%	12.0%
Dissatisfied	3.4%	12.6%	0.0%	5.3%
Very dissatisfied	0.8%	0.0%	0.0%	0.6%

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q11-3. Number of walking/biking trails				
Very satisfied	24.9%	16.3%	30.0%	23.2%
Satisfied	35.5%	34.7%	40.0%	35.4%
Neutral	19.4%	29.6%	20.0%	21.5%
Dissatisfied	16.7%	14.3%	10.0%	16.0%
Very dissatisfied	3.6%	5.1%	0.0%	3.8%
Q11-4. Overall satisfaction with Ice Arena				
Very satisfied	26.9%	12.7%	22.2%	23.5%
Satisfied	40.5%	43.7%	44.4%	41.4%
Neutral	26.0%	35.2%	33.3%	28.3%
Dissatisfied	4.4%	4.2%	0.0%	4.2%
Very dissatisfied	2.2%	4.2%	0.0%	2.6%

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q11-5. Overall satisfaction with Golf Course				
Very satisfied	29.3%	13.1%	33.3%	26.1%
Satisfied	32.9%	34.4%	33.3%	33.2%
Neutral	28.4%	39.3%	33.3%	30.8%
Dissatisfied	5.8%	8.2%	0.0%	6.1%
Very dissatisfied	3.6%	4.9%	0.0%	3.7%
Q11-6. Overall satisfaction with Dog Park				
Very satisfied	29.1%	18.6%	25.0%	27.0%
Satisfied	34.1%	32.6%	25.0%	33.5%
Neutral	31.9%	44.2%	50.0%	34.8%
Dissatisfied	3.3%	2.3%	0.0%	3.0%
Very dissatisfied	1.6%	2.3%	0.0%	1.7%

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q11-7. Youth recreation programs				
Very satisfied	19.1%	11.1%	25.0%	17.3%
Satisfied	34.7%	37.0%	0.0%	34.6%
Neutral	34.7%	37.0%	75.0%	35.9%
Dissatisfied	8.7%	13.0%	0.0%	9.5%
Very dissatisfied	2.9%	1.9%	0.0%	2.6%
Q11-8. Adult recreation programs				
Very satisfied	17.8%	11.9%	20.0%	16.5%
Satisfied	29.8%	30.5%	0.0%	29.4%
Neutral	38.2%	44.1%	60.0%	40.0%
Dissatisfied	10.5%	10.2%	0.0%	10.2%
Very dissatisfied	3.7%	3.4%	20.0%	3.9%

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q11-9. Senior programs				
Very satisfied	21.9%	13.3%	20.0%	20.0%
Satisfied	27.1%	24.4%	0.0%	25.9%
Neutral	36.8%	53.3%	60.0%	41.0%
Dissatisfied	11.0%	4.4%	0.0%	9.3%
Very dissatisfied	3.2%	4.4%	20.0%	3.9%
Q11-10. Maintenance of historic buildings in Conway, Millennium & Lake School Parks				
Very satisfied	31.5%	32.8%	25.0%	31.6%
Satisfied	42.0%	35.8%	37.5%	40.7%
Neutral	22.8%	28.4%	25.0%	23.9%
Dissatisfied	2.9%	3.0%	12.5%	3.1%
Very dissatisfied	0.7%	0.0%	0.0%	0.6%

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q12. Sum of top 2 choices				
Maintenance of City parks	31.6%	37.1%	16.7%	32.4%
Number of City parks	10.5%	12.9%	8.3%	10.9%
Number of walking/biking trails	34.7%	30.2%	8.3%	33.3%
Overall satisfaction with Ice Arena	6.5%	6.9%	25.0%	6.9%
Overall satisfaction with Golf Course	12.0%	8.6%	16.7%	11.4%
Overall satisfaction with Dog Park	3.1%	3.4%	0.0%	3.1%
Youth recreation programs	11.4%	12.1%	8.3%	11.4%
Adult recreation programs	11.4%	11.2%	8.3%	11.3%
Senior programs	14.5%	15.5%	0.0%	14.4%
Maintenance of historic buildings in Conway, Millennium & Lake School Parks	5.3%	6.9%	8.3%	5.7%
None chosen	26.3%	25.0%	50.0%	26.5%

