



**WORK SESSION MEETING
AGENDA
CITY OF CREVE COEUR
CITY COUNCIL
300 NORTH NEW BALLAS RD
NOVEMBER 22, 2021
6:00 PM**

CALL TO ORDER

ROLL CALL

DISCUSSION ITEMS

- 1. Approval of November 8, 2021 City Council Work Session Meeting Minutes**
- 2. 2021 Citizen Survey - Presentation of Results**
Summary: Robert Heacock of ETC Institute will present the results of the recently completed 2021 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 11/17/2021
Kellie Henke
City Clerk



**JOINT WORK SESSION MEETING
MINUTES
CITY OF CREVE COEUR
CITY COUNCIL & PARKS AND HISTORIC PRES COMMITTEE
300 NORTH NEW BALLAS RD
NOVEMBER 8, 2021
6:00 PM**

CALL TO ORDER

A joint work session meeting of the City Council & the Parks and Historic Preservation Committee of the City of Creve Coeur was called to order by Mayor Robert Hoffman at the City Council Chamber, 300 North New Ballas Rd, City of Creve Coeur Government Center, Creve Coeur, MO 63141 on Monday, November 8, 2021 at 6:00 PM.

ROLL CALL

Council Member, Ward 1 Mark Manlin
Council Member, Ward 1 Heather Silverman
Council Member, Ward 2 Tim Carney
Council Member, Ward 2 Nicole Greer
Council Member, Ward 3 Alice Benner
Council Member, Ward 3 David Hoffman
Council Member, Ward 4 Joseph Martinich
Council Member, Ward 4 Dan Tierney
Mayor Robert Hoffman

Parks and Historic Preservation Committee Members Present:

Ralph Merola (Chair), Nanci Allen, Richard Darrow, Joe Harrison, Nancy Litzinger, David Russell and Laura Kleffner

Staff Present:

City Administrator Mark Perkins, City Attorney Carl Lumley, Director of Community Development Jason Jaggi, Director of Finance Lori Obermoeller, Director of Public Works Jim Heines, Chief of Police Jeff Hartman, Assistant City Administrator Sharon Stott, Information Systems Coordinator Chris Tumbarello, and City Clerk Kellie Henke.

DISCUSSION ITEMS

1. Approval of October 25, 2021 City Council Work Session Meeting Minutes

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

RESULT:	ACCEPTED [UNANIMOUS]
MOVER:	Heather Silverman, Council Member, Ward 1
SECONDER:	Mark Manlin, Council Member, Ward 1
AYES:	Manlin, Silverman, Carney, Greer, Benner, Hoffman, Martinich, Tierney

2. Parks Master Plan Priorities



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Ralph Merola discussed project recommendations for the park master plan that were identified and prioritized in the PHP workshop held November 3rd. He stated these recommendations were grouped in categories of low, medium and high. Emphasis was placed on Millennium Park; however, projects could occur simultaneously at the other parks (See Exhibit A). Projects Recommended:

1. Playground Improvements- high cost/high value
2. Maintenance of Current Pavilion- low cost/low value
3. Splash Pad Replacement- high cost/high value
4. New Nature Trail- high cost/high value
5. New Pavilion/ Bandstand- low cost/high value
6. Tappmeyer House Exterior Improvements- low cost/low value
7. Better Signage- low cost/high value

Nancy Litzinger stated projects were also prioritized by considering safety and public opinion.

Mayor Hoffman stated a high priority from residents is year-round restrooms at all parks.

Council Member Martinich stated signage and restrooms could be completed simultaneously for financial benefits.

Ralph Merola stated smaller projects could be done first to demonstrate to residents that the city is listening and working on making improvements.

Council Member Benner asked the Parks and Historic Preservation Committee to reconsider the importance of replacing removed playgrounds at Millennium Park.

Nanci Allen stated the addition of table top picnic benches should be made a priority at all parks.

Richard Darrow stated a project placed in the high category does not mean it will be completed first. Completing jobs that coincide with each other would be most efficient.

Mark Perkins stated HDR is doing pro-bono planning for Venable Park and it is something to consider when reviewing. There may be an opportunity to blend projects with memorial planning underway by the Venable Park Task Force.

Mayor Hoffman stated the tennis courts at Venable Park are in poor shape.

Council President Silverman stated Pickle ball is very current and additional parking is something to be considered.



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Council Member Tierney stated parking was considered when reviewing additions to each park. He also clarified the project at the Tappmeyer House would be to add an event holder space.

Mark Perkins asked what the long-term goal is for the Tappmeyer House.

Council Member Tierney stated the Tappmeyer House should be kept and maintained for historic preservation since the log cabins at Conway Park are being removed.

Joe Harrison stated an event holder space would demonstrate wanting to maintain the Tappmeyer House.

Council Member Carney stated the Millenium Park project emphasized what residents want.

Mayor Hoffman stated the increasing the number of concerts at Millenium Park is something to consider as they are well attended and the age of participants is broad.

David Russell stated increasing the number of benches in each park is not on the list, however it is desired by the public. The Parks and Historic Preservation Committee will look into potential donations and/or sponsors.

Council Member Tierney asked for opinions on the PHP Committee's direction and plan.

Council Member Manlin stated cost needs to be part of the conversation.

Council President Silverman stated the plan was really thought out and it will help when making financial decisions.

Mark Perkins stated the plan is helping inform the CIP planning process.

Mayor Hoffman asked for more history of the Parks Tax to gain a better idea of potential income.

Council Member Martinich stated the layout of the project helps to not become overly focused on one park.

Council Member Carney stated it makes sense to look at the projects in each park in conjunction.

Council Member Hoffman stated the playground at Lake School Park is void and needs to be addressed soon.

Council Member Benner stated the layout of the plan is visually friendly. She also stated it will be more friendly for park users if additional eating and sitting accommodations are provided.



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Council Member Greer stated the layout of the plan is user friendly. She also agreed that additional eating accommodations would add more convenience for park users and to consider adding picnic tables to the tree and bench memorial program.

I. Adjourn

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Alice Benner, Council Member, Ward 3
SECONDER:	Mark Manlin, Council Member, Ward 1
AYES:	Manlin, Silverman, Carney, Greer, Benner, Hoffman, Martinich, Tierney

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

Meeting adjourned at 6:45 p.m.

Submitted by:

Kellie Henke
City Clerk

Robert Hoffman
Mayor

CITY OF CREVE COEUR



MEMORANDUM

Date: November 4, 2021
To: Mark Perkins, City Administrator
From: Jason Valvero, Director of Recreation
CC:
Subject: Park Priority Categories

The Parks and Historic Preservation Committee met on November 3, 2021 to have a brainstorming session to prioritize all the individual projects within the park system. Information was gathered from the 2019 overall Park Master Plan, as well as the 2021 Millennium Park Master Plan.

Each of the projects was placed in the High, Medium or Low category. The results are as follows:

Park	High	Medium	Low
Millennium	Playground Improvements Pavilion Maintenance New Splash Pad New Nature Trail New Pavilion/Bandstand Tappmeyer House Better Signage	Improved Entry Parking Lot Improvements Pickleball Courts Renovate Restrooms Water Feature/Pond	Obstacle Course Solar Charging Station Amphitheater Event Lawn Space
Venable	Year-Round Restrooms Asphalt Trail Resurfacing Water Feature Replace Pedestrian Bridge Better Signage	Replace Tennis Courts Pickleball Striping Replace Small Playground Pavilion Replacement Dog Park Multi-Use Court	Playground Improvements Solar Charging Station Field Improvements Nature Playground
Conway	Year-Round Restrooms Better Signage Remove Log Cabins	Playground Improvements Fishing in Pond Expand Parking Pavilion Maintenance	Disc Golf Solar Charging Station Exercise Stations Dog Park Arboretum Community Garden
Malcolm Terrace	Year-Round Restrooms Better Signage Replace Pavilion	Playground Improvements Dog Park	Solar Charging Station Gaga Pit Sand Volleyball Court New Bike Trails
Lake School	Year-Round Restrooms Better Signage Tennis Court Maintenance Tennis Complex Pickleball Striping	New Playground Swings Lake School Building	Pavilion Maintenance Solar Charging Station Soccer Field

2021 City of Creve Coeur Community Survey Findings Report

Presented to the City of
Creve Coeur, Missouri
November 2021



ETC
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Executive Summary

2021 City of Creve Coeur Community Survey

Executive Summary



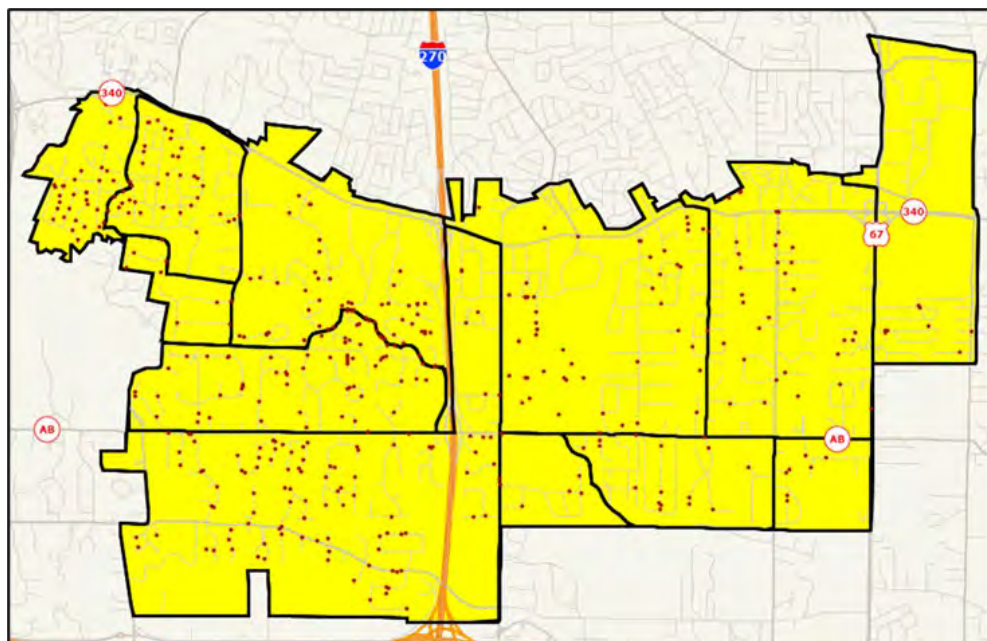
Purpose and Methodology

ETC Institute administered a community survey for the City of Creve Coeur in the fall of 2021. The survey was administered as part of the City's effort to assess citizen satisfaction with the quality of city services. This is the third time that Creve Coeur has administered a community survey with ETC Institute; the first survey was conducted in 2014.

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

The goal was to receive 400 completed surveys. This goal was met, with 428 households completing the survey. The results for the random sample of 428 households have a 95% level of confidence with a precision of at least $\pm 4.7\%$.

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.



2021 City of Creve Coeur Community Survey

Executive Summary



This report contains:

- a summary of the methodology for administering the survey
- charts and graphs showing the major findings, including comparisons to the 2014 and 2018 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

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 (99%) of the residents surveyed, who had an opinion, indicated that they were satisfied (rating of 4 or 5 on a 5-point scale) with the City of Creve Coeur as a place to live; 97% were satisfied with the city as a place to raise children, and 88% were satisfied with the city as a place to work.

Perceptions of the City. Ninety-six percent (96%) 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; 95% were satisfied with the overall quality of services provided by the City, and 93% were satisfied with overall image of the City.

Overall City Services. Ninety-five percent (95%) of the residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the overall quality of Police services; 92% were satisfied with the maintenance of city parks; 87% were satisfied with limb chipping services, and 87% 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) quality of Police services, 2) quality of building inspections and permits, and 3) maintenance of City parks.

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City Communication. Eighty-nine percent (89%) of the residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of the City's newsletter; 85% 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 (51%).

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 percent (90%) 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; 83% were satisfied with the number of City parks, and 70% were satisfied with the maintenance of historic buildings in Conway, Millennium and Lake School parks. Residents were least satisfied with senior recreation programs (42%).

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

Public Safety. Ninety-six percent (96%) 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; 92% were satisfied with how quickly police respond to emergencies, and 83% were satisfied with the City's efforts to prevent crime. Residents were least satisfied with the visibility of police in commercial/retail areas (74%).

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-two percent (62%) of the residents, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the enforcement of the city's building code; 61% were satisfied with the overall quality of new residential development, and 61% were satisfied with the overall quality of new commercial development. Residents were least satisfied with the enforcement of exterior maintenance of residential property (52%).

2021 City of Creve Coeur Community Survey

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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-five percent (85%) of the residents, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the cleanliness of City streets; 85% were satisfied with the appearance of landscaped medians, and 83% were satisfied with snow and ice removal on City streets. Residents were least satisfied with the adequacy of street lighting (61%).

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) condition of City sidewalks.

Other Findings

- 84% of households read the City's newsletter every month; 13% read it a few times a year, and the remaining 3% indicated they never read it.
- 25% of residents indicated they have visited one of the City's parks between one and four times in the past two years; 16% visited a park five to nine times, and 43% visited 10 times or more. The remaining 16% indicated they did not visit a City park in the last two years.
- Of the 43% of residents who called or visited the City with a question, problem or complaint during the past year, 36% of them most recently contacted Building Permits and Inspections; 28% contacted Public Works/Streets, and 13% contacted Administration.
- Of the 43% of residents who called or visited the City with a question, problem or complaint during the past year, 82% of them indicated that it was easy to address their issue. With regard to specific behaviors, 94% indicated that employees were "always" or "usually" courteous and polite, and 87% indicated that employees "always" or "usually" gave accurate answers to questions.

2021 City of Creve Coeur Community Survey

Executive Summary



How the City of Creve Coeur Compares to Other Communities Nationally

Satisfaction ratings for the City of Creve Coeur **rated at or above the U.S. average in 33 of the 35 areas** that were assessed. The City of Creve Coeur rated significantly higher than the U.S. average (difference of 5% or more) in 30 of these areas. Listed below are the comparisons between the City of Creve Coeur and the U.S. average:

Service	Creve Coeur	U.S.	Difference	Category
Overall value received for local tax dollars/fees	80%	44%	36%	Perceptions of the City
Overall quality of services provided by the City	95%	59%	36%	Perceptions of the City
Overall effectiveness of City communication	82%	48%	34%	Major Categories of Service
City efforts to inform about important issues	85%	51%	34%	Communication
Overall quality of local police protection	96%	64%	32%	Public Safety
Quality of customer service from City employees	81%	51%	30%	Major Categories of Service
Overall image of the City	93%	64%	29%	Perceptions of the City
As a place to work	88%	60%	28%	Overall Ratings of the Community
How quickly police respond to emergencies	92%	65%	27%	Public Safety
As a place to live	99%	73%	26%	Overall Ratings of the Community
As a place to raise children	97%	71%	26%	Overall Ratings of the Community
Cleanliness of City streets	85%	60%	25%	Public Works
Availability of info about City programs/services	75%	51%	24%	Communication
How well community is planning for the future	66%	44%	22%	Perceptions of the City
Efforts to prevent crime	83%	63%	20%	Public Safety
Level of public involvement in decision making	57%	38%	19%	Communication
Visibility of police in neighborhoods	80%	62%	18%	Public Safety
Snow/ice removal on City streets	83%	65%	18%	Public Works
Enforcement of local traffic laws	77%	60%	17%	Public Safety
Condition of City sidewalks	68%	51%	17%	Public Works
The quality of the City's website	66%	50%	16%	Communication
Maintenance of City streets	70%	54%	16%	Public Works
Visibility of police in commercial/retail areas	74%	62%	12%	Public Safety
Feeling of safety walking alone in neighborhoods during day	99%	89%	10%	Feeling of Safety
Adult recreation programs	44%	34%	10%	Parks and Recreation
Youth recreation programs	48%	39%	9%	Parks and Recreation
Quality of the City's social media	51%	44%	7%	Communication
Enforcing exterior maint. of business property	60%	53%	7%	Community Development
Enforcing mowing & cutting of weeds & grass	55%	49%	6%	Community Development
Feeling of safety in City parks	69%	64%	5%	Feeling of Safety
Feeling of safety walking alone in neighborhoods at night	75%	71%	4%	Feeling of Safety
Enforcing exterior maint. of residential property	52%	51%	1%	Community Development
Number of walking/biking trails	63%	63%	0%	Parks and Recreation
Overall enforcement of City codes and ordinances	48%	52%	-4%	Major Categories of Service
Adequacy of street lighting	61%	66%	-5%	Public Works

2021 City of Creve Coeur Community Survey

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How the City of Creve Coeur Compares to Other Communities Regionally

Satisfaction ratings for the City of Creve Coeur **rated above the Missouri/Kansas average in 28 of the 35 areas** that were assessed. The City of Creve Coeur rated significantly higher than the Missouri/Kansas average (difference of 5% or more) in 25 of these areas. Listed below are the comparisons between the City of Creve Coeur and the Missouri/Kansas average:

Service	Creve Coeur	MO/KS Region	Difference	Category
Overall image of the City	93%	67%	26%	Perceptions of the City
City efforts to inform about important issues	85%	60%	25%	Communication
Overall value received for local tax dollars/fees	80%	59%	21%	Perceptions of the City
Overall quality of services provided by the City	95%	74%	21%	Perceptions of the City
As a place to work	88%	69%	19%	Overall Ratings of the Community
Overall effectiveness of City communication	82%	63%	19%	Major Categories of Service
How well community is planning for the future	66%	49%	17%	Perceptions of the City
Condition of City sidewalks	68%	51%	17%	Public Works
Overall quality of local police protection	96%	79%	17%	Public Safety
Efforts to prevent crime	83%	66%	17%	Public Safety
Level of public involvement in decision making	57%	40%	17%	Communication
As a place to raise children	97%	82%	15%	Overall Ratings of the Community
How quickly police respond to emergencies	92%	78%	14%	Public Safety
Availability of info about City programs/services	75%	61%	14%	Communication
As a place to live	99%	86%	13%	Overall Ratings of the Community
Visibility of police in neighborhoods	80%	70%	10%	Public Safety
Enforcement of local traffic laws	77%	67%	10%	Public Safety
The quality of the City's website	66%	57%	9%	Communication
Visibility of police in commercial/retail areas	74%	65%	9%	Public Safety
Cleanliness of City streets	85%	76%	9%	Public Works
Quality of customer service from City employees	81%	74%	7%	Major Categories of Service
Enforcing mowing & cutting of weeds & grass	55%	49%	6%	Community Development
Enforcing exterior maint. of residential property	52%	47%	5%	Community Development
Maintenance of City streets	70%	65%	5%	Public Works
Enforcing exterior maint. of business property	60%	55%	5%	Community Development
Snow/ice removal on City streets	83%	79%	4%	Public Works
Feeling of safety walking alone in neighborhoods during day	99%	96%	3%	Feeling of Safety
Quality of the City's social media	51%	50%	1%	Communication
Overall enforcement of City codes and ordinances	48%	52%	-4%	Major Categories of Service
Number of walking/biking trails	63%	67%	-4%	Parks and Recreation
Feeling of safety walking alone in neighborhoods at night	75%	81%	-6%	Feeling of Safety
Adequacy of street lighting	61%	67%	-6%	Public Works
Youth recreation programs	48%	58%	-10%	Parks and Recreation
Adult recreation programs	44%	54%	-10%	Parks and Recreation
Feeling of safety City parks	69%	84%	-15%	Feeling of Safety

2021 City of Creve Coeur Community Survey Executive Summary



Investment Priorities

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

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

- Overall quality of building inspections and permits (IS=0.1723)
- Overall enforcement of City codes and ordinances (IS=0.1617)

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

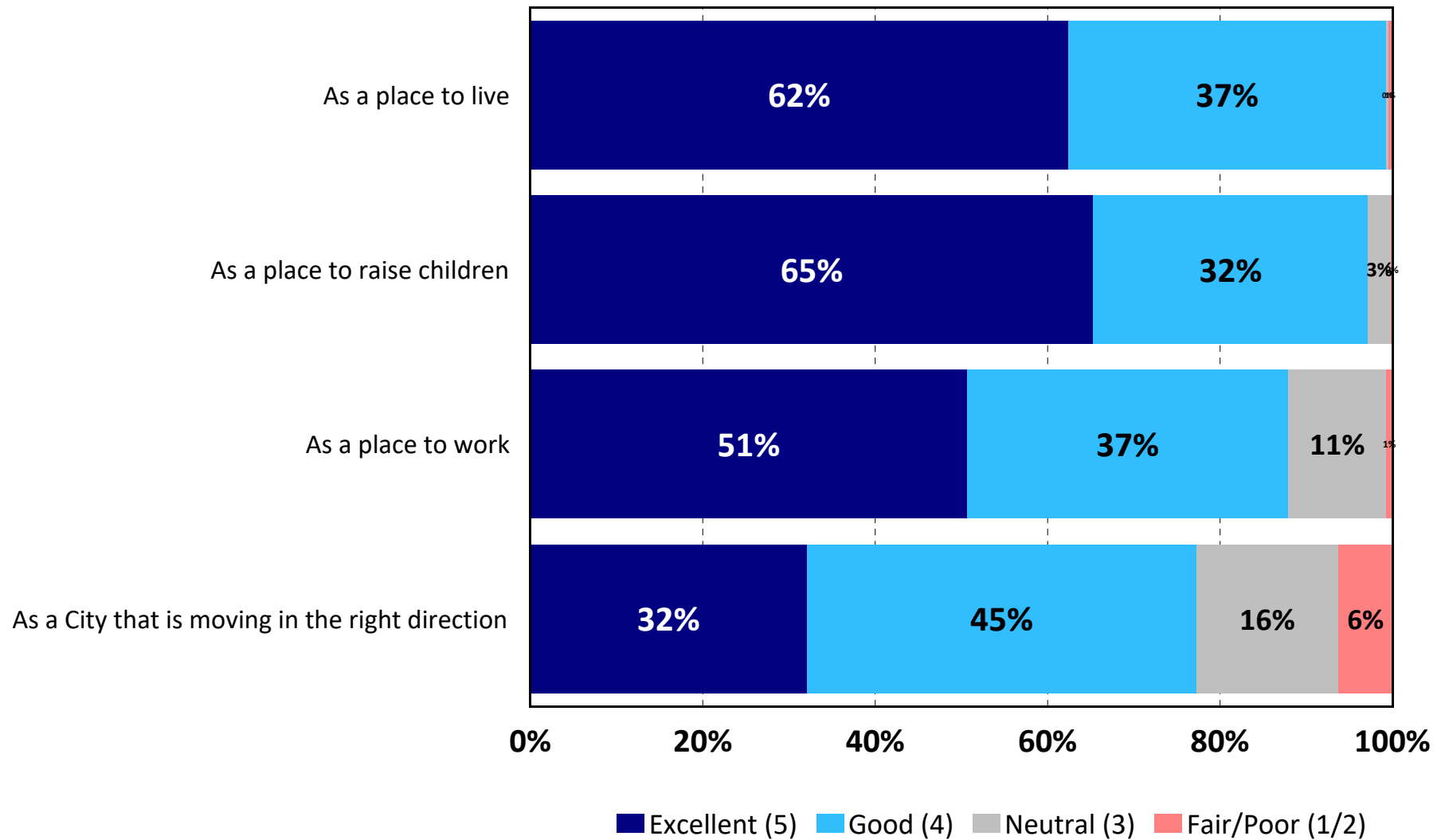
Importance-Satisfaction Rating						
City of Creve Coeur, MO						
<u>OVERALL</u>						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Overall quality of building inspections & permits	33%	2	47%	10	0.1723	1
Overall enforcement of City codes and ordinances	31%	4	48%	9	0.1617	2
<u>Medium Priority (IS <.10)</u>						
Overall quality of recreation services	24%	5	78%	7	0.0524	3
Overall effectiveness of City communication	23%	6	82%	5	0.0412	4
Quality of customer service from City employees	17%	7	81%	6	0.0329	5
Overall maintenance of city parks	32%	3	92%	2	0.0252	6
Overall quality of Police services	44%	1	95%	1	0.0219	7
Quality of leaf vacuuming	16%	8	87%	4	0.0209	8
Quality of limb chipping	14%	9	87%	3	0.0177	9
Overall quality of municipal court services	4%	10	59%	8	0.0144	10