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

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q13. How many times have you visited one of City's parks in last two years?				
None	10.8%	8.2%	8.3%	10.2%
1-4 times	32.7%	30.9%	25.0%	32.2%
5-9 times	17.2%	26.4%	25.0%	19.1%
10+ times	39.4%	34.5%	41.7%	38.5%

Q14. Do you support the expansion of off-street pedestrian trails utilizing Ameren utility easements, abandoned railroad property and subdivision common ground? (without "not provided")

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q14. Do you support expansion of off-street pedestrian trails utilizing Ameren utility easements, abandoned railroad property & subdivision common ground?				
Very supportive	58.4%	56.1%	33.3%	57.4%
Somewhat supportive	25.6%	31.6%	41.7%	27.2%
Not supportive	6.9%	2.6%	25.0%	6.4%
Not sure	9.2%	9.6%	0.0%	9.1%

Q15. Golf course user fees fall short of covering course expenses by about $100,000 annually, or a little less than 1% of the city's operating budget. Knowing this, do you believe the City should continue to operate the golf course in the future? (without "not provided")

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q15. Do you believe City should continue to operate Golf Course in the future?				
Very supportive	37.4%	29.2%	50.0%	36.0%
Somewhat supportive	21.2%	28.3%	33.3%	22.9%
Not supportive	25.6%	25.7%	16.7%	25.4%
Not sure	15.7%	16.8%	0.0%	15.6%

Q16. A parks and stormwater sales tax could be adopted with voter approval to expand parks and recreation facilities and programs and improve stormwater management in the community. Would you support a ½ cent sales tax for parks and stormwater? (without "not provided")

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q16. Would you support a 1/2 cent sales tax for parks & stormwater?				
Very supportive	33.4%	26.5%	41.7%	32.2%
Somewhat supportive	31.8%	34.5%	25.0%	32.2%
Not supportive	25.3%	23.0%	25.0%	24.8%
Not sure	9.5%	15.9%	8.3%	10.8%

Q18. Feeling of Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q18-1. Walking alone in your neighborhood during the day				
Very safe	81.1%	69.9%	75.0%	78.7%
Safe	16.9%	26.5%	25.0%	19.0%
Neutral	1.4%	2.7%	0.0%	1.6%
Unsafe	0.5%	0.9%	0.0%	0.5%
Very unsafe	0.2%	0.0%	0.0%	0.2%
Q18-2. Walking alone in your neighborhood at night				
Very safe	43.9%	29.7%	25.0%	40.6%
Safe	36.6%	43.2%	41.7%	38.1%
Neutral	12.9%	18.0%	33.3%	14.4%
Unsafe	5.2%	7.2%	0.0%	5.5%
Very unsafe	1.4%	1.8%	0.0%	1.5%

Q18. Feeling of Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q18-3. In City parks				
Very safe	30.0%	25.0%	50.0%	29.4%
Safe	42.0%	37.0%	10.0%	40.3%
Neutral	20.7%	28.3%	40.0%	22.7%
Unsafe	5.6%	6.5%	0.0%	5.7%
Very unsafe	1.7%	3.3%	0.0%	2.0%

Q19. Public Safety. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Creve Coeur. (without "don't know")

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q19-1. Overall quality of local police protection				
Very satisfied	62.8%	45.9%	63.6%	59.4%
Satisfied	33.0%	46.8%	27.3%	35.6%
Neutral	2.6%	5.5%	0.0%	3.1%
Dissatisfied	0.9%	0.0%	9.1%	0.9%
Very dissatisfied	0.7%	1.8%	0.0%	0.9%
Q19-2. Visibility of police in neighborhoods				
Very satisfied	39.6%	30.0%	33.3%	37.5%
Satisfied	39.4%	44.5%	41.7%	40.4%
Neutral	15.5%	18.2%	25.0%	16.2%
Dissatisfied	4.9%	5.5%	0.0%	4.9%
Very dissatisfied	0.7%	1.8%	0.0%	0.9%

Q19. Public Safety. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Creve Coeur. (without "don't know")

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q19-3. Visibility of police in commercial & retail areas				
Very satisfied	36.3%	21.9%	27.3%	33.3%
Satisfied	39.5%	52.4%	45.5%	42.2%
Neutral	21.3%	21.0%	27.3%	21.4%
Dissatisfied	2.2%	2.9%	0.0%	2.3%
Very dissatisfied	0.7%	1.9%	0.0%	0.9%
Q19-4. How quickly police respond to emergencies				
Very satisfied	58.4%	48.3%	60.0%	56.3%
Satisfied	32.4%	36.8%	20.0%	33.0%
Neutral	8.6%	11.5%	10.0%	9.2%
Dissatisfied	0.3%	2.3%	0.0%	0.7%
Very dissatisfied	0.3%	1.1%	10.0%	0.7%

Q19. Public Safety. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Creve Coeur. (without "don't know")

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q19-5. Efforts to prevent crime				
Very satisfied	44.7%	29.0%	44.4%	41.5%
Satisfied	37.5%	48.4%	44.4%	39.8%
Neutral	13.4%	20.4%	11.1%	14.8%
Dissatisfied	3.3%	0.0%	0.0%	2.6%
Very dissatisfied	1.1%	2.2%	0.0%	1.3%
Q19-6. Enforcement of local traffic laws				
Very satisfied	37.0%	17.2%	27.3%	32.9%
Satisfied	40.8%	47.5%	36.4%	42.0%
Neutral	14.0%	28.3%	27.3%	17.1%
Dissatisfied	5.4%	5.1%	0.0%	5.2%
Very dissatisfied	2.8%	2.0%	9.1%	2.8%

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? (top 2)

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q20. Sum of top 2 choices				
Overall quality of local police protection	25.2%	29.3%	25.0%	26.0%
Visibility of police in neighborhoods	41.2%	41.4%	25.0%	40.9%
Visibility of police in commercial & retail areas	24.9%	17.2%	16.7%	23.2%
How quickly police respond to emergencies	16.3%	23.3%	25.0%	17.9%
Efforts to prevent crime	32.5%	37.1%	33.3%	33.4%
Enforcement of local traffic laws	11.8%	12.9%	8.3%	12.0%
None chosen	21.4%	15.5%	33.3%	20.5%

Q22. Have you had any contact with the Creve Coeur Police Department in the last year?

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q22. Have you had any contact with Creve Coeur Police Department in last year?				
Yes	43.7%	37.1%	41.7%	42.3%
No	56.3%	62.9%	58.3%	57.7%

Q22a. What type of contact have you had with the Creve Coeur Police Department most recently?

N=244	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q22a. What type of contact have you had?				
Reported a crime (e.g. burglary, domestic violence, assault)	14.3%	18.6%	20.0%	15.2%
Traffic stop	7.7%	7.0%	0.0%	7.4%
Criminal arrest	0.0%	2.3%	0.0%	0.4%
Crime prevention or safety promotion program	16.3%	9.3%	0.0%	14.8%
Police assistance (e.g. motorist assist, response to an alarm)	22.4%	25.6%	40.0%	23.4%
Other	39.3%	37.2%	40.0%	38.9%

Q22b. How would you rate the quality of your contact with the police officer? (without "not provided")

N=244	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q22b. How would you rate quality of your contact with police officer?				
Excellent	76.7%	76.7%	80.0%	76.8%
Good	15.5%	14.0%	0.0%	14.9%
Fair	3.6%	4.7%	0.0%	3.7%
Poor	4.1%	4.7%	20.0%	4.6%

Q22c. How would you rate the dispatcher you interacted with? (without "not provided")

N=244	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q22c. How would you rate dispatcher you interacted with?				
Very courteous	42.5%	44.2%	80.0%	43.6%
Courteous	20.7%	39.5%	0.0%	23.7%
Discourteous	0.5%	0.0%	0.0%	0.4%
Very discourteous	0.5%	0.0%	20.0%	0.8%
Did not have contact with a dispatcher	35.8%	16.3%	0.0%	31.5%

Q23. Customer Service. Have you called or visited the City with a question, problem, or complaint during the past year?