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Charts and Graphs:

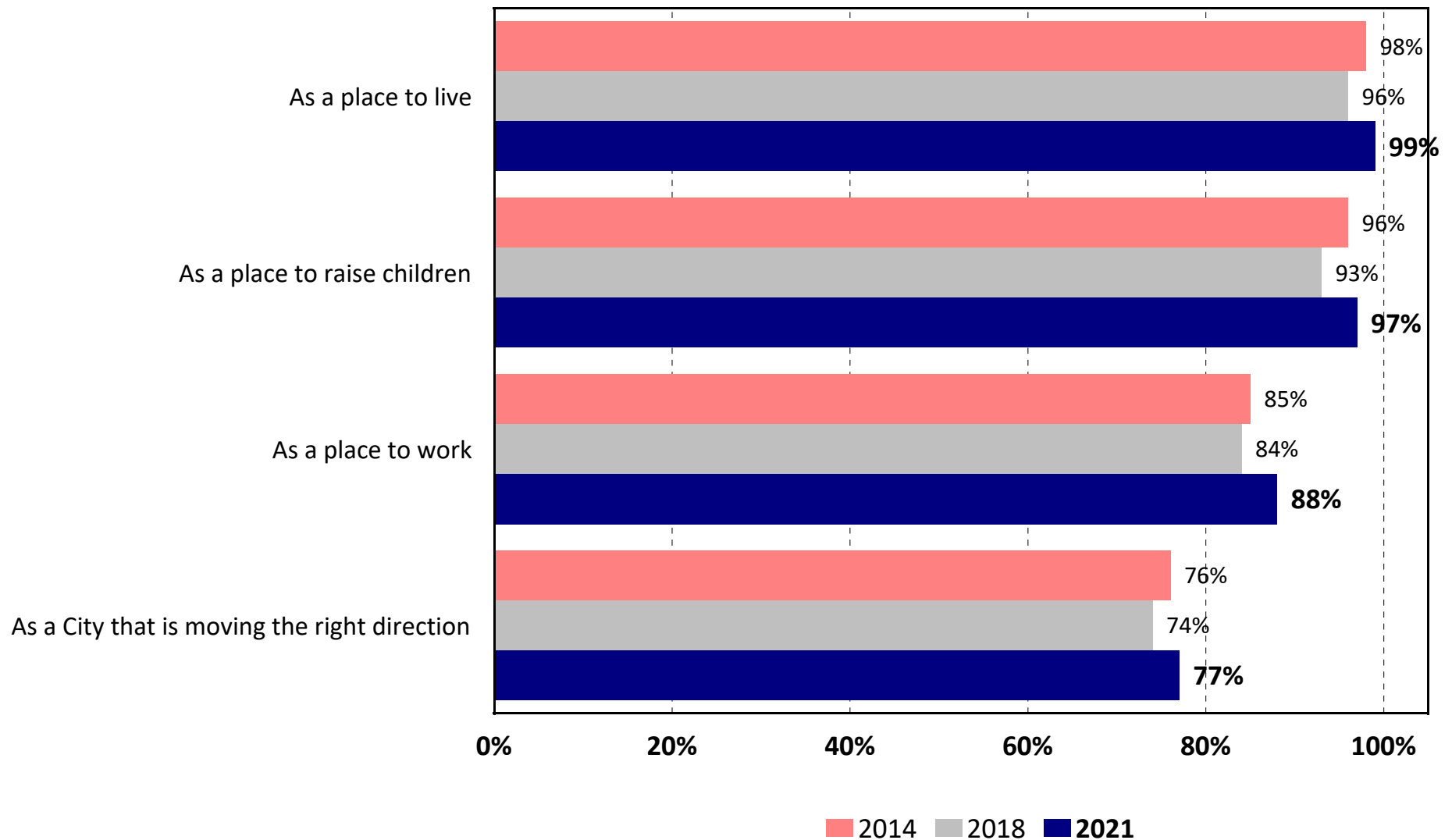
Q1. How Residents Rate the City of Creve Coeur in the Following Areas

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



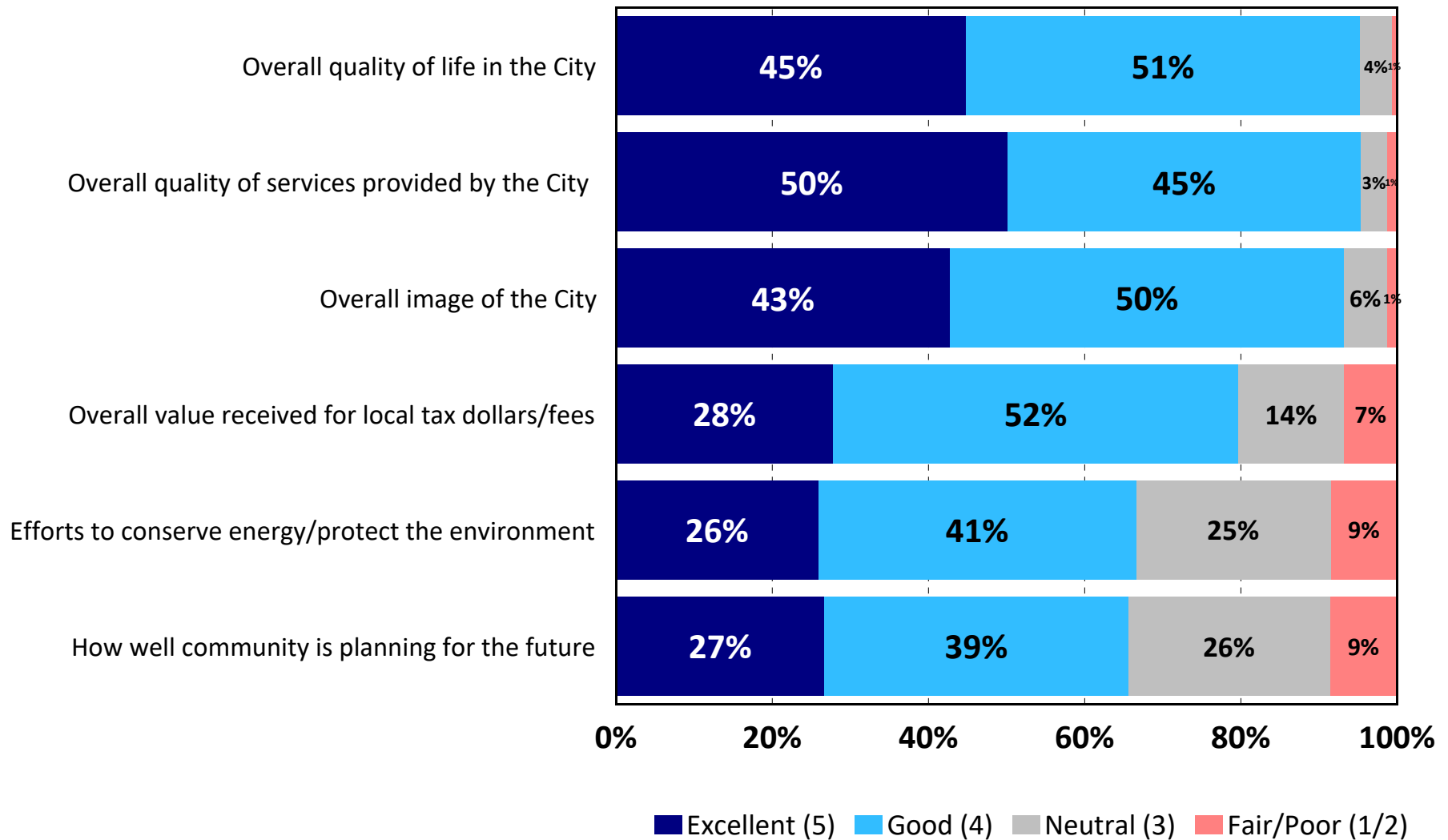
TRENDS: How Residents Rate the City of Creve Coeur in the Following Areas - 2014 to 2021

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



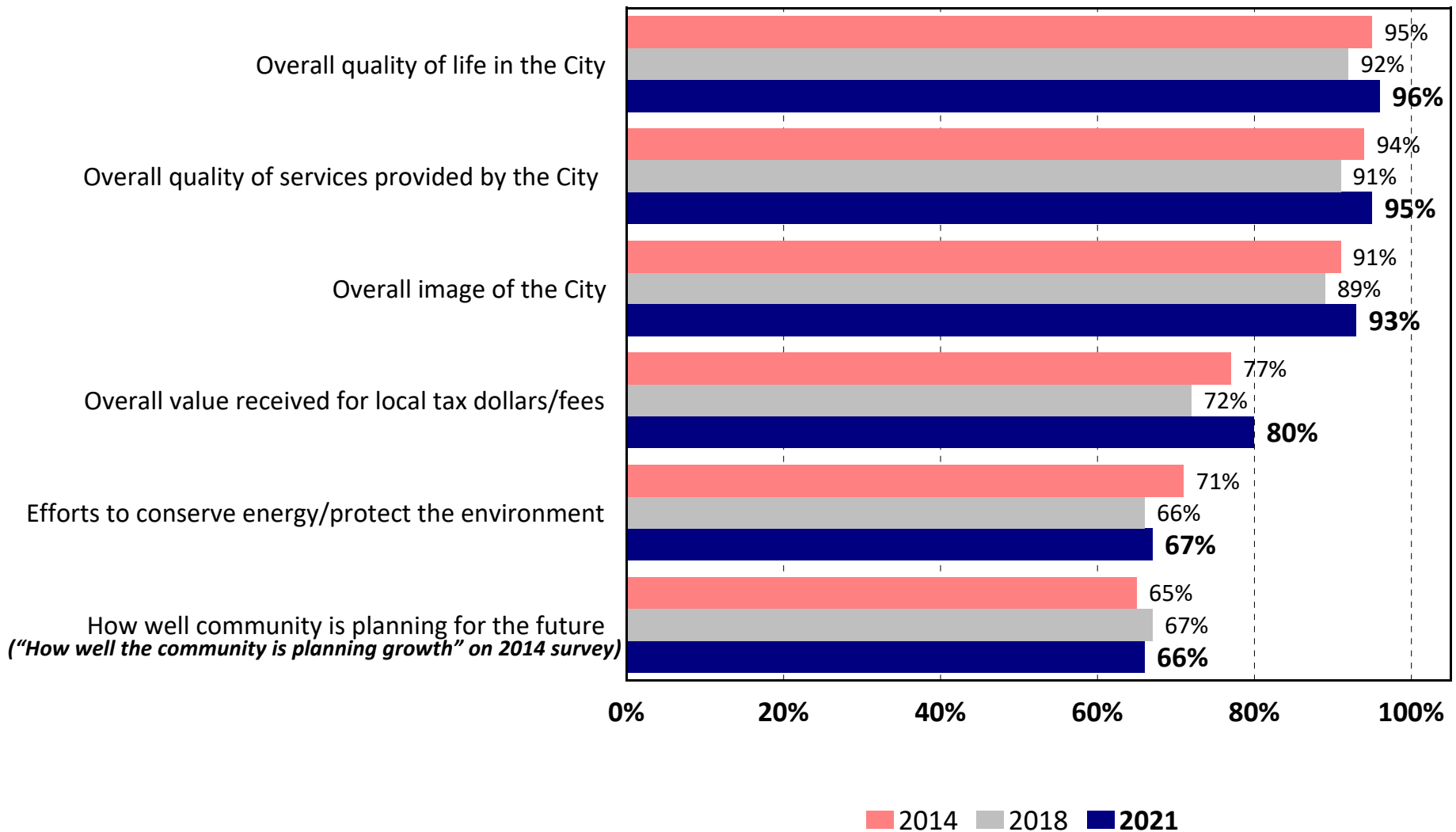
Q2. Ratings of Items That Influence the Perceptions Residents Have of the City

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



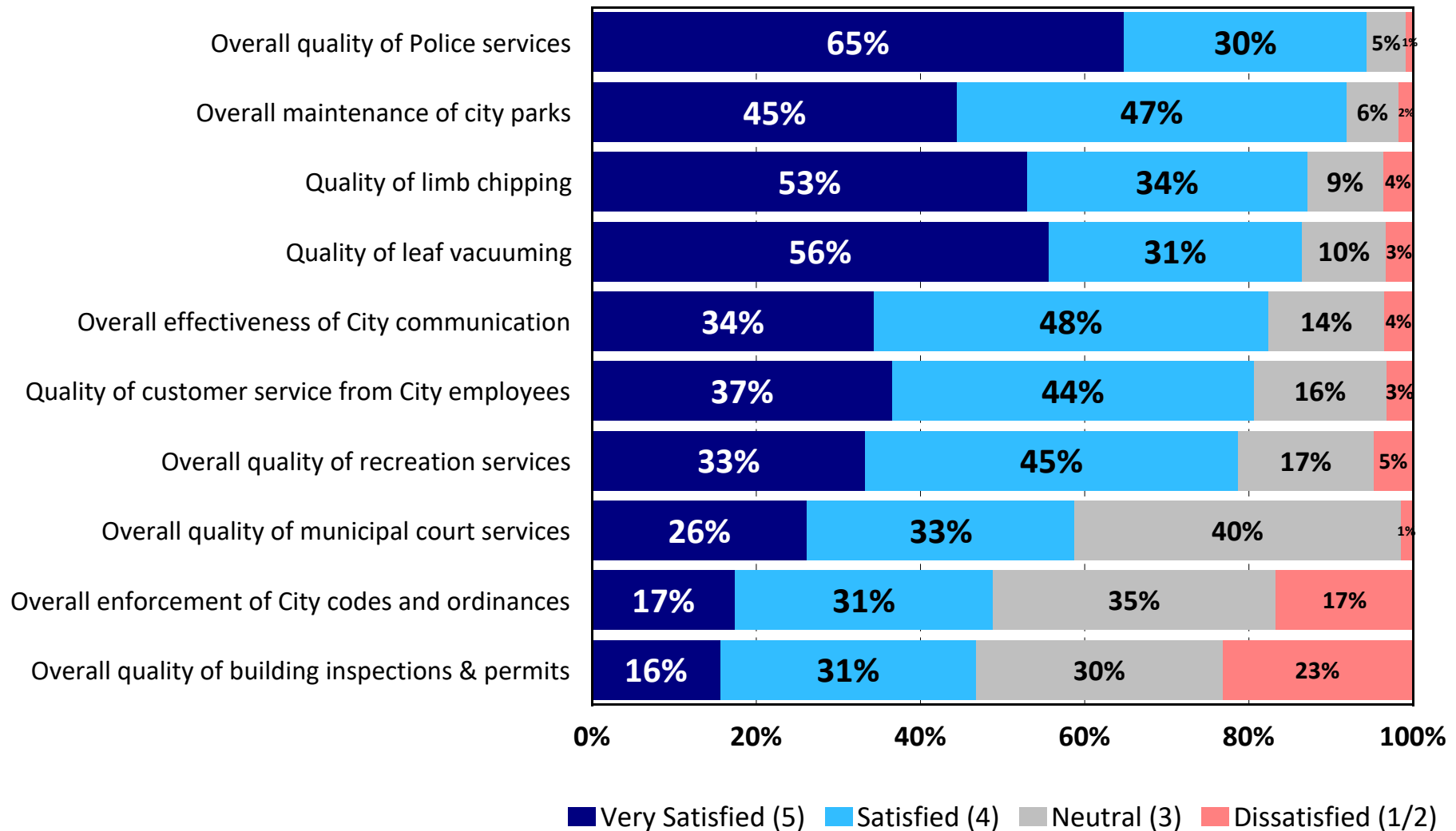
TRENDS: Ratings of Items That Influence the Perceptions Residents Have of the City - 2014 to 2021

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



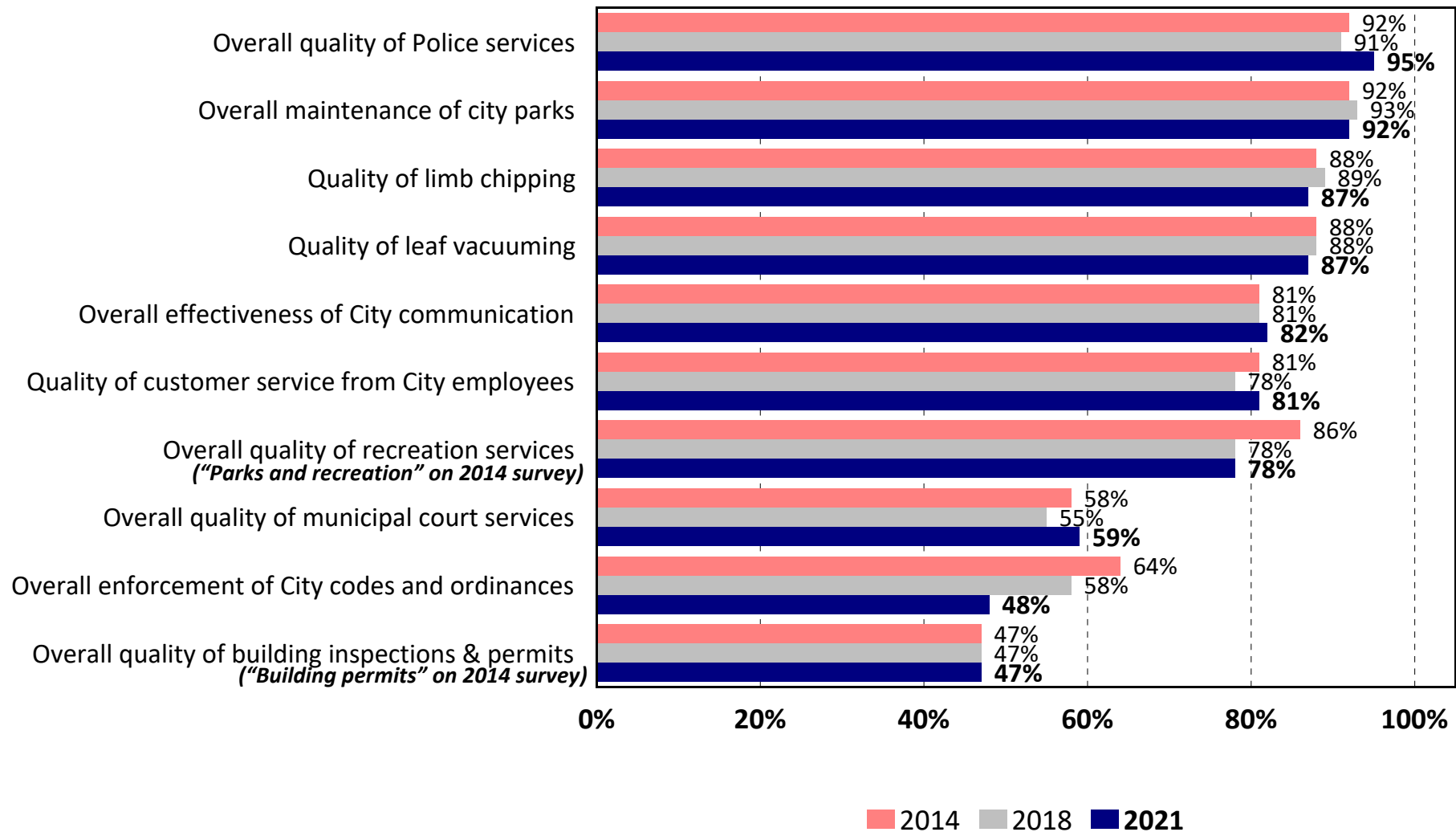
Q3. Satisfaction with Major Categories of City Services