N=577	Q42. 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	41.4%	38.8%	58.3%	41.2%
No	58.6%	61.2%	41.7%	58.8%

Q23a. How did you contact the City?

N=238	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q23a. How did you contact City?				
By phone	64.5%	53.3%	100.0%	63.4%
By email	12.9%	4.4%	0.0%	10.9%
In person	22.0%	42.2%	0.0%	25.2%
Not provided	0.5%	0.0%	0.0%	0.4%

Q23b. Which department did you contact the City about MOST RECENTLY? (without "not provided")

N=238	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q23b. Which department did you contact?				
Administration	10.3%	15.6%	14.3%	11.4%
Building Permits & Inspections	28.8%	44.4%	14.3%	31.4%
Planning & Zoning	5.4%	2.2%	14.3%	5.1%
Finance	1.1%	0.0%	0.0%	0.8%
Human Resources	0.5%	0.0%	0.0%	0.4%
Legislative	0.5%	0.0%	0.0%	0.4%
Mayor & City Council	4.9%	4.4%	0.0%	4.7%
Municipal Court	1.1%	0.0%	0.0%	0.8%
Parks & Recreation	3.3%	6.7%	14.3%	4.2%
Police	12.5%	13.3%	14.3%	12.7%
Public Works/Streets	31.5%	13.3%	28.6%	28.0%

Q23c. How easy/difficult was it to address your issue? (without "don't know")

N=238	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q23c. How easy/difficult was it to address your issue?				
Very easy	52.7%	52.3%	33.3%	52.2%
Somewhat easy	26.9%	31.8%	0.0%	27.2%
Difficult	10.4%	9.1%	50.0%	11.2%
Very difficult	9.9%	6.8%	16.7%	9.5%

Q23d. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

N=238	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q23d-1. They were courteous & polite				
Always	69.8%	72.1%	57.1%	69.9%
Usually	22.9%	23.3%	28.6%	23.1%
Sometimes	3.9%	2.3%	0.0%	3.5%
Seldom	2.2%	0.0%	14.3%	2.2%
Never	1.1%	2.3%	0.0%	1.3%
Q23d-2. They gave accurate answers to your questions				
Always	61.9%	62.8%	50.0%	61.8%
Usually	20.5%	20.9%	16.7%	20.4%
Sometimes	10.8%	9.3%	16.7%	10.7%
Seldom	4.0%	4.7%	16.7%	4.4%
Never	2.8%	2.3%	0.0%	2.7%

Q23d. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

N=238	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q23d-3. They did what they said they would do in a timely manner				
Always	58.2%	62.5%	14.3%	57.6%
Usually	20.6%	15.0%	42.9%	20.3%
Sometimes	10.6%	12.5%	14.3%	11.1%
Seldom	5.9%	7.5%	14.3%	6.5%
Never	4.7%	2.5%	14.3%	4.6%
Q23d-4. They helped you resolve an issue to your satisfaction				
Always	57.8%	57.1%	14.3%	56.3%
Usually	17.3%	21.4%	28.6%	18.5%
Sometimes	12.1%	7.1%	14.3%	11.3%
Seldom	5.8%	9.5%	14.3%	6.8%
Never	6.9%	4.8%	28.6%	7.2%

Q24. Community Development. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following community services provided by the City of Creve Coeur. (without "don't know")

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q24-1. Enforcing City's building code in your community				
Very satisfied	24.8%	18.8%	33.3%	23.8%
Satisfied	37.3%	34.1%	11.1%	36.1%
Neutral	25.8%	34.1%	44.4%	27.8%
Dissatisfied	9.1%	7.1%	0.0%	8.5%
Very dissatisfied	3.0%	5.9%	11.1%	3.8%
Q24-2. Enforcing mowing & cutting of weeds & grass on private property				
Very satisfied	20.5%	14.1%	25.0%	19.3%
Satisfied	39.5%	32.9%	37.5%	38.1%
Neutral	23.2%	31.8%	37.5%	25.2%
Dissatisfied	14.5%	12.9%	0.0%	13.9%
Very dissatisfied	2.4%	8.2%	0.0%	3.5%