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



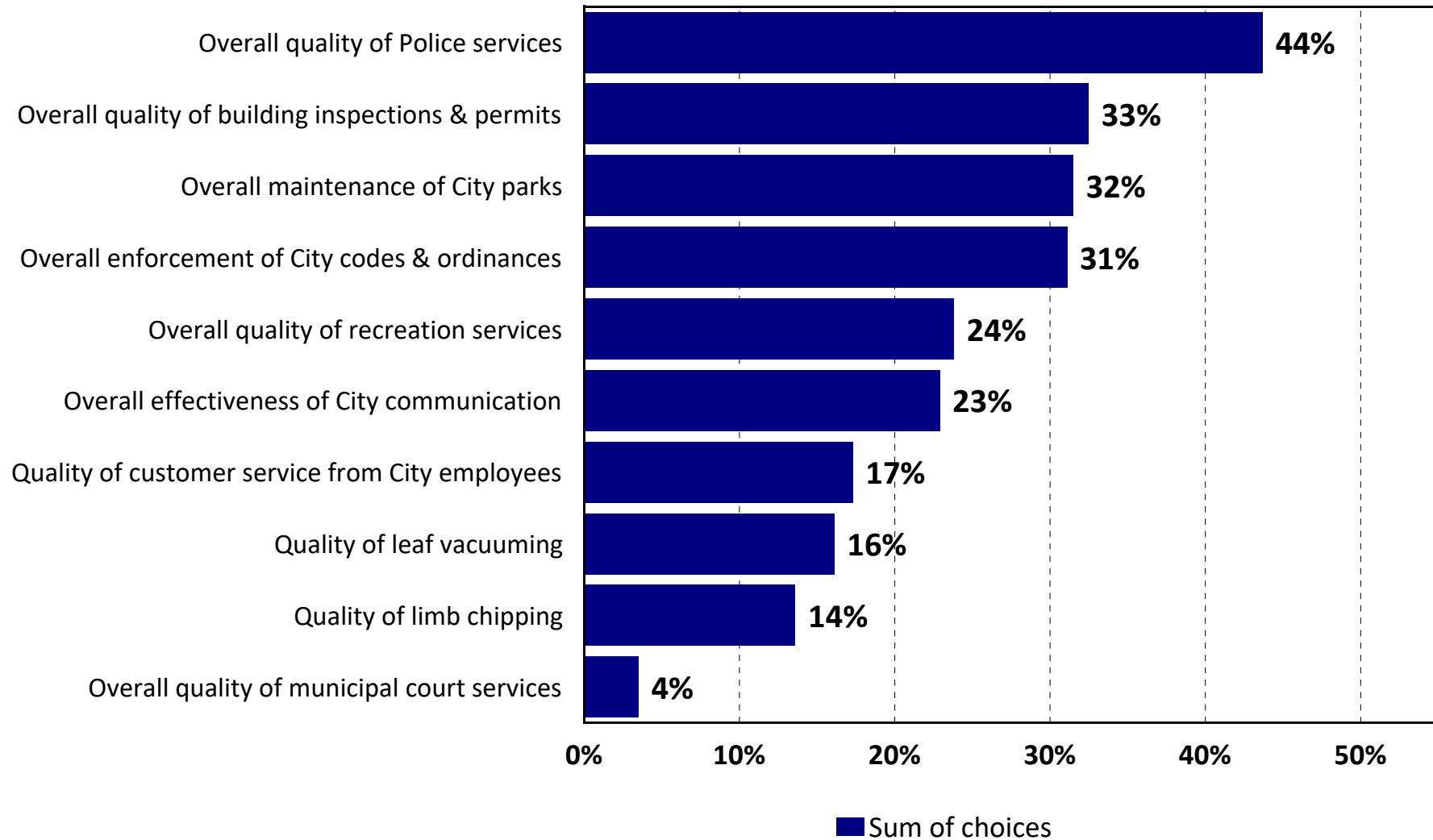
TRENDS: Satisfaction with Major Categories of City Services - 2014 to 2021

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



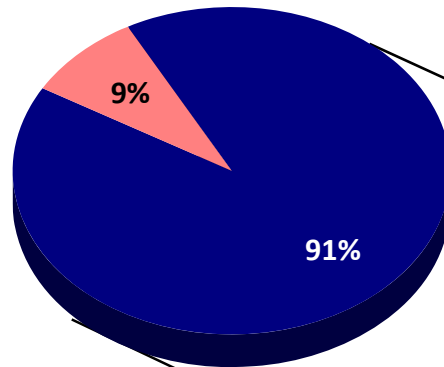
Q4. City Services That Should Receive the Most Emphasis from City Leaders Over the Next 2 Years

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



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

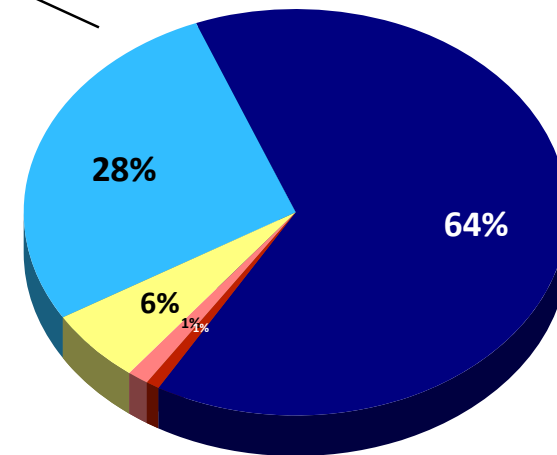
by percentage of respondents (excluding "not provided")



■ Yes ■ No

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

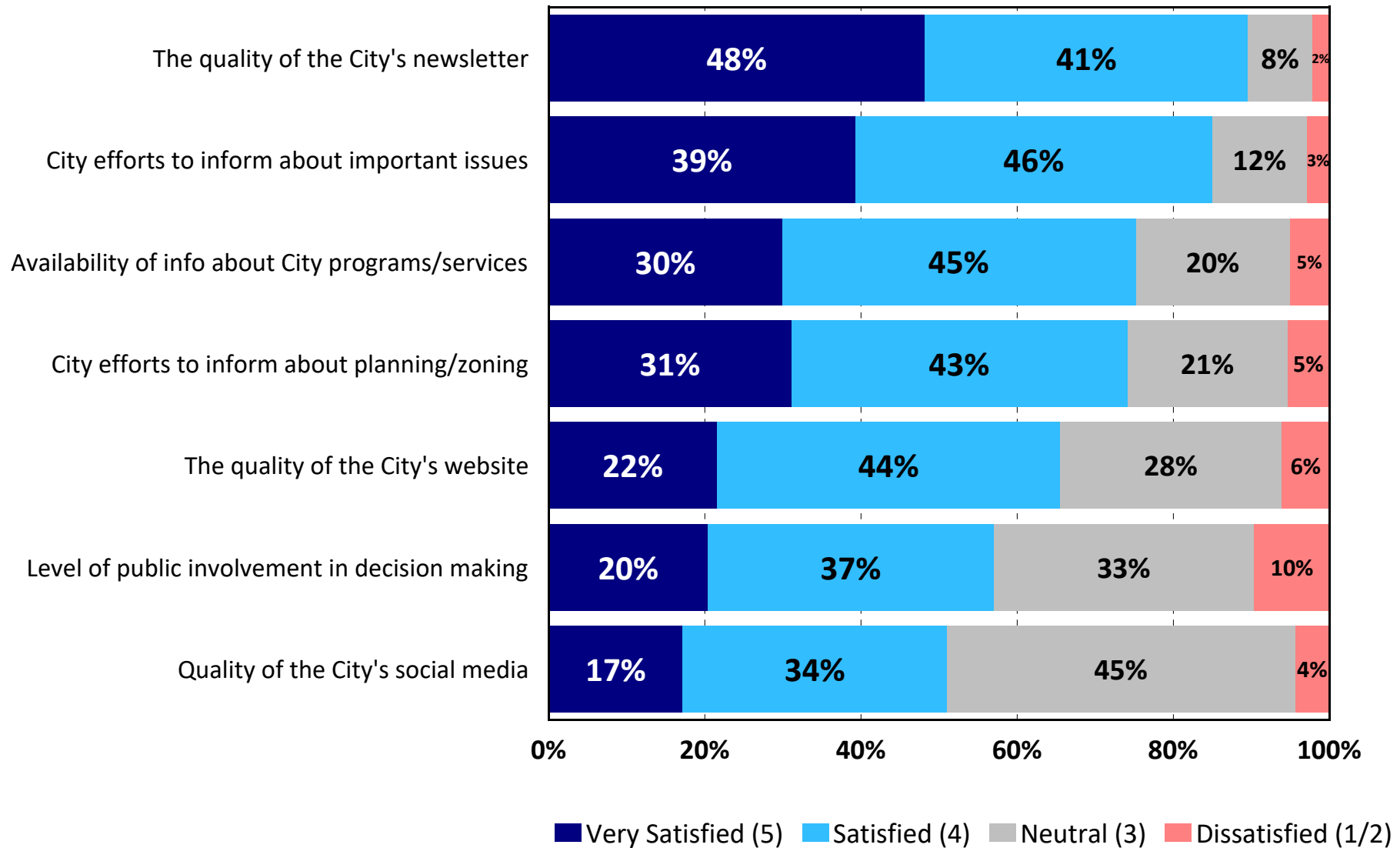
(excluding "don't know")



■ Very satisfied ■ Satisfied
■ Neutral ■ Dissatisfied
■ Very dissatisfied

Q7. Satisfaction with City Communication

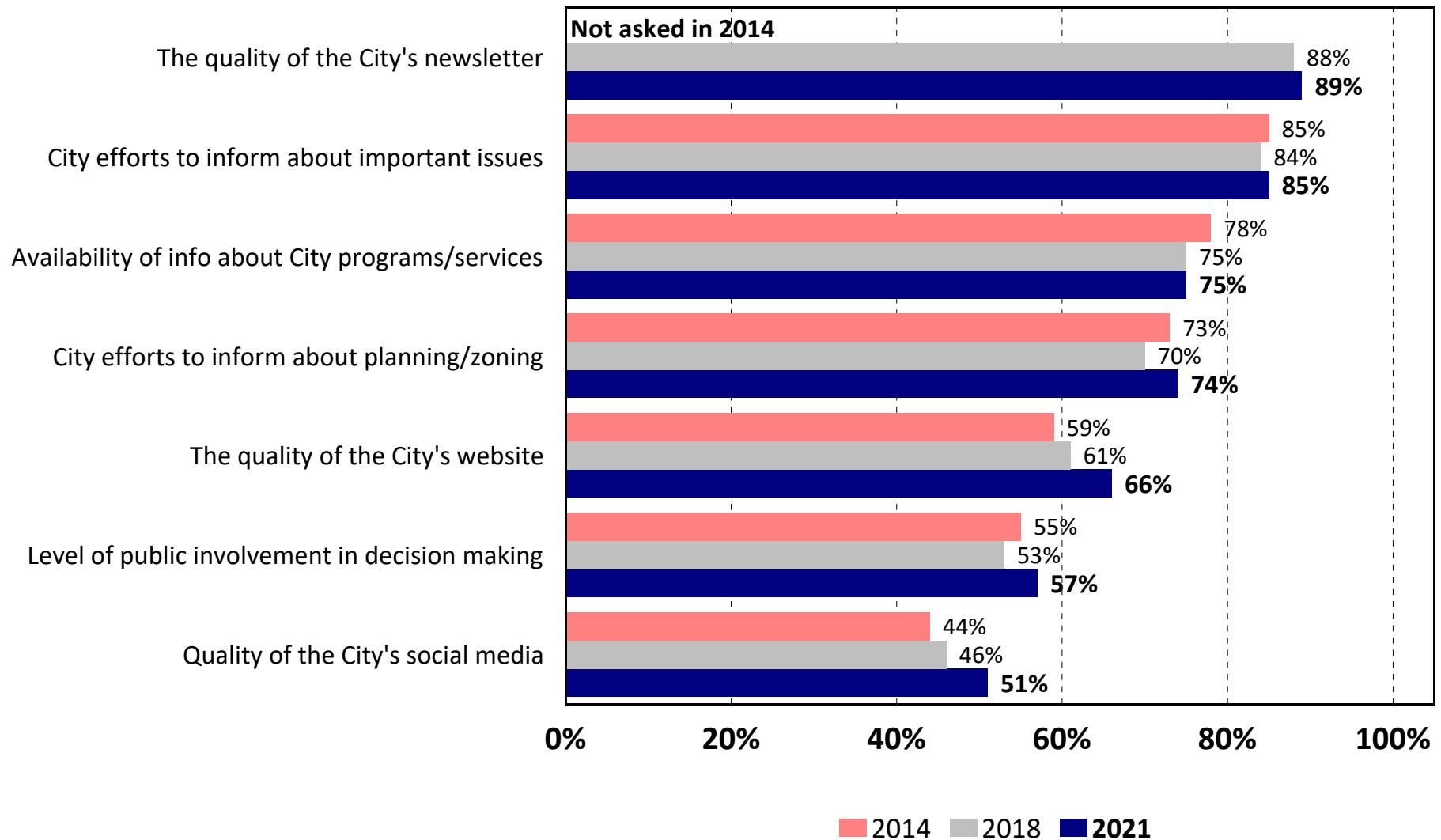
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



TRENDS: Satisfaction with City Communication

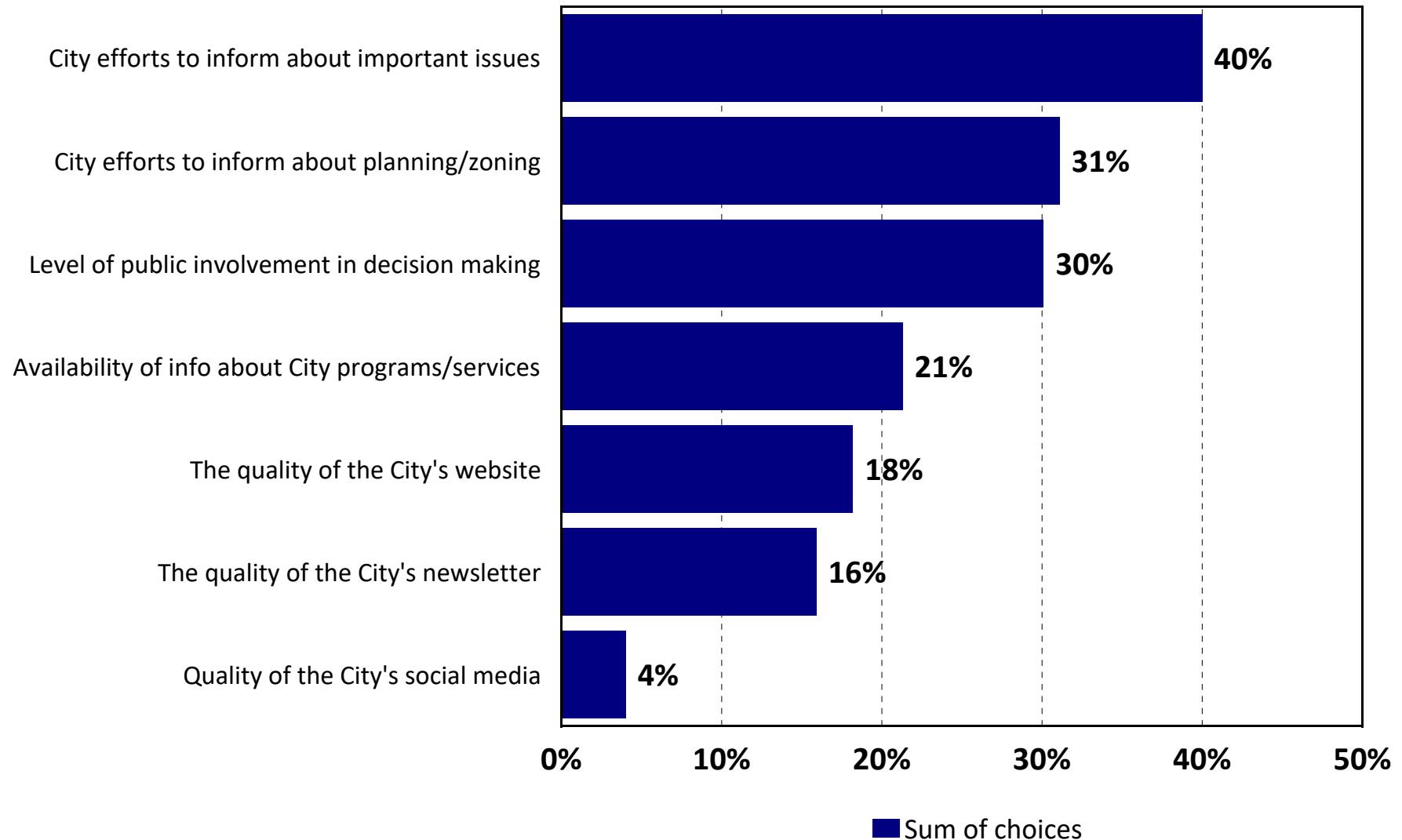
2014 to 2021

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



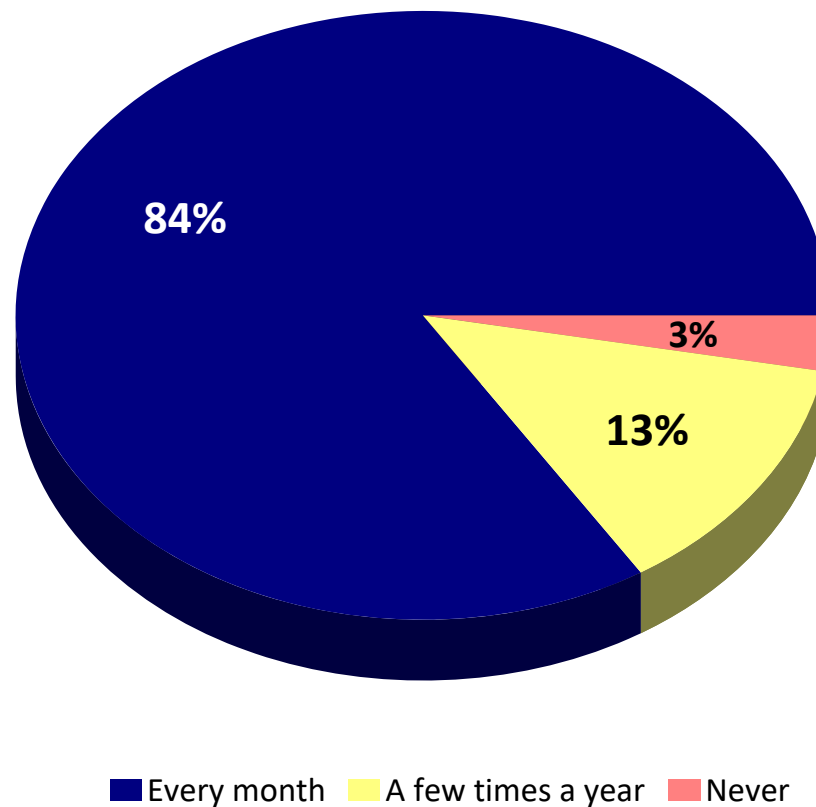
Q8. Communication Issues That Should Receive the Most Emphasis Over the Next 2 Years

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



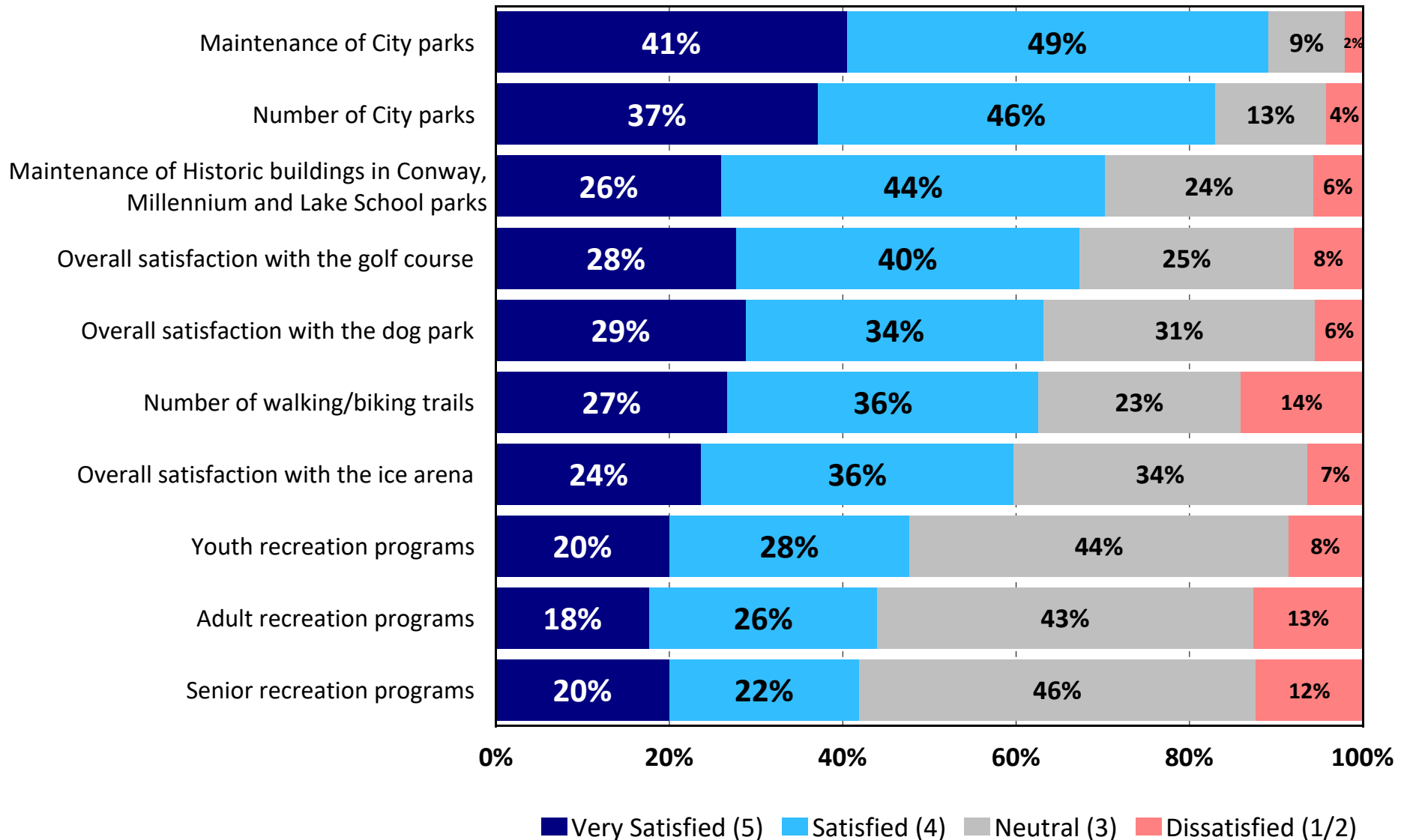
Q9. How often do you read the City's newsletter?

by percentage of respondents (excluding "not provided")



Q11. Satisfaction With the City's Parks and Recreation

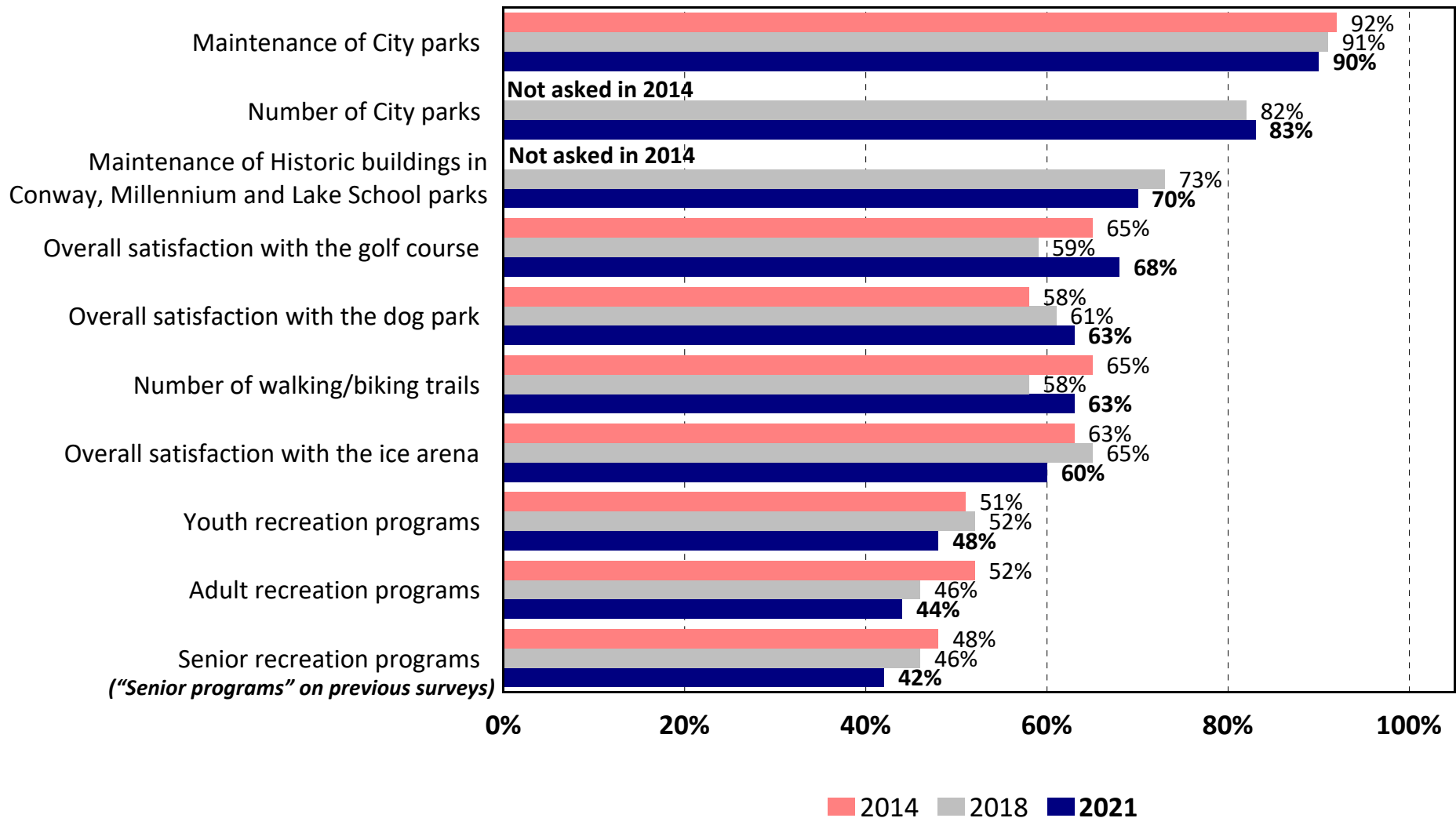
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



TRENDS: Satisfaction With the City's Parks and Recreation

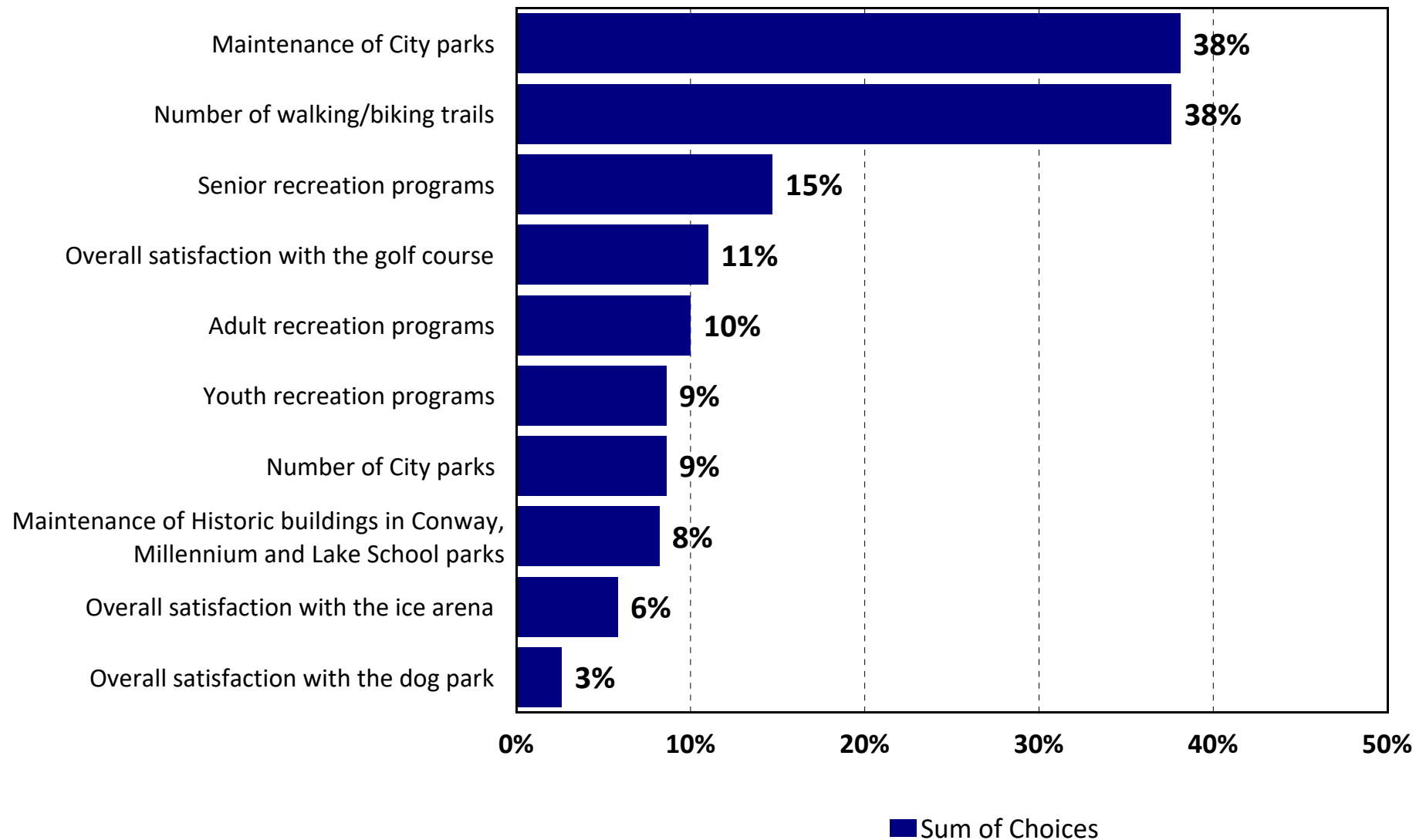
2014 to 2021

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



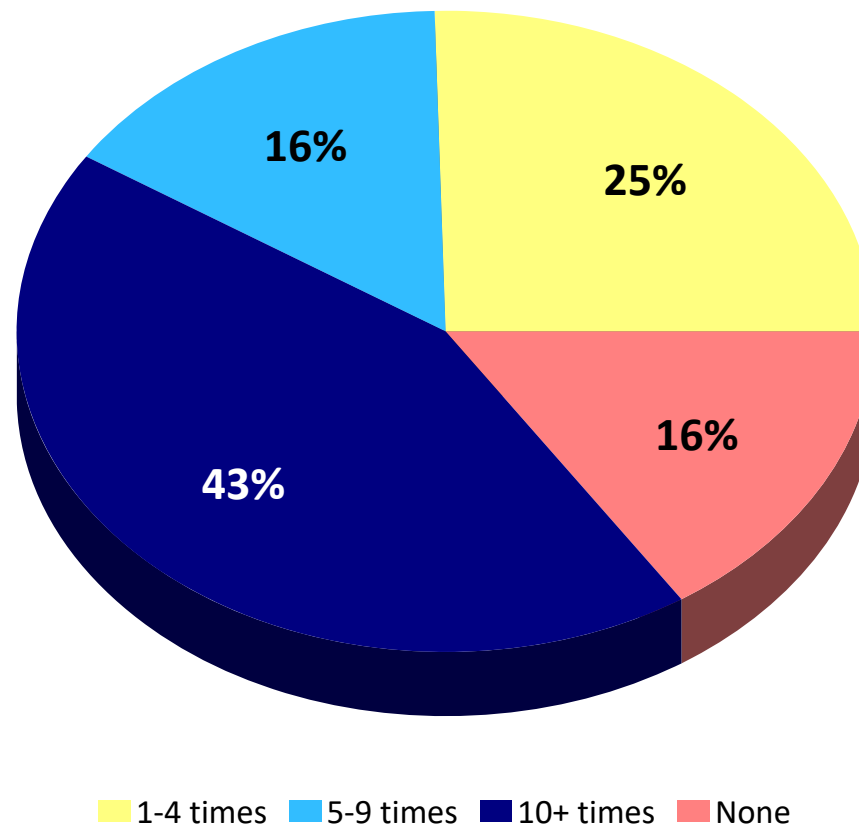
Q12. Parks and Recreation Services That Should Receive the Most Emphasis from City Leaders Over the Next 2 Years

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



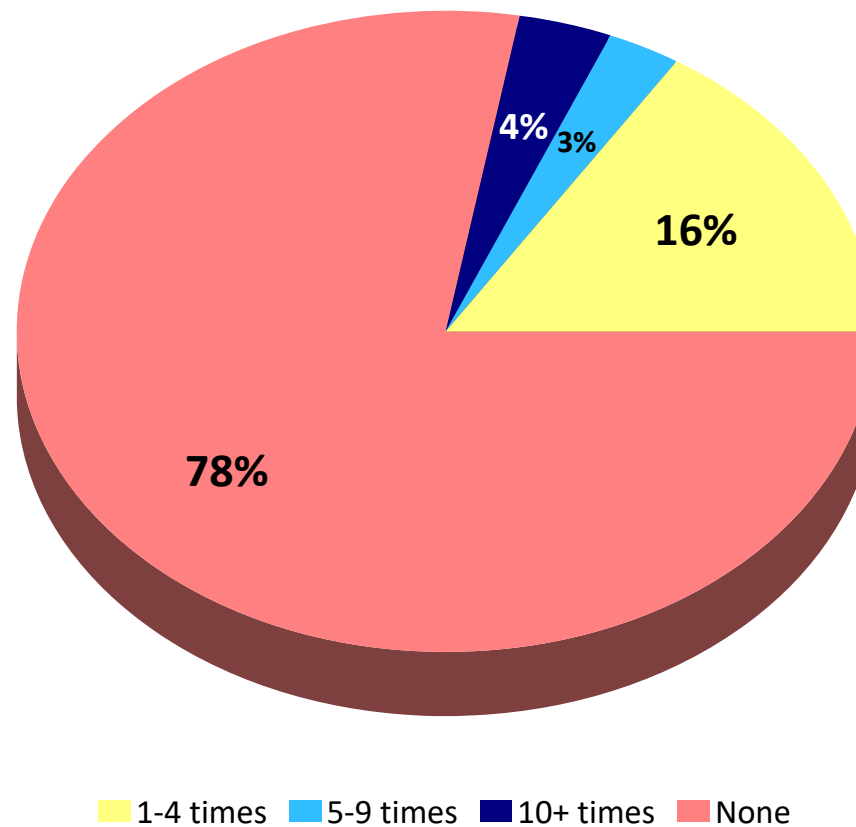
Q13a. In the past two years, how many times have you or members of your household visited one of the City's parks?

by percentage of respondents (excluding "not provided")



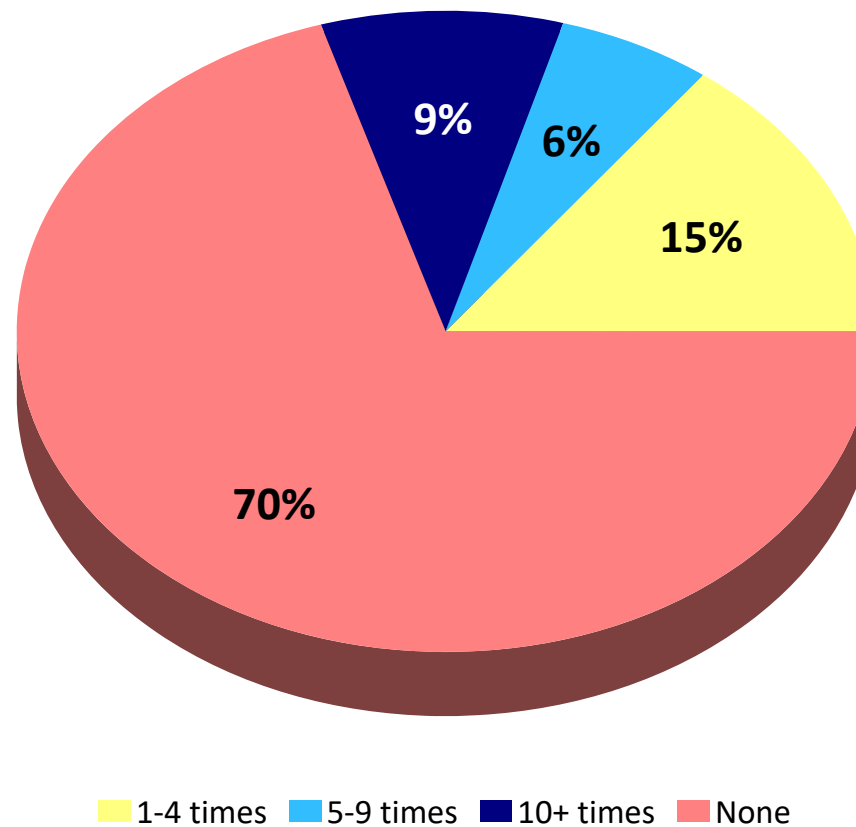
Q13b. In the past two years, how many times have you or members of your household visited the Creve Coeur Ice Arena?

by percentage of respondents (excluding “not provided”)



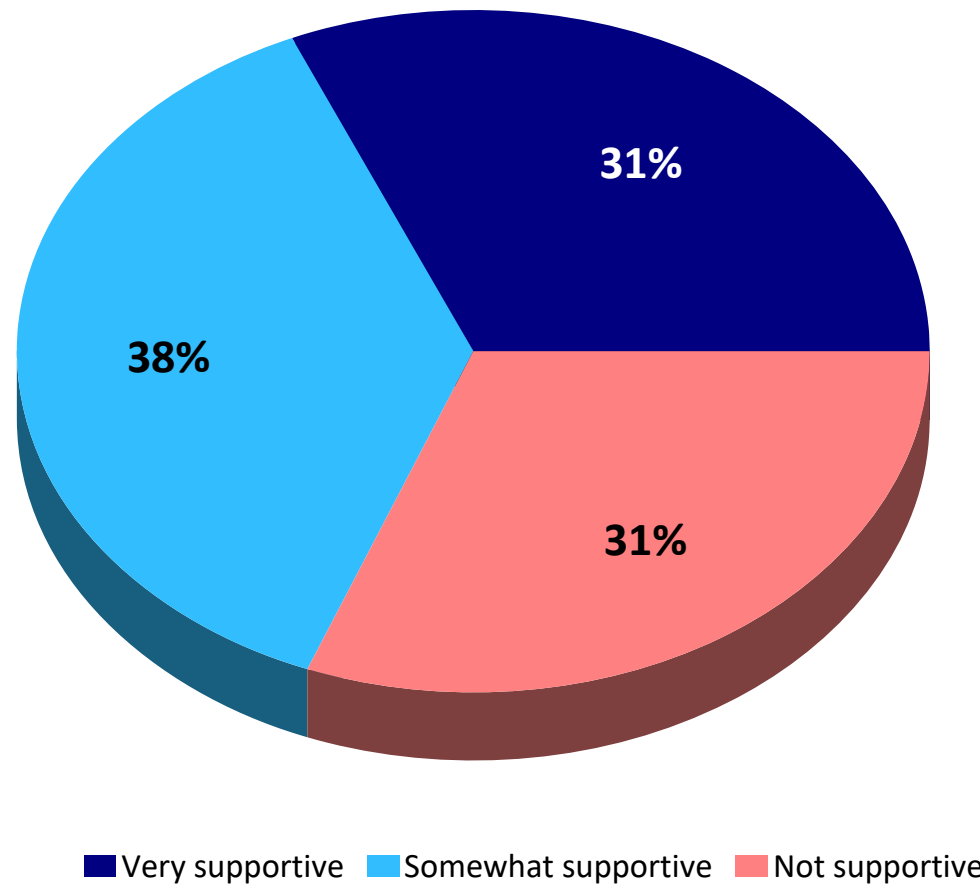
Q13c. In the past two years, how many times have you or members of your household visited the Creve Coeur Golf Course?

by percentage of respondents (excluding “not provided”)



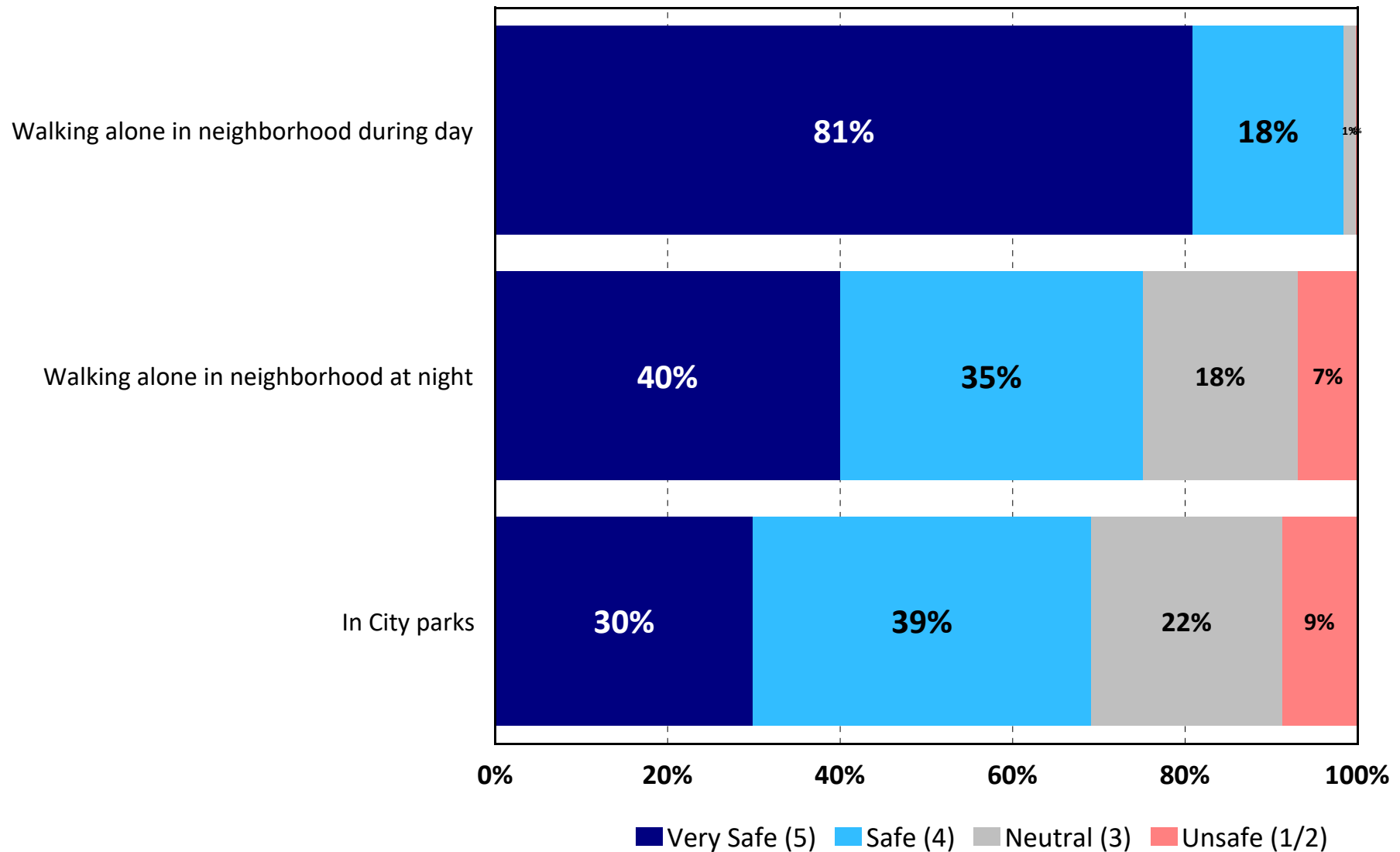
Q14. Level of Support for the City Continuing to Operate the Ice Arena in the Future

by percentage of respondents (excluding “don’t know”)



Q16. Feeling of Safety in the Following Situations

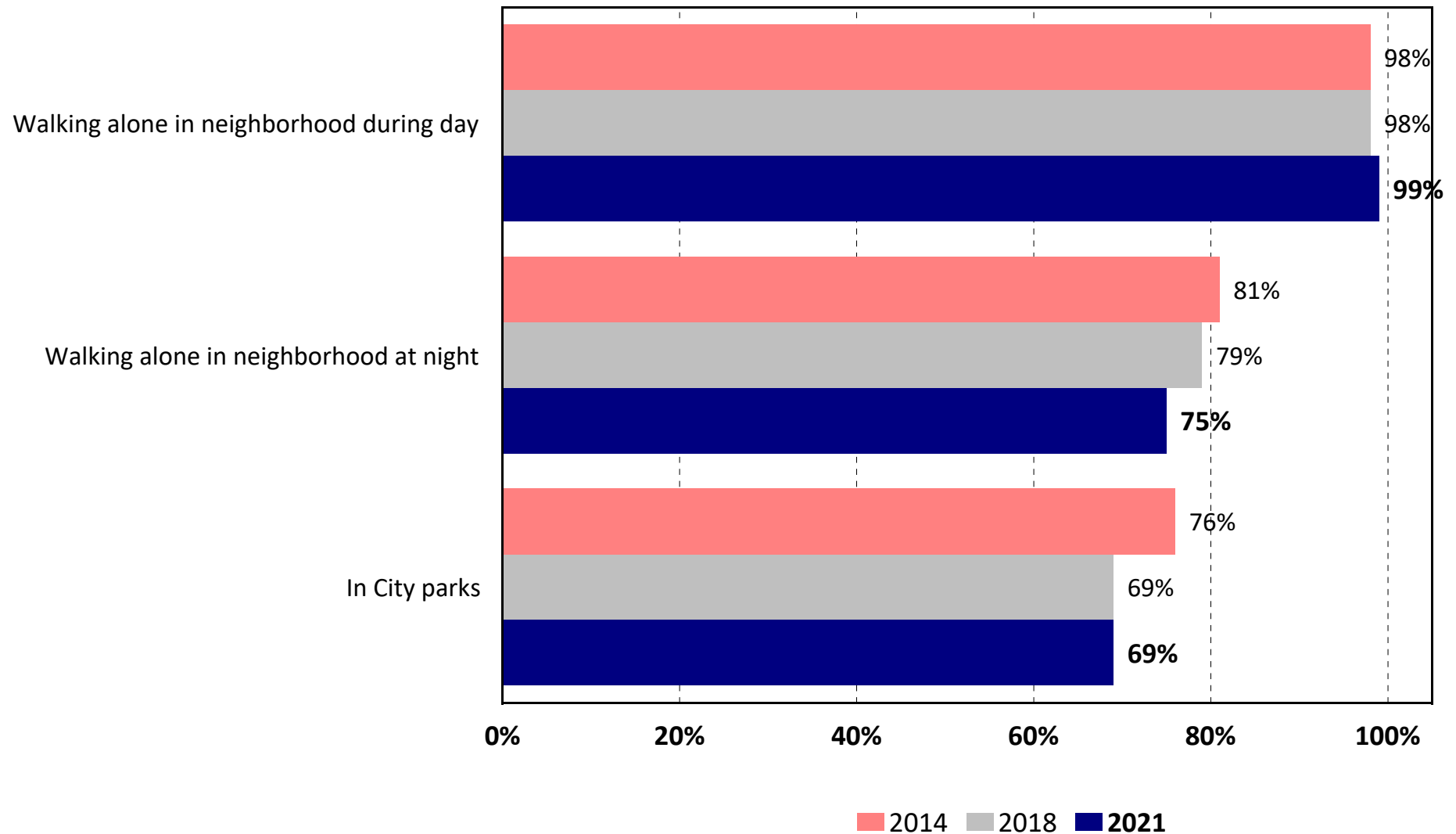
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