Q24. Community Development. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following community services provided by the City of Creve Coeur. (without "don't know")

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q24-3. Enforcing exterior maintenance of residential property				
Very satisfied	16.3%	16.3%	25.0%	16.5%
Satisfied	42.5%	34.9%	25.0%	40.6%
Neutral	24.0%	27.9%	37.5%	25.1%
Dissatisfied	13.5%	14.0%	0.0%	13.4%
Very dissatisfied	3.7%	7.0%	12.5%	4.5%
Q24-4. Enforcing exterior maintenance of commercial/business property				
Very satisfied	22.6%	14.5%	25.0%	21.1%
Satisfied	42.4%	35.5%	12.5%	40.5%
Neutral	26.4%	35.5%	50.0%	28.6%
Dissatisfied	7.0%	10.5%	0.0%	7.5%
Very dissatisfied	1.6%	3.9%	12.5%	2.3%

Q24. Community Development. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following community services provided by the City of Creve Coeur. (without "don't know")

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q24-5. Overall quality of new residential development				
Very satisfied	24.0%	21.3%	11.1%	23.2%
Satisfied	46.2%	41.6%	44.4%	45.3%
Neutral	22.3%	30.3%	11.1%	23.6%
Dissatisfied	5.8%	1.1%	11.1%	5.0%
Very dissatisfied	1.7%	5.6%	22.2%	2.9%
Q24-6. Overall quality of new commercial development				
Very satisfied	23.9%	15.6%	11.1%	22.0%
Satisfied	42.7%	42.2%	22.2%	42.2%
Neutral	24.5%	30.0%	22.2%	25.6%
Dissatisfied	7.1%	6.7%	22.2%	7.3%
Very dissatisfied	1.7%	5.6%	22.2%	2.9%

Q25. Which TWO of the community development services listed in Question 24 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q25. Sum of top 2 choices				
Enforcing City's building code in your community	21.6%	16.4%	8.3%	20.3%
Enforcing mowing & cutting of weeds & grass on private property	22.7%	25.9%	8.3%	23.1%
Enforcing exterior maintenance of residential property	30.3%	26.7%	16.7%	29.3%
Enforcing exterior maintenance of commercial/ business property	17.8%	14.7%	0.0%	16.8%
Overall quality of new residential development	22.9%	27.6%	33.3%	24.1%
Overall quality of new commercial development	33.0%	31.9%	41.7%	32.9%
None chosen	22.7%	25.0%	41.7%	23.6%

Q26. As opportunities present themselves, do you believe that the City should support development of a downtown Creve Coeur (south of Olive and east of New Ballas) to consist of pedestrian-oriented retail, restaurants, and community event space? (without "not provided")

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q26. Do you believe that City should support development of a Downtown Creve Coeur to consist of pedestrian-oriented retail, restaurants, & community event space?				
Very supportive	47.4%	43.4%	41.7%	46.5%
Somewhat supportive	35.3%	41.6%	41.7%	36.7%
Not supportive	10.3%	8.0%	16.7%	9.9%
Not sure	7.1%	7.1%	0.0%	6.9%

Q27. 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=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q27. How would you rate City's enforcement of exterior property maintenance?				
Too strict	5.7%	7.7%	11.1%	6.2%
About right	67.8%	69.2%	77.8%	68.2%
Not strict enough	26.6%	23.1%	11.1%	25.6%

Q28. 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=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q28-1. Condominiums				
Yes	74.5%	74.4%	71.4%	74.5%
No	25.5%	25.6%	28.6%	25.5%
Q28-2. Single-family houses				
Yes	65.1%	62.5%	62.5%	64.6%
No	34.9%	37.5%	37.5%	35.4%

Q29. The City's Building Division handles building permitting and inspections as well as exterior property maintenance and nuisance matters. Have you had any contact with the Creve Coeur Building Division in the last year?

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q29. Have you had any contact with Creve Coeur Building Division in last year?				
Yes	25.6%	24.1%	16.7%	25.1%
No	74.4%	75.9%	83.3%	74.9%

Q29a. What type of contact have you had with the Creve Coeur Building Division most recently?

N=145	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q29a. What type of contact have you had?				
Reported a complaint	17.4%	10.7%	0.0%	15.9%
Building inspections for my home renovation project	53.9%	42.9%	50.0%	51.7%
I was issued a field correction notice or stop work order	7.0%	0.0%	0.0%	5.5%
I obtained a building permit	16.5%	32.1%	0.0%	19.3%
Other	5.2%	14.3%	50.0%	7.6%

Q29b. How would you rate the quality of your contact with the Building Inspector? (without "not provided")

N=145	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q29b. How would you rate quality of your contact with Building Inspector?				
Excellent	26.4%	25.0%	0.0%	25.7%
Good	32.7%	28.6%	0.0%	31.4%
Fair	20.0%	25.0%	0.0%	20.7%
Poor	20.9%	21.4%	100.0%	22.1%

Q29c. How would you rate the administrative assistant you interacted with? (without "not provided")

N=145	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q29c. How would you rate administrative assistant you interacted with?				
Very courteous	33.6%	37.0%	0.0%	33.8%
Courteous	37.3%	40.7%	0.0%	37.4%
Discourteous	3.6%	0.0%	50.0%	3.6%
Very discourteous	5.5%	0.0%	0.0%	4.3%
Did not have contact with an administrative assistant	20.0%	22.2%	50.0%	20.9%

Q30. Public Works. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public works services provided by the City of Creve Coeur. (without "don't know")

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q30-1. Maintenance of City streets (does not include County or State maintained streets such as Olive Boulevard, Old Olive Street Road, Lindbergh Boulevard or I-270)				
Very satisfied	26.1%	14.8%	8.3%	23.4%
Satisfied	44.6%	50.9%	50.0%	46.0%
Neutral	16.4%	25.9%	16.7%	18.3%
Dissatisfied	8.0%	6.5%	25.0%	8.1%
Very dissatisfied	4.9%	1.9%	0.0%	4.2%
Q30-2. Condition of City sidewalks				
Very satisfied	25.7%	16.2%	27.3%	23.8%
Satisfied	47.1%	50.5%	18.2%	47.2%
Neutral	14.2%	23.4%	36.4%	16.5%
Dissatisfied	11.1%	7.2%	9.1%	10.2%
Very dissatisfied	1.9%	2.7%	9.1%	2.2%

Q30. Public Works. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public works services provided by the City of Creve Coeur. (without "don't know")

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q30-3. Adequacy of street lighting				
Very satisfied	22.3%	15.9%	33.3%	21.2%
Satisfied	43.9%	37.2%	16.7%	41.9%
Neutral	19.7%	31.0%	33.3%	22.3%
Dissatisfied	12.1%	15.0%	0.0%	12.4%
Very dissatisfied	2.1%	0.9%	16.7%	2.2%
Q30-4. Snow/ice removal on City streets				
Very satisfied	36.7%	30.4%	41.7%	35.6%
Satisfied	46.5%	42.9%	41.7%	45.7%
Neutral	13.0%	21.4%	8.3%	14.6%
Dissatisfied	3.5%	3.6%	8.3%	3.6%
Very dissatisfied	0.2%	1.8%	0.0%	0.5%

Q30. Public Works. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public works services provided by the City of Creve Coeur. (without "don't know")

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q30-5. Appearance of landscaped medians				
Very satisfied	41.3%	29.1%	25.0%	38.6%
Satisfied	43.0%	42.7%	50.0%	43.1%
Neutral	11.1%	22.7%	25.0%	13.7%
Dissatisfied	3.9%	4.5%	0.0%	4.0%
Very dissatisfied	0.7%	0.9%	0.0%	0.7%
Q30-6. Cleanliness of City streets				
Very satisfied	38.1%	27.2%	33.3%	35.8%
Satisfied	49.1%	57.0%	33.3%	50.4%
Neutral	9.1%	14.0%	25.0%	10.5%
Dissatisfied	3.2%	0.9%	0.0%	2.7%
Very dissatisfied	0.5%	0.9%	8.3%	0.7%