Feeling of Safety in the Following Situations

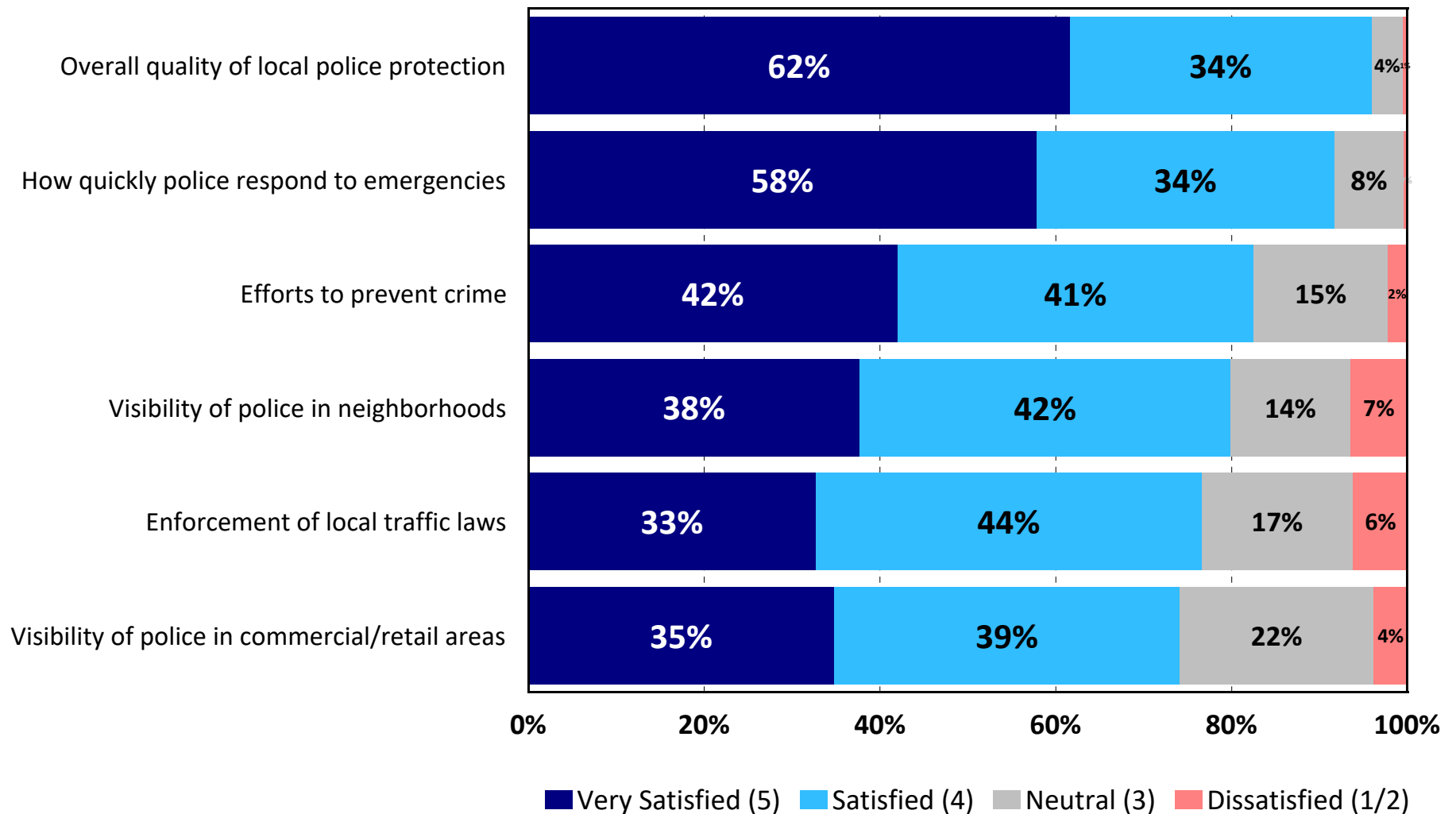
2014 to 2021

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



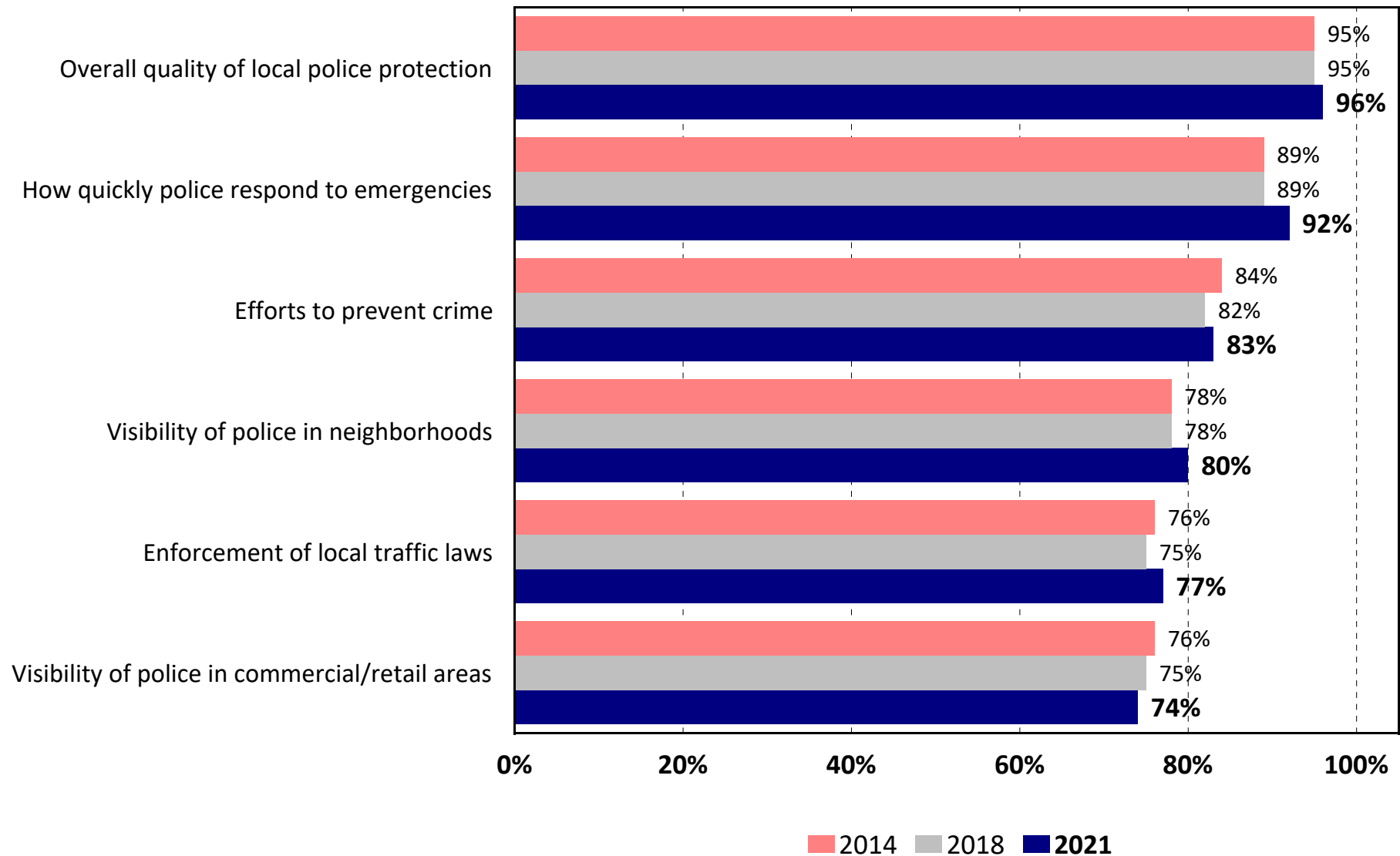
Q17. Satisfaction With Public Safety

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



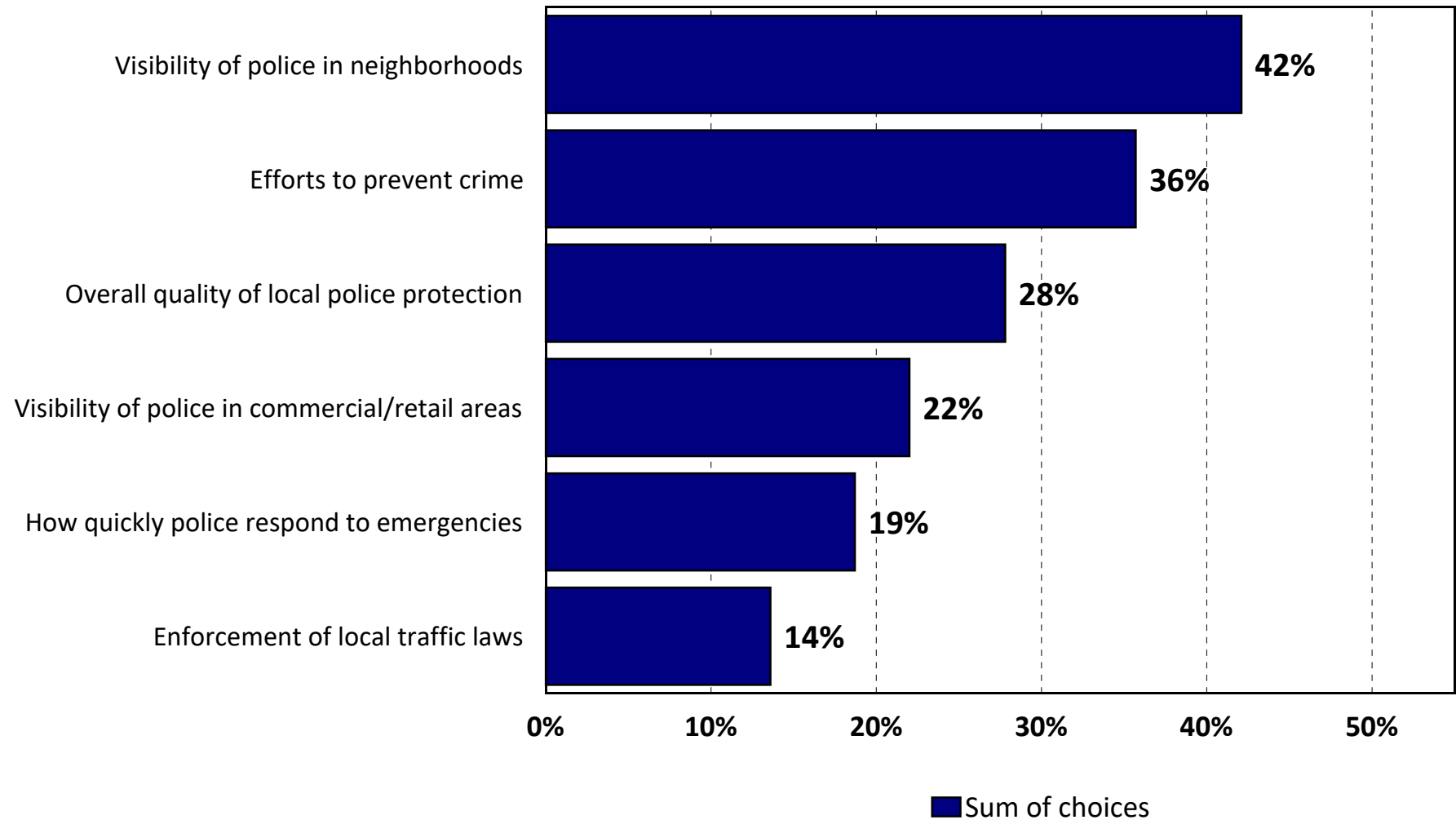
Satisfaction With Public Safety - 2014 to 2021

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



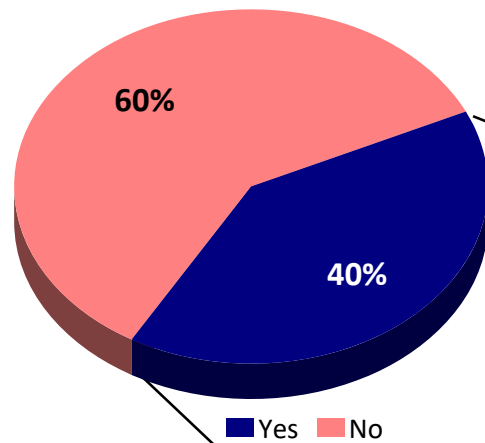
Q18. Public Safety Services That Should Receive the Most Emphasis Over the Next 2 Years

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

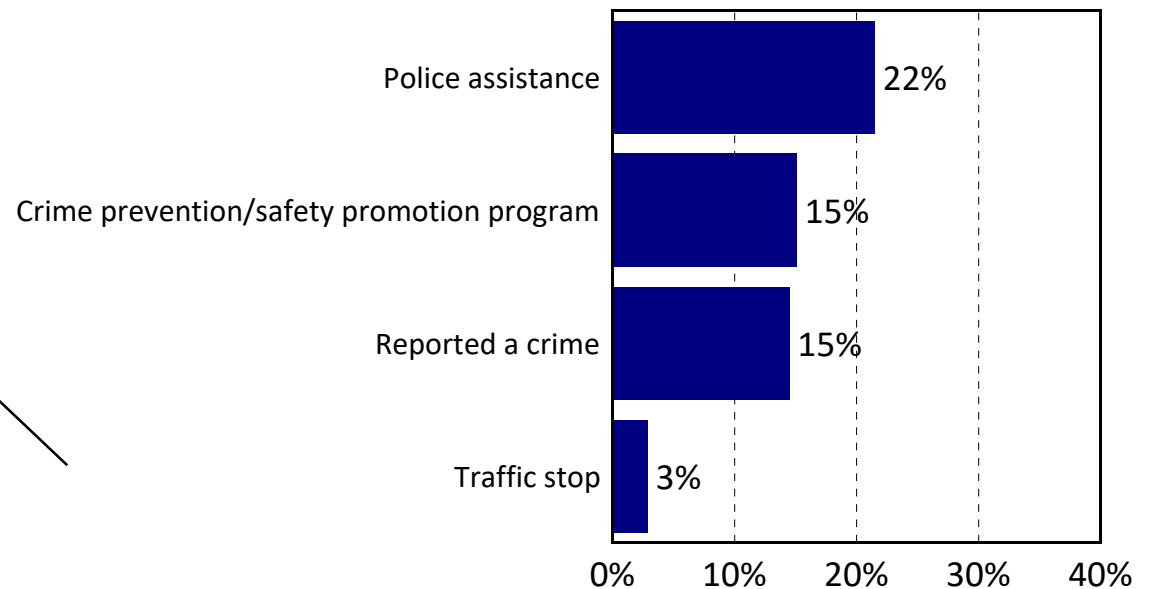


Q20. Have you had any contact with the Creve Coeur Police Department in the last year?

by percentage of respondents (excluding “not provided”)

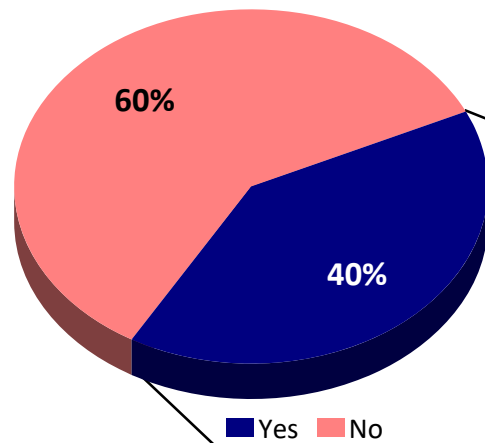


Q20a. What type of contact?

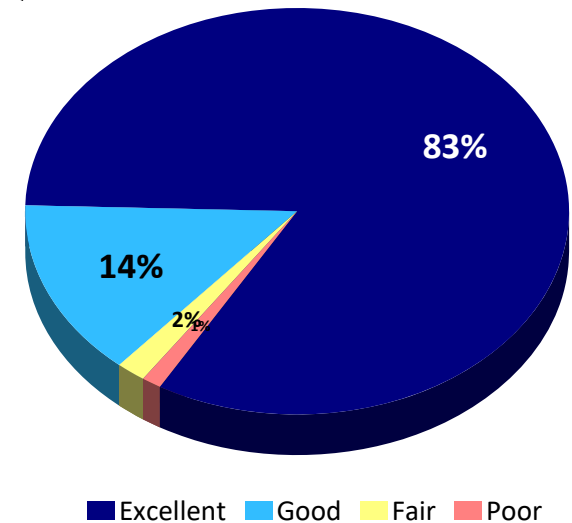


Q20. Have you had any contact with the Creve Coeur Police Department in the last year?

by percentage of respondents (excluding “not provided”)

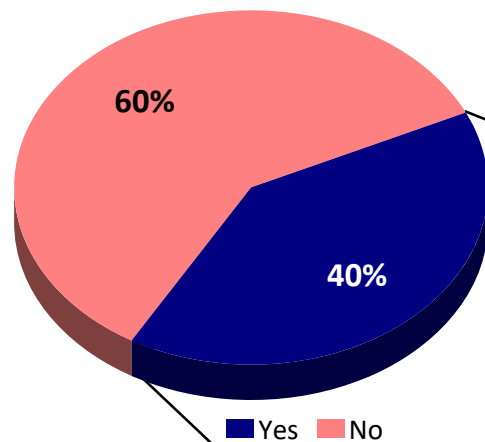


Q20b. How would you rate the quality of contact with the police officer? (excluding “not provided”)

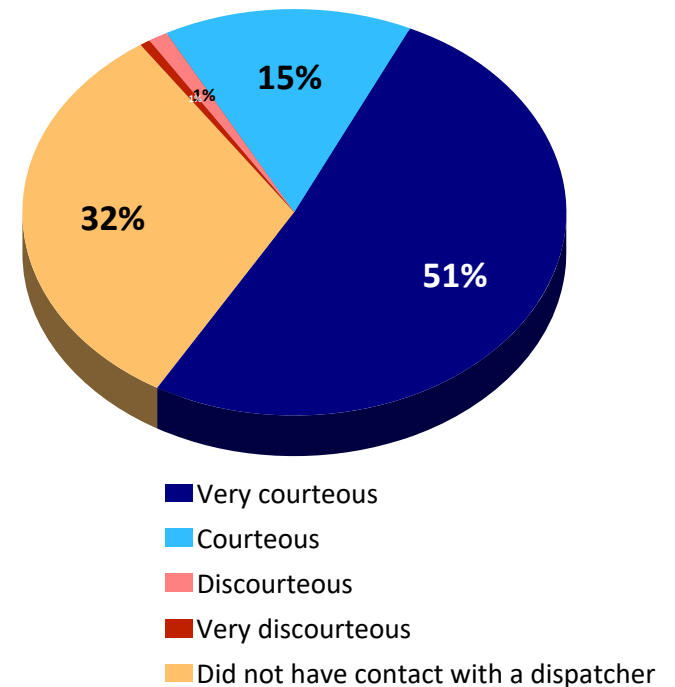


Q20. Have you had any contact with the Creve Coeur Police Department in the last year?

by percentage of respondents (excluding “not provided”)

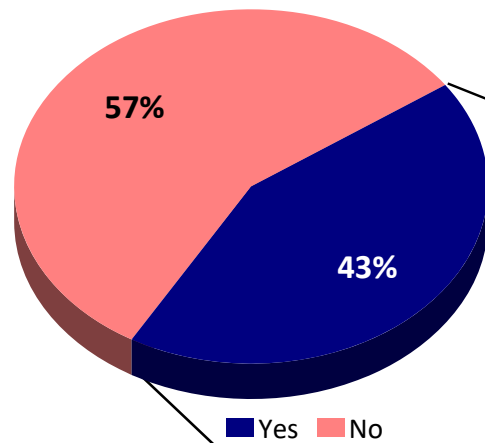


Q20c. How would you rate the dispatcher you interacted with? (excluding “not provided”)

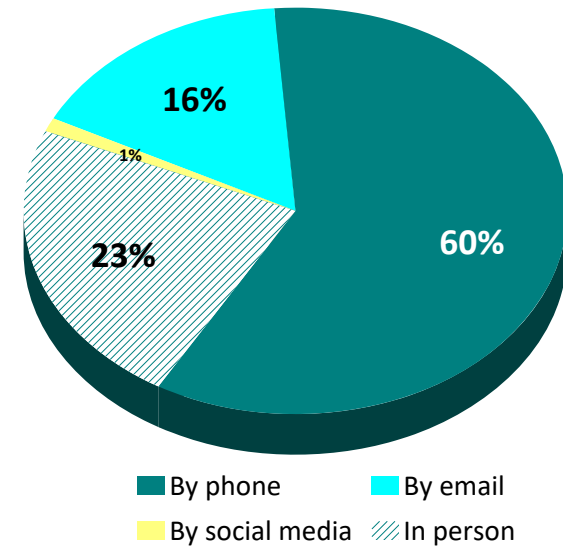


Q21. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents

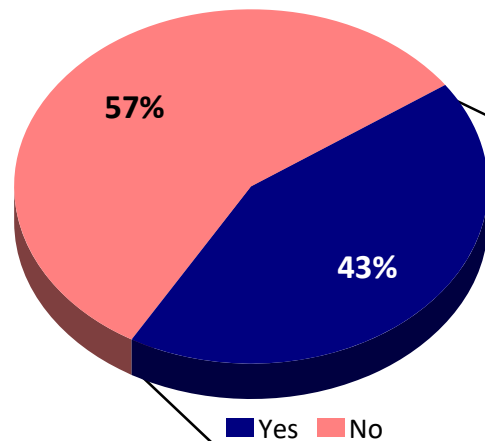


Q21a. How did you contact the City? (excluding "not provided")

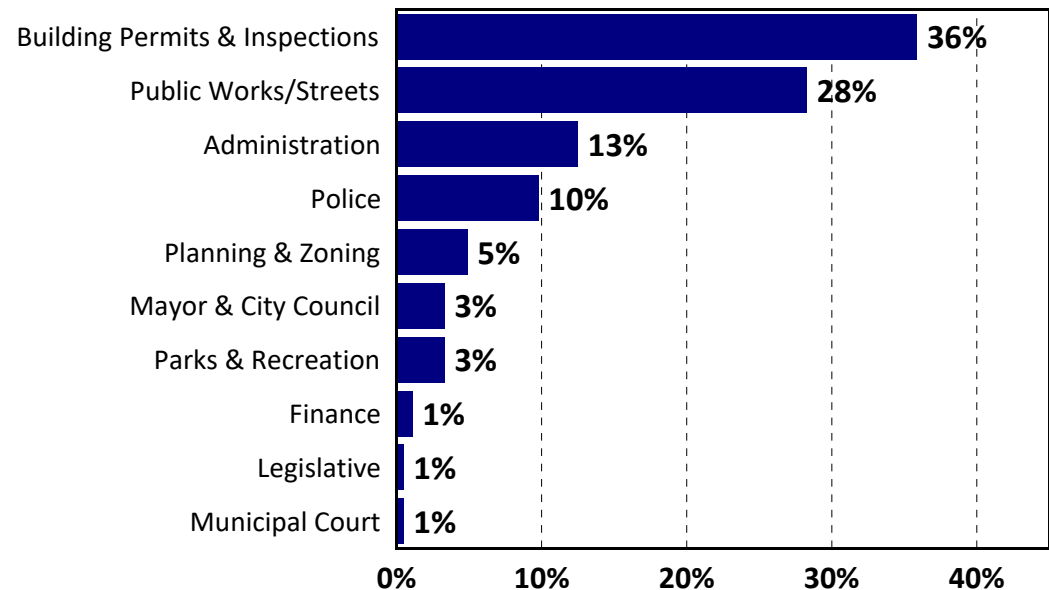


Q21. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents (excluding “not provided”)

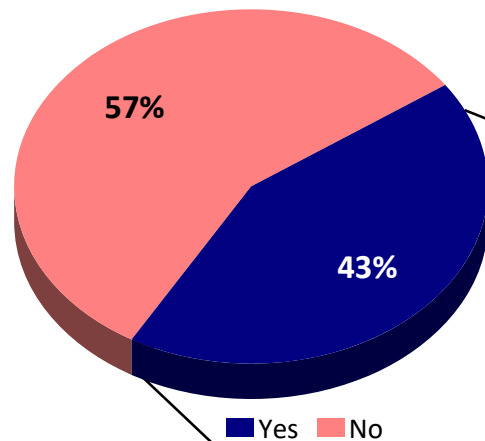


Q21b. What department did you contact the City about most recently?