Q31. Which TWO of the public works services listed in Question 30 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q31. Sum of top 2 choices				
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)	49.0%	41.4%	33.3%	47.1%
Condition of City sidewalks	29.6%	27.6%	16.7%	28.9%
Adequacy of street lighting	34.1%	40.5%	25.0%	35.2%
Snow/ice removal on City streets	22.7%	23.3%	25.0%	22.9%
Appearance of landscaped medians	10.5%	12.1%	8.3%	10.7%
Cleanliness of City streets	12.9%	12.9%	8.3%	12.8%
None chosen	18.0%	17.2%	41.7%	18.4%

Q32. The sewer lateral insurance program provides for reimbursement of 50% of sewer lateral replacement costs. Would you support an annual fee increase from $28 to $50 annually, if the reimbursement was increased to 80%? (without "not provided")

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q32. Would you support an annual fee increase from $28 to $50 annually if the reimbursement was increased to 80%?				
Very supportive	24.0%	21.9%	36.4%	23.8%
Somewhat supportive	35.5%	22.8%	18.2%	32.6%
Not supportive	23.6%	34.2%	18.2%	25.6%
Not sure	16.9%	21.1%	27.3%	18.0%

Q33. Have you experienced any issues with stormwater on your property within the last THREE years?

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q33. Have you experienced any issues with stormwater on your property within last three years?				
Yes	27.2%	18.1%	25.0%	25.3%
No	72.8%	81.9%	75.0%	74.7%

Q33a. Which of the following issues have you had with stormwater on your property in the last THREE years?

N=146	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q33a. What issues have you had with stormwater on your property?				
An increase in the amount of stormwater that collects on my property from the past	50.8%	47.6%	33.3%	50.0%
Changes in the way stormwater flows across my property	48.4%	47.6%	0.0%	47.3%
Increases or other changes in the amount & flow of stormwater on streets	18.0%	33.3%	0.0%	19.9%
Erosion on my property	45.1%	42.9%	0.0%	43.8%
Flooded basement/ground floor	36.1%	4.8%	66.7%	32.2%
Other	5.7%	14.3%	0.0%	6.8%

Q34. As with many cities, Creve Coeur City officials are concerned about being able to maintain the current level of services in the face of rising costs and decreasing revenues. Given such realities, which one of the following options would you prefer? (without "not provided")

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q34. What options would you prefer?				
Maintaining current tax rates & cutting back on some City services	41.4%	57.9%	45.5%	44.8%
Increasing taxes to maintain present level of City services	58.6%	42.1%	54.5%	55.2%

Q35. Which TWO services would you prefer to reduce in order to maintain current tax rates?

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q35. What services would you prefer to reduce in order to maintain current tax rates?				
Limb chipping service	32.1%	35.3%	41.7%	32.9%
Leaf pick up	16.3%	17.2%	25.0%	16.6%
Park maintenance	20.7%	22.4%	16.7%	21.0%
Street maintenance	3.3%	3.4%	0.0%	3.3%
City newsletter	54.1%	54.3%	33.3%	53.7%
Police patrol	3.8%	4.3%	8.3%	4.0%
Police crime prevention	8.5%	5.2%	16.7%	8.0%
Other	9.4%	9.5%	0.0%	9.2%

Q36. Which of the following revenue options would you prefer the City use to maintain city services?

N=577	Q42. Your race/ethnicity			Total
	White	Other	Not provided	
Q36. What revenue options would you prefer City to use to maintain City services?				
Business license fee increase	45.0%	37.9%	8.3%	42.8%
Establish a use tax on out-of-State purchases	26.5%	19.0%	25.0%	25.0%
Property tax rate increase	6.7%	9.5%	16.7%	7.5%
Utility tax rate increase	8.7%	5.2%	8.3%	8.0%
Charge a fee for trash service	17.8%	18.1%	16.7%	17.9%
I am not sure	24.5%	31.9%	25.0%	26.0%