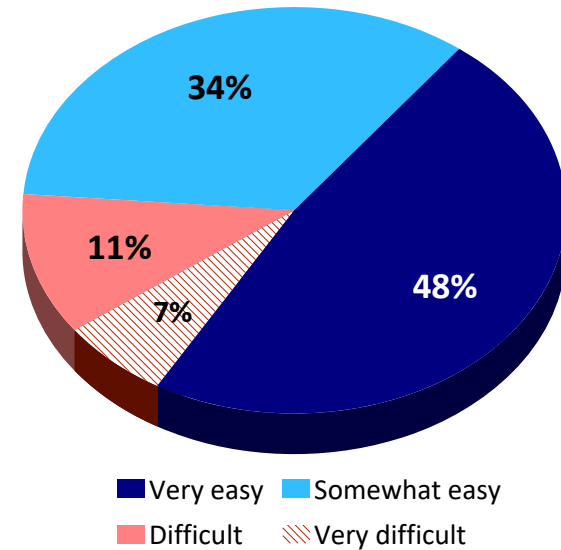


Q21. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents (excluding “not provided”)

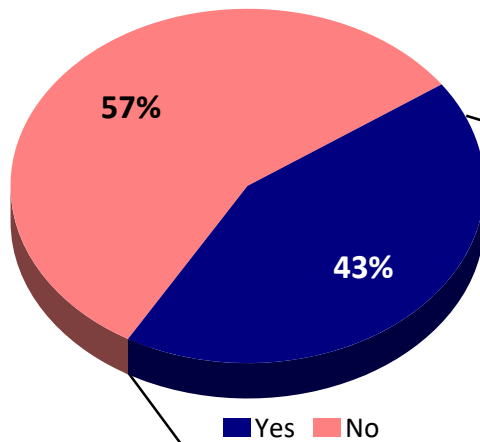


Q21c. How easy/difficult was it to address your issue? (excluding “not provided”)

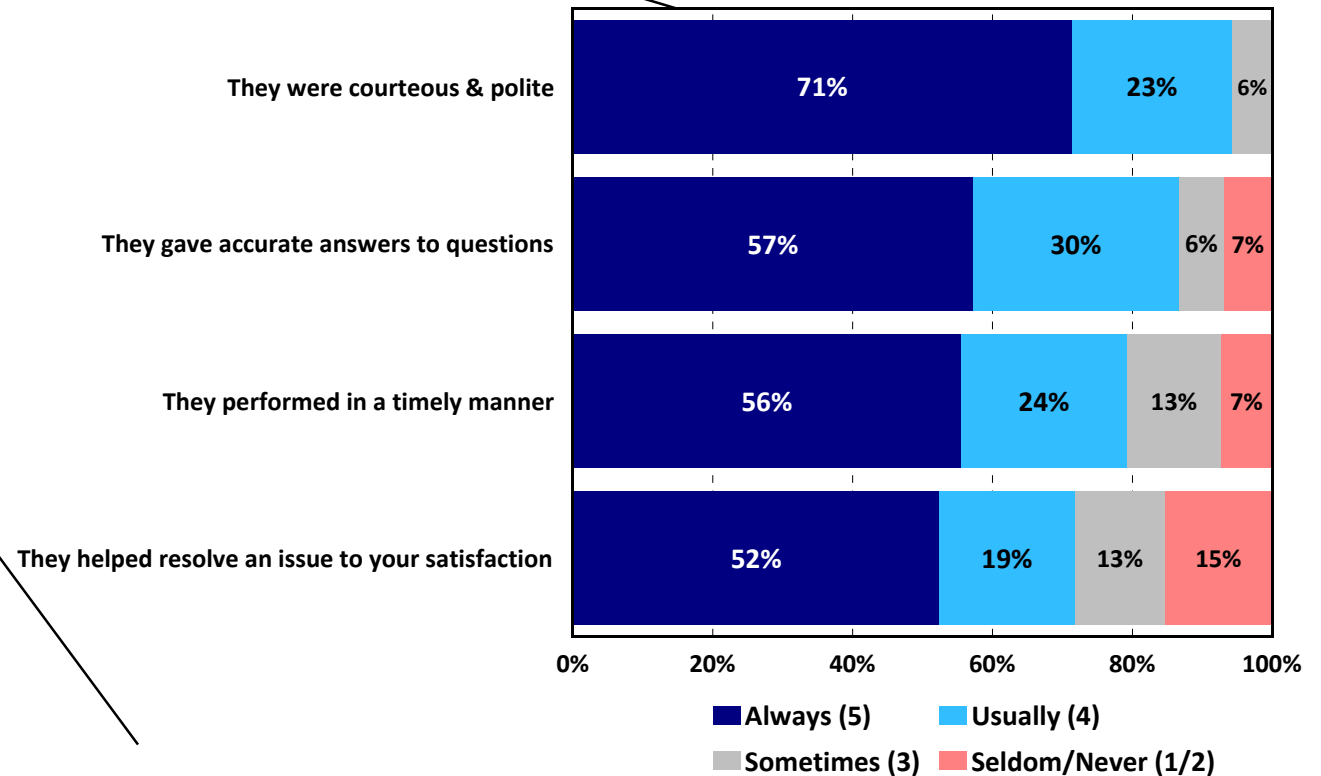


Q21. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents (excluding "not provided")

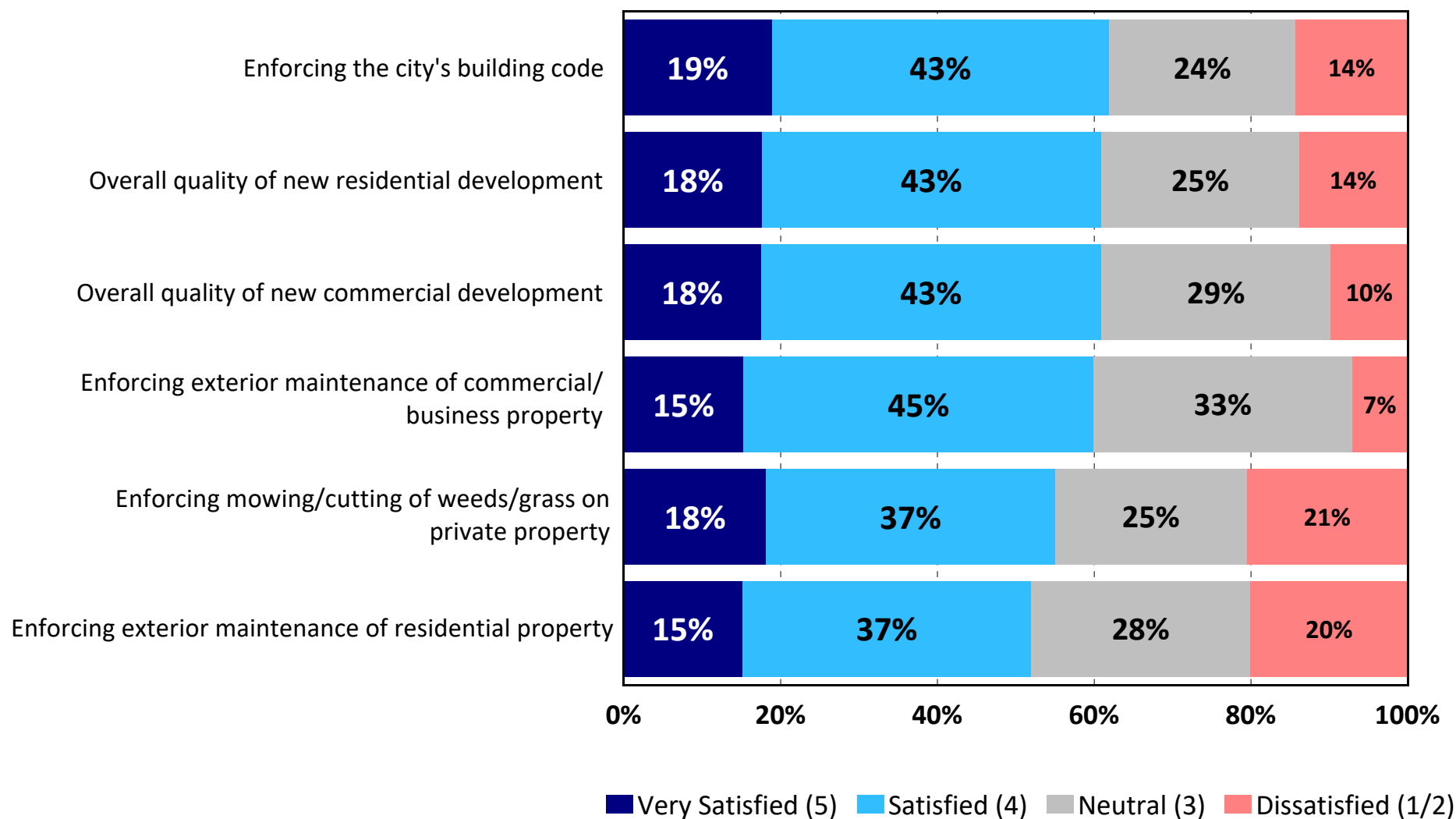


Q21d. Rate how often the employees you have contacted have displayed the following behaviors: (excluding "not provided")



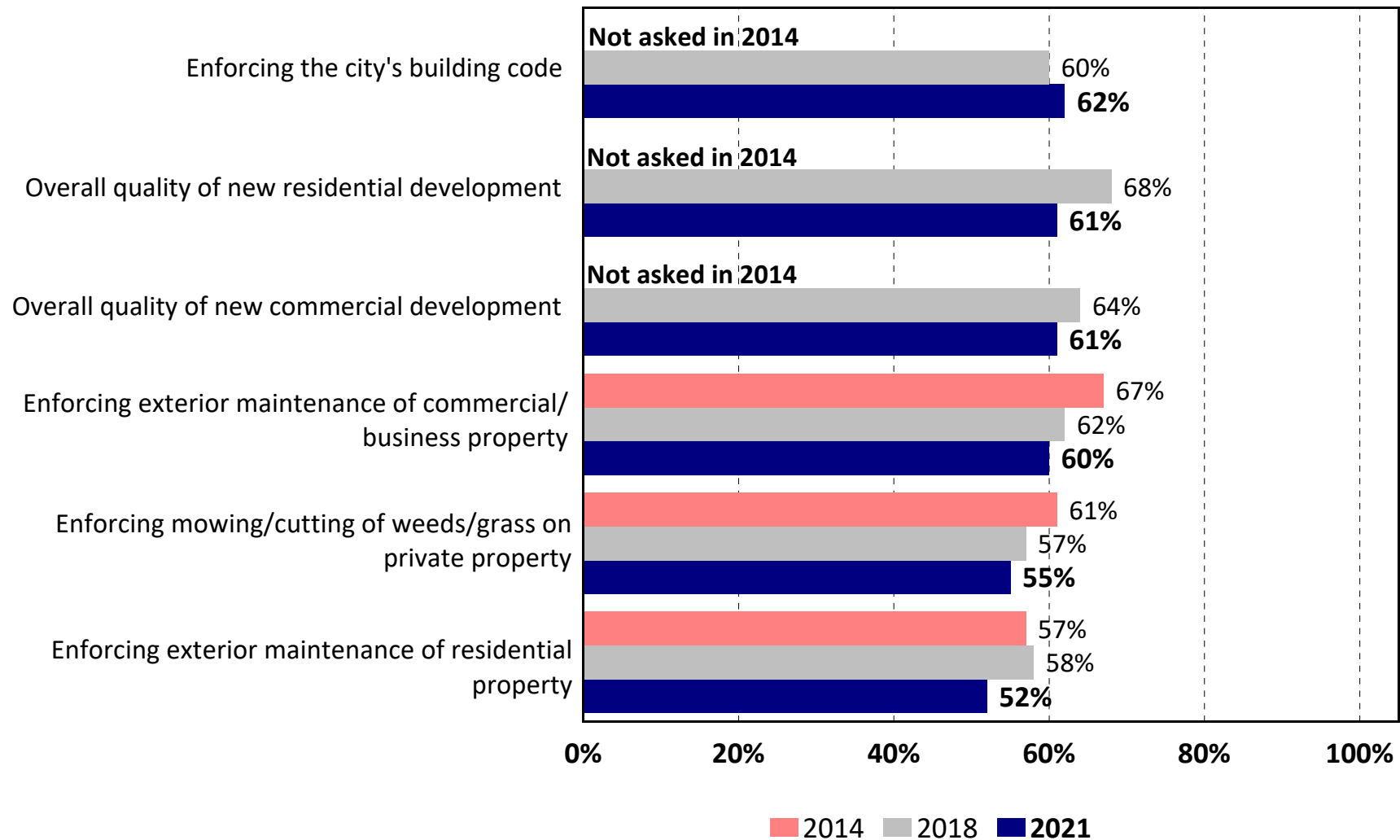
Q22. Satisfaction With Community Development

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



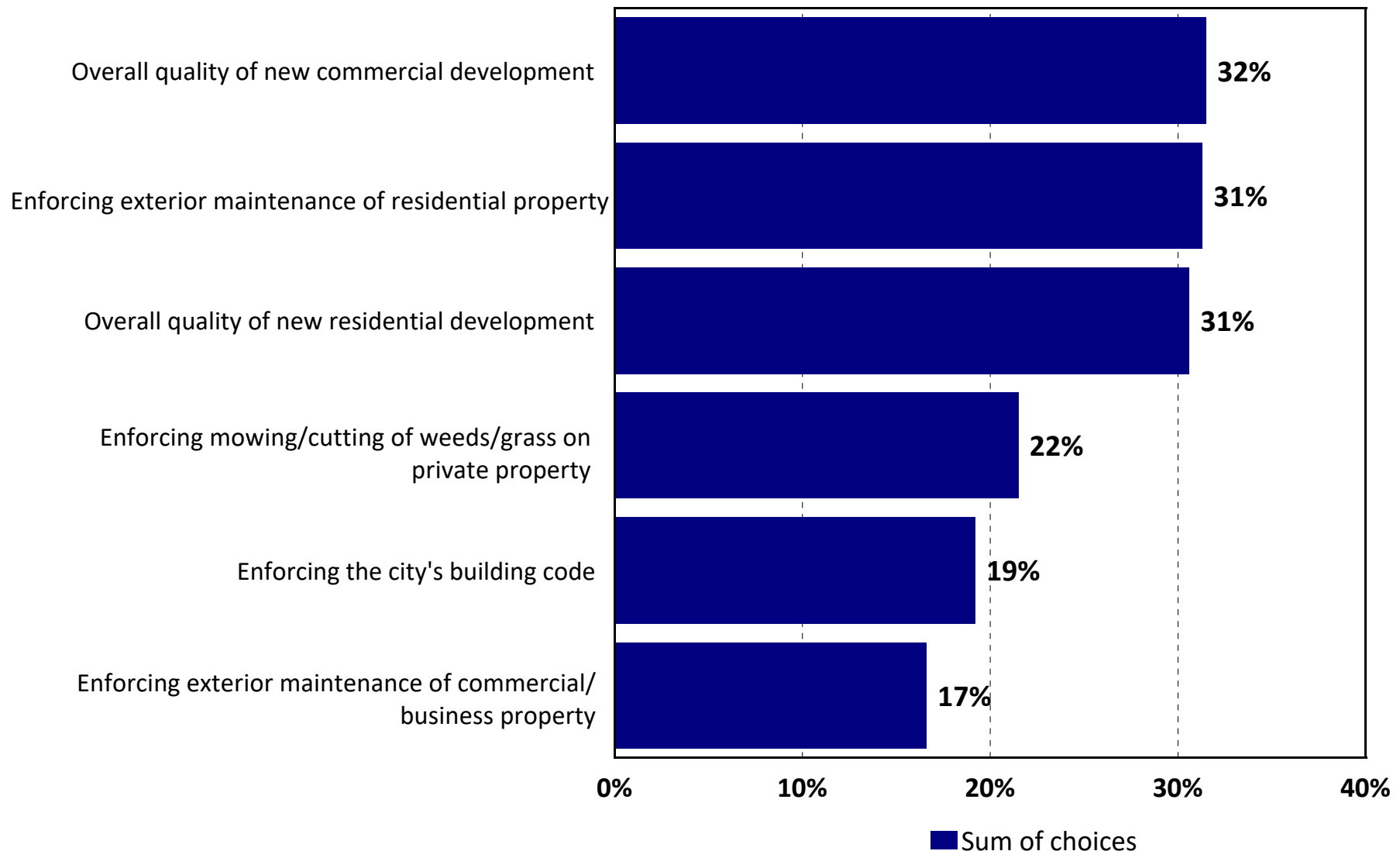
TRENDS: Satisfaction With Community Development 2014 to 2021

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



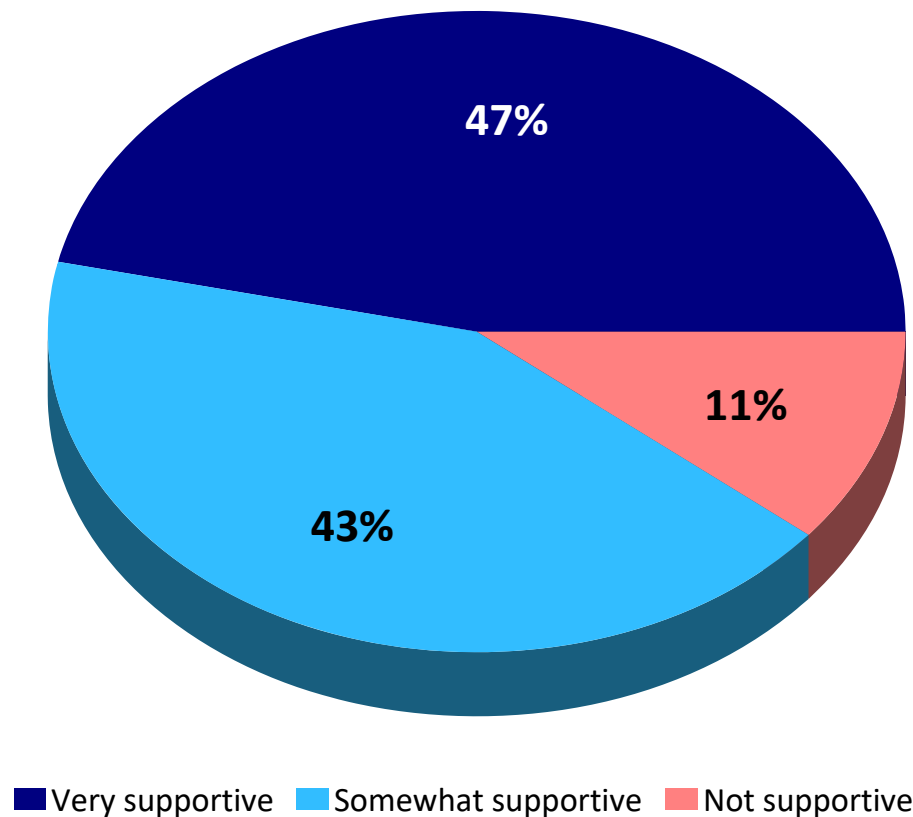
Q23. Community Development Services That Should Receive the Most Emphasis Over the Next 2 Years

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



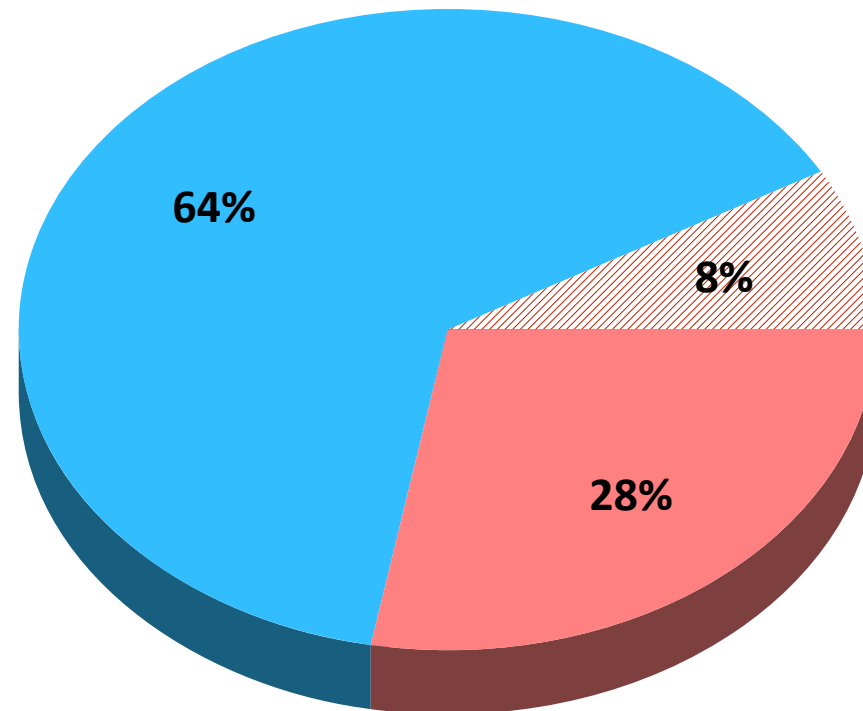
Q24. Level of Support for the City Supporting Development of a Downtown Creve Coeur, to Consist of Pedestrian-Oriented Retail, Restaurants, and Community Event Space

by percentage of respondents (excluding “don’t know”)



Q25. How would you rate the City's enforcement of exterior property maintenance?

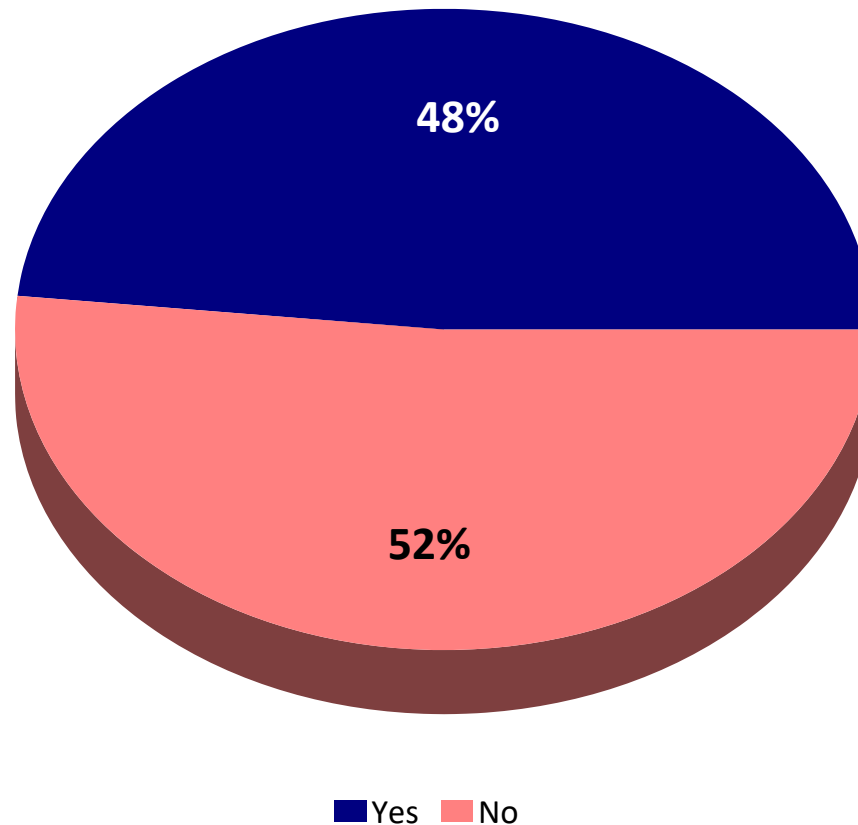
by percentage of respondents (excluding "don't know")



/// Too strict ■ About right ■ Not strict enough

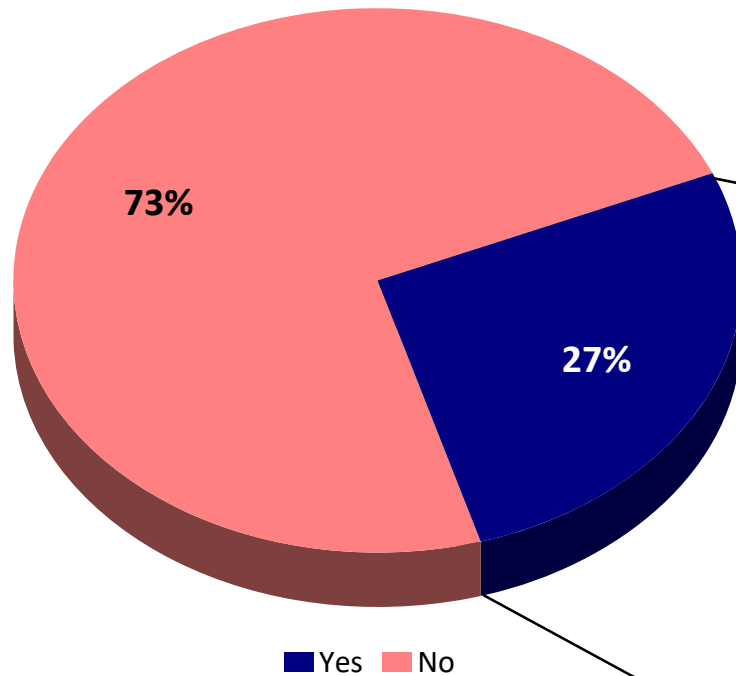
Q26. Would you be in favor of changing the regulations to allow for more opportunities for drive-thru restaurants to locate in Creve Coeur?

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



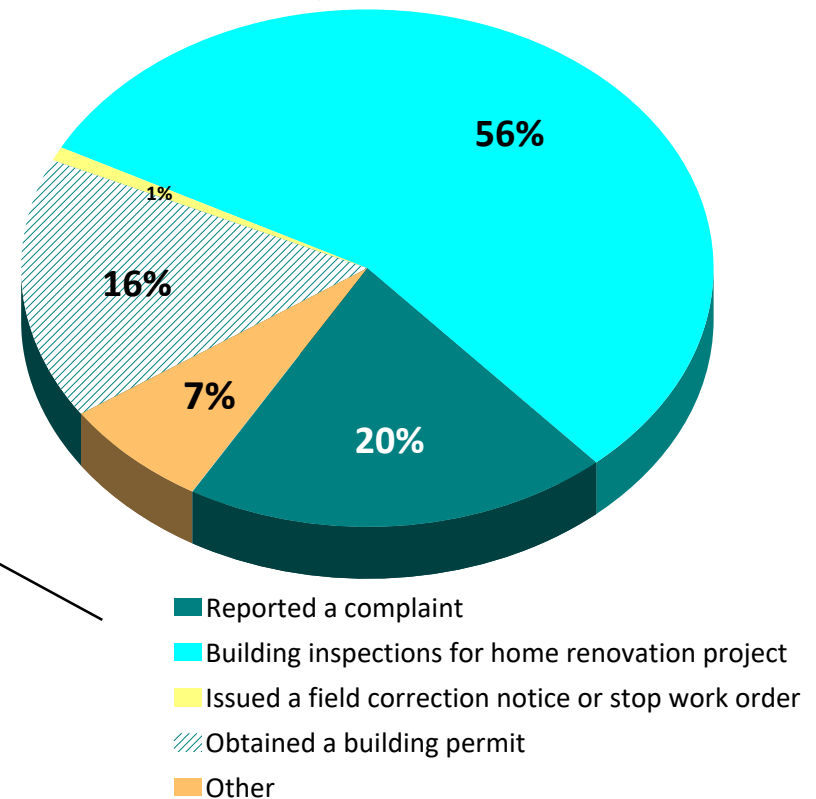
Q27. Have you had any contact with the Creve Coeur Building Division in the last year?

by percentage of respondents



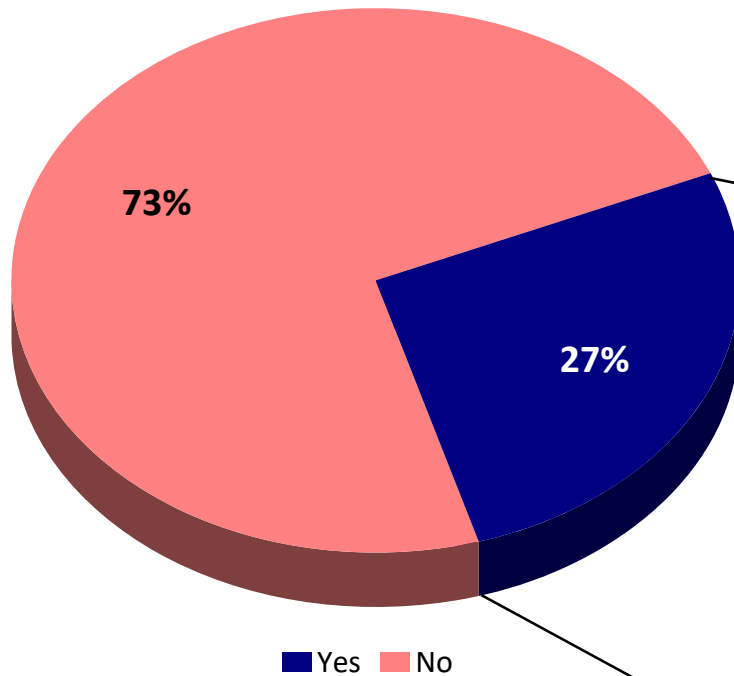
Q27a. What type of contact have you had with the Creve Coeur Building Division most recently?

(excluding "not provided")



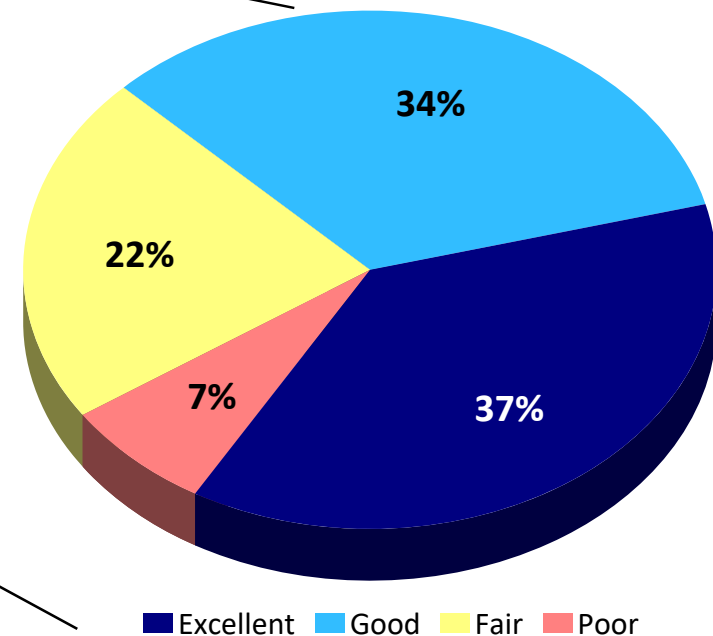
Q27. Have you had any contact with the Creve Coeur Building Division in the last year?

by percentage of respondents



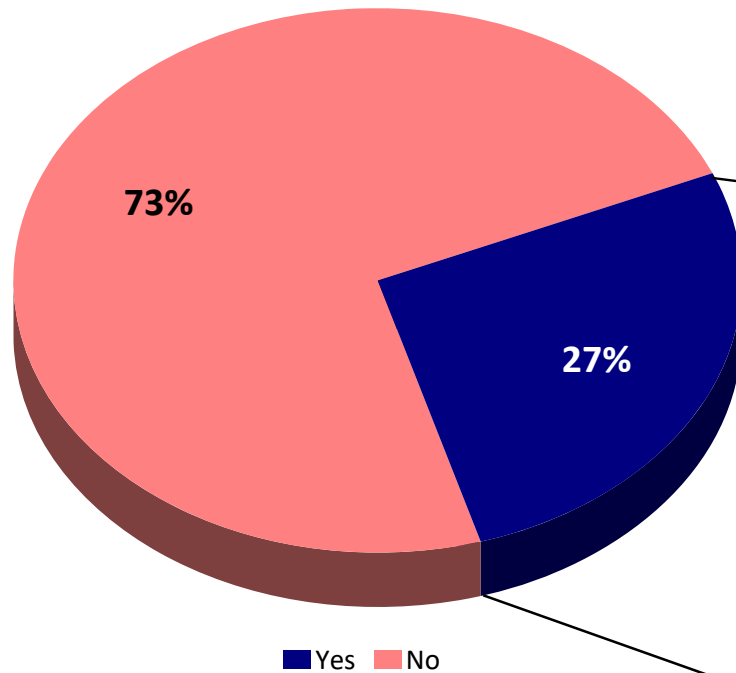
Q27b. How would you rate the quality of your contact with the Building Inspector?

(excluding "not provided")



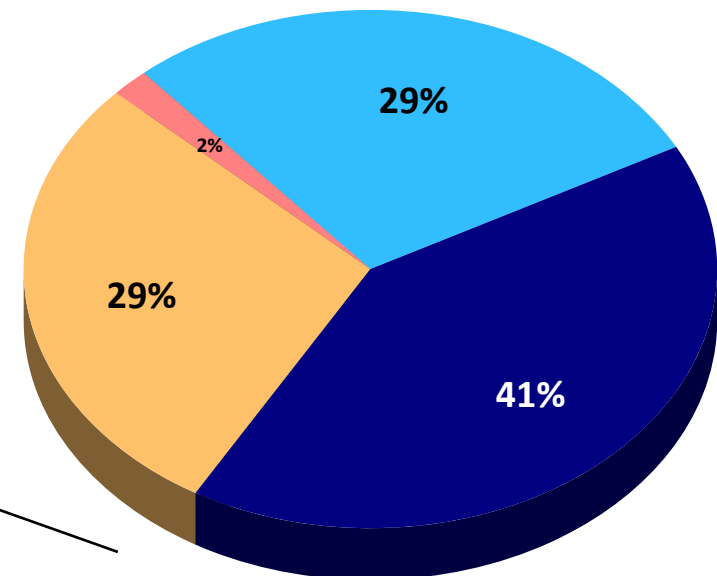
Q27. Have you had any contact with the Creve Coeur Building Division in the last year?

by percentage of respondents



■ Yes ■ No

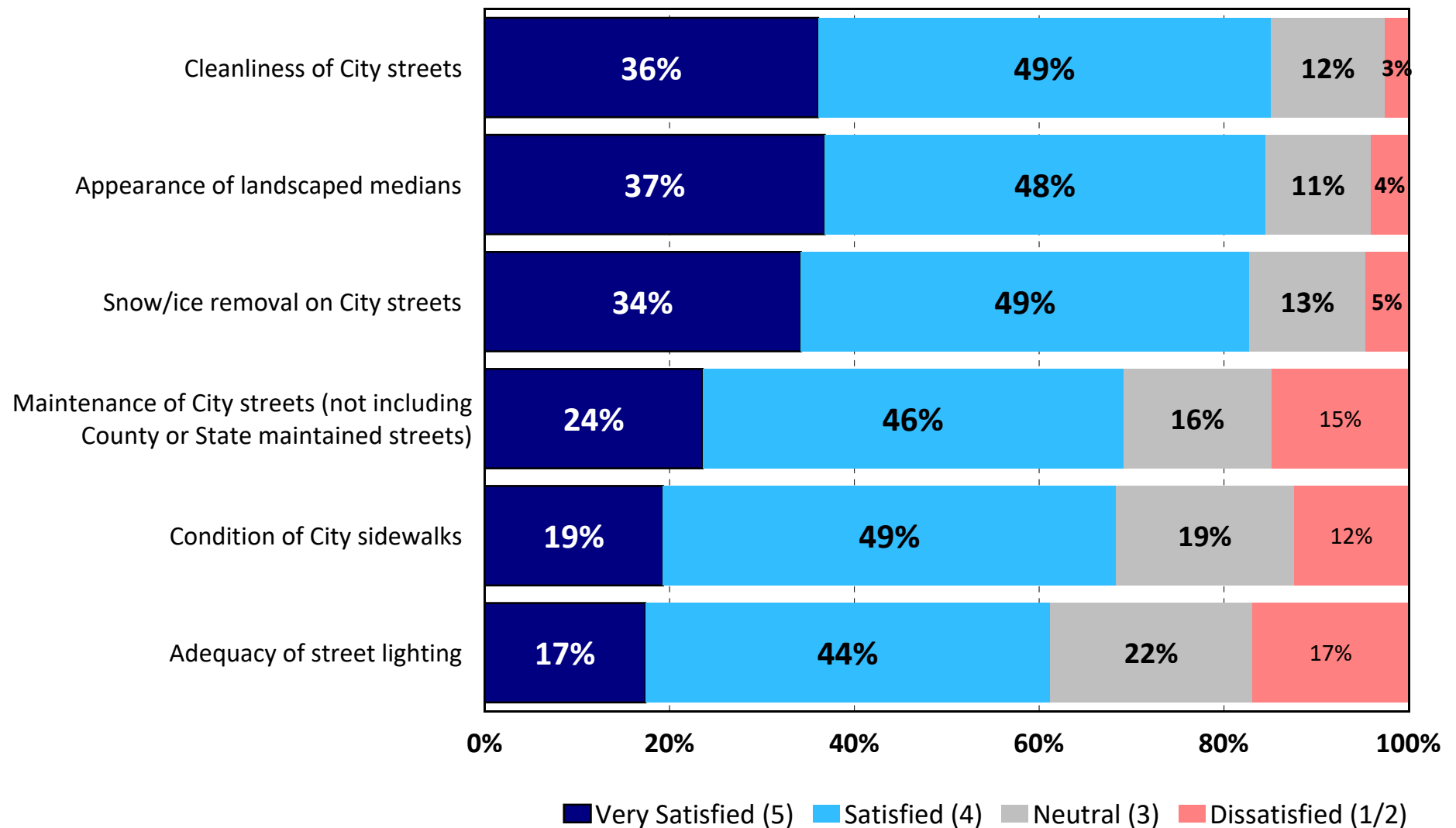
Q27c. How would you rate the administrative assistant you interacted with? (excluding "not provided")



■ Very courteous
■ Courteous
■ Discourteous
■ Did not have contact with an administrative assistant

Q28. Satisfaction with Public Works

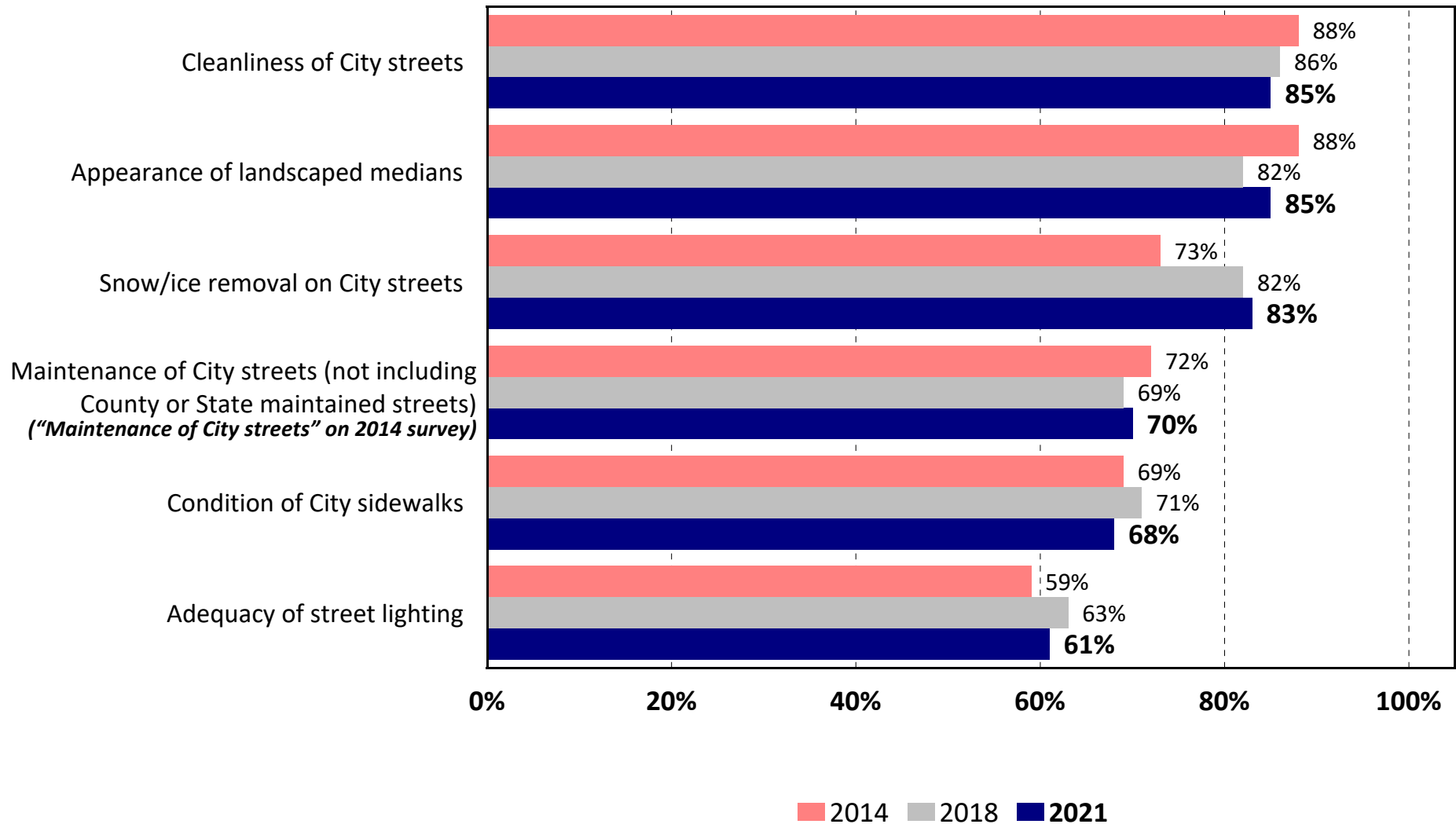
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



TRENDS: Satisfaction with Public Works

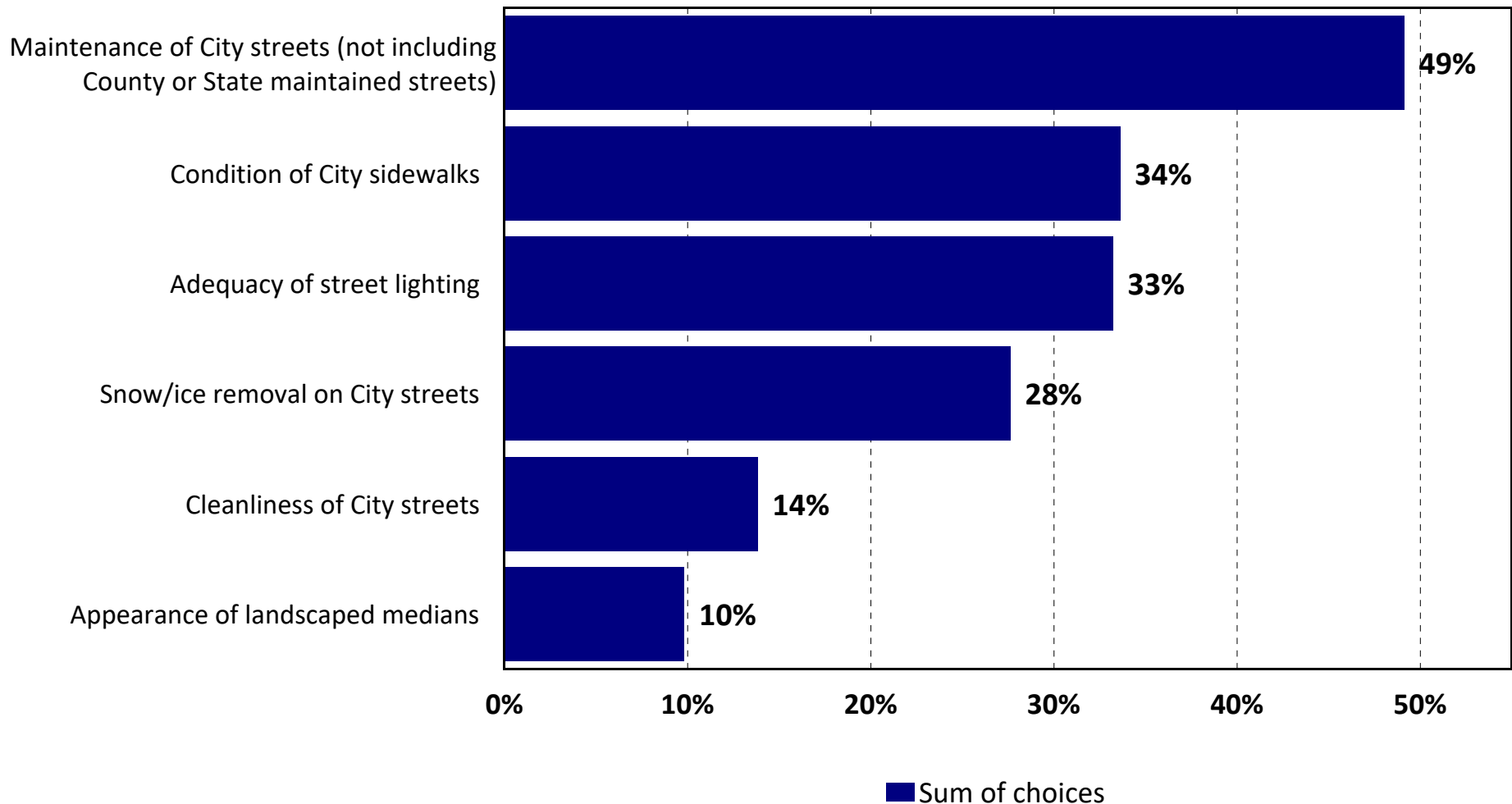
2014 to 2021

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



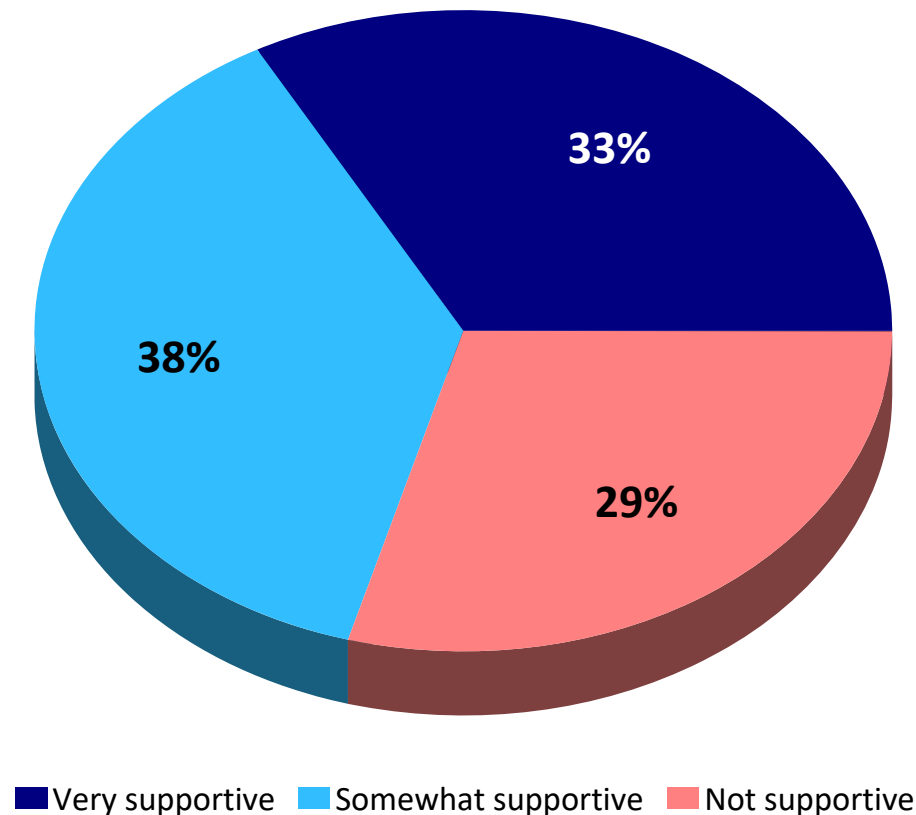
Q29. Public Works Services That Should Receive the Most Emphasis Over the Next 2 Years

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



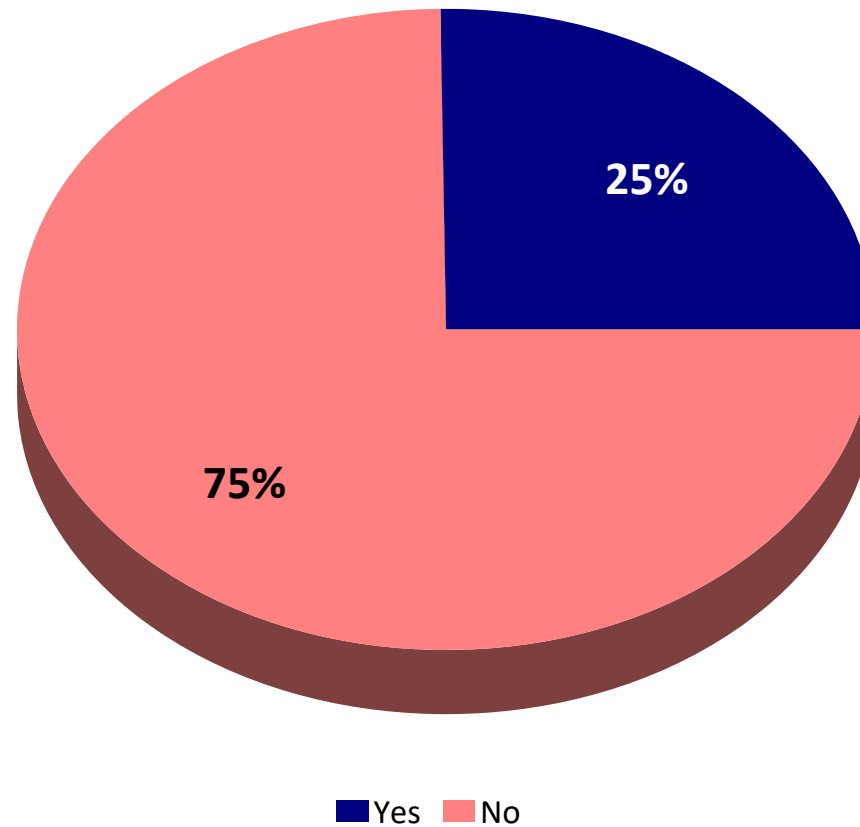
Q30. Level of support for an annual fee increase from \$28 to \$50 if the reimbursement of sewer lateral replacement costs increased from 50% to 80%

by percentage of respondents (excluding “don’t know”)



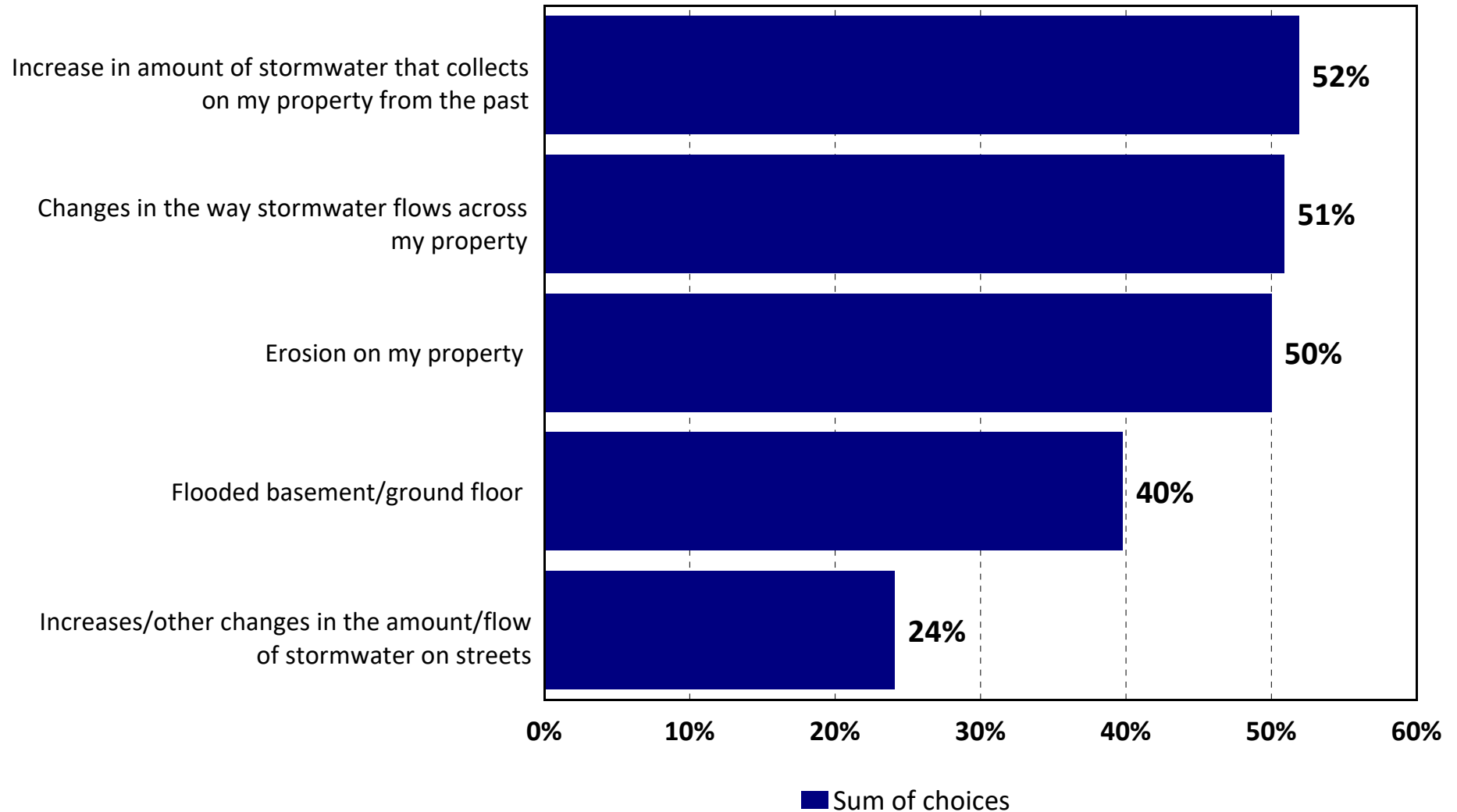
Q31. Have you experienced any issues with stormwater on your property within the last THREE years?

by percentage of respondents



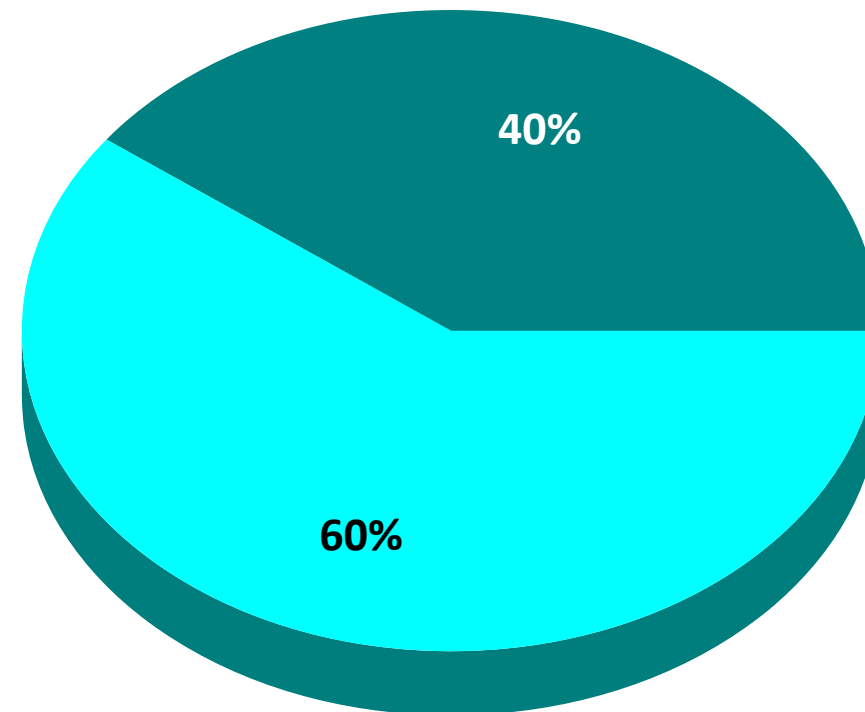
Q31a. What issues have you had with stormwater on your property?

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



Q32. Options That Residents Would Prefer in Order to Maintain the Current Level of Services

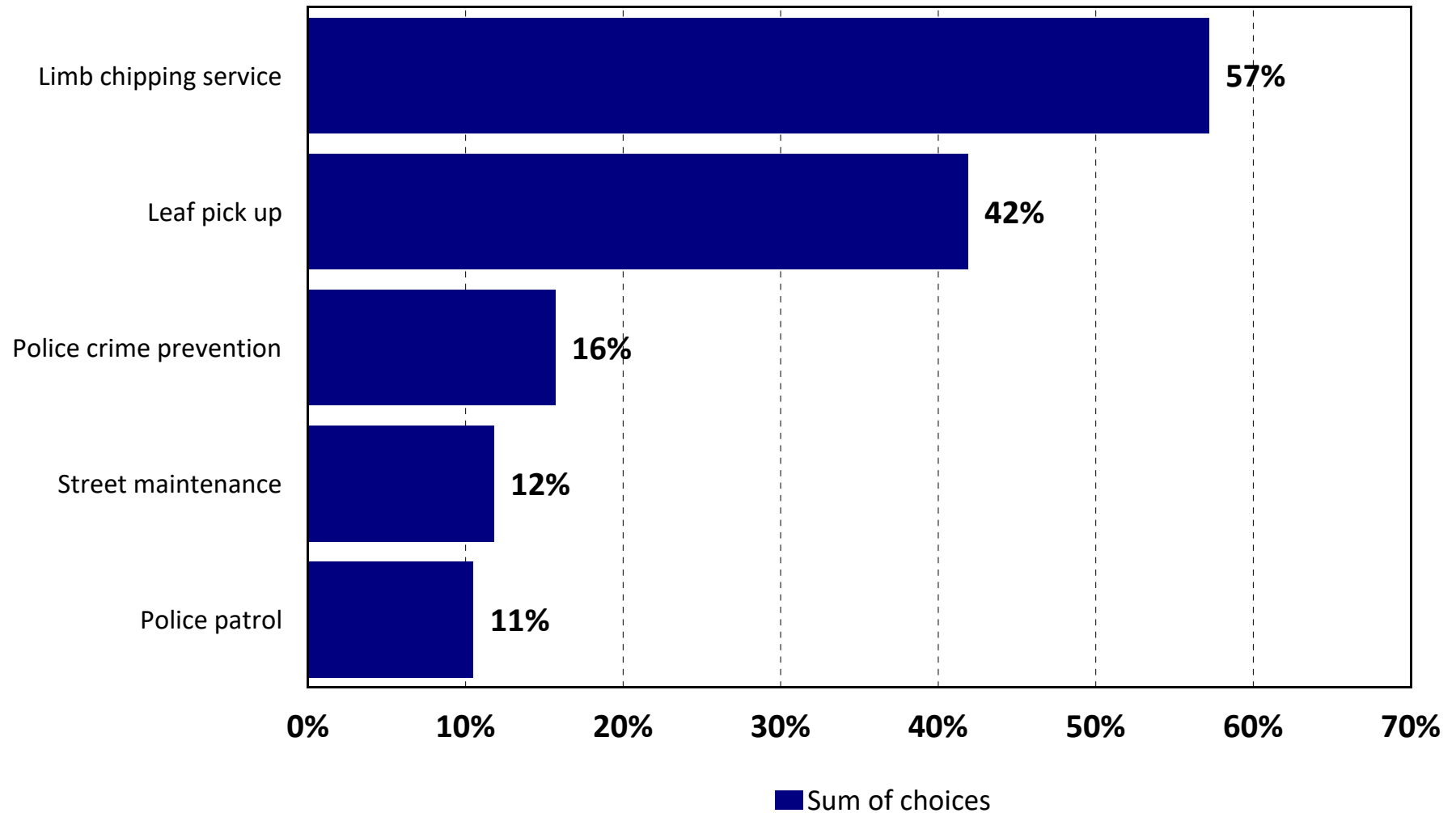
by percentage of respondents (excluding "not provided")



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

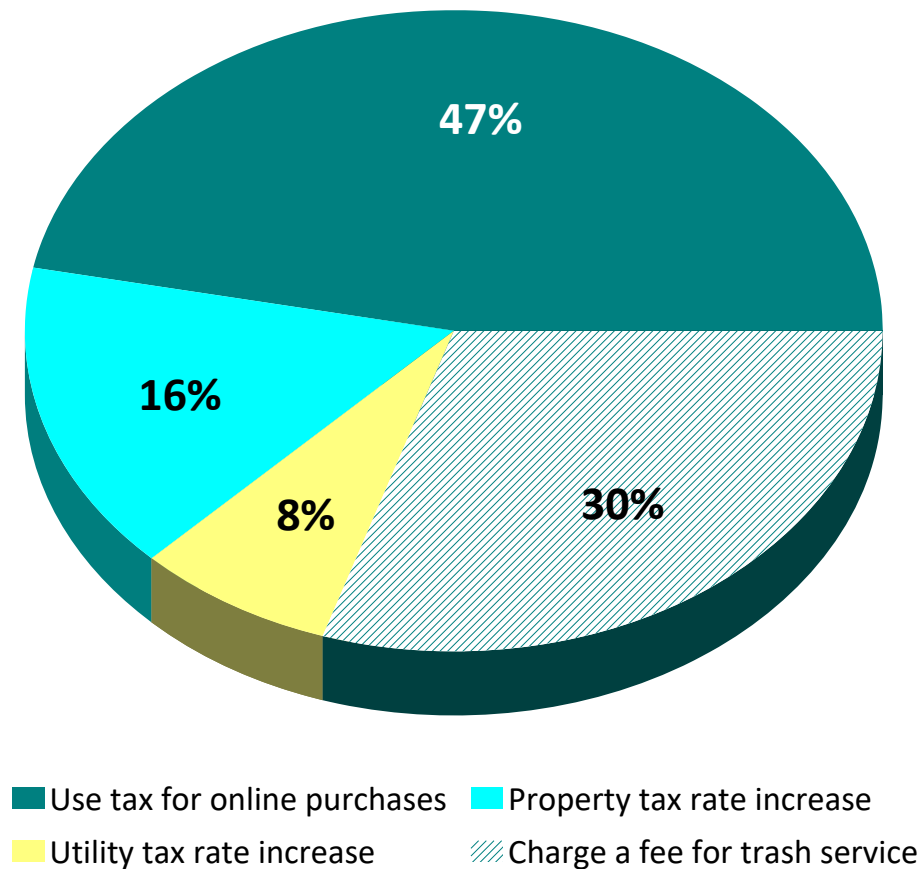
Q33. Services That Residents Would Prefer to Reduce in Order to Maintain Current Tax Rates

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



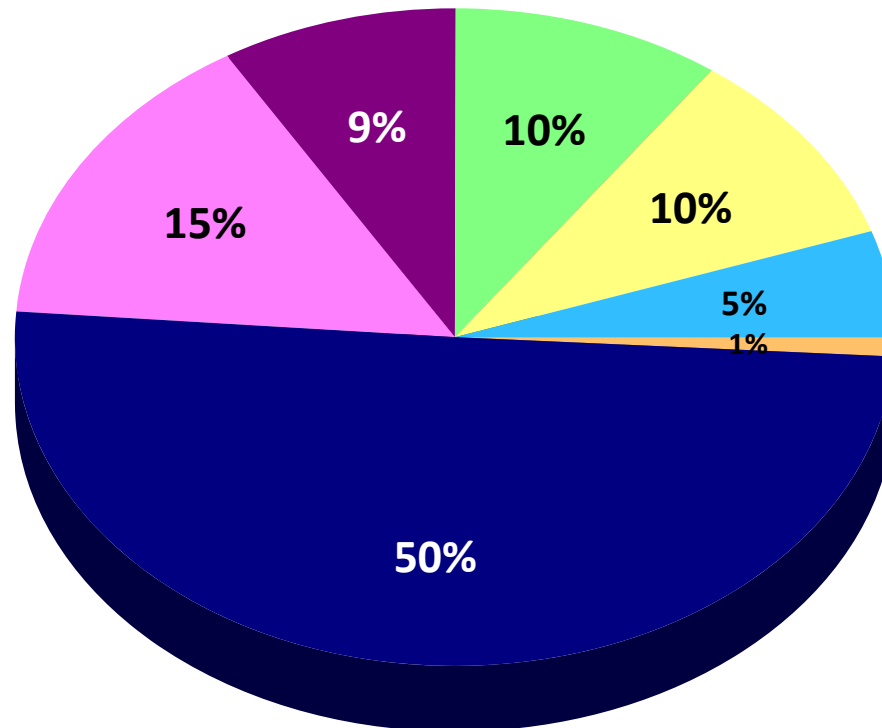
Q34. Revenue Options That Residents Would Prefer the City Use to Maintain City Services

by percentage of respondents (excluding “don’t know”)



Q36. How long have you lived in Creve Coeur?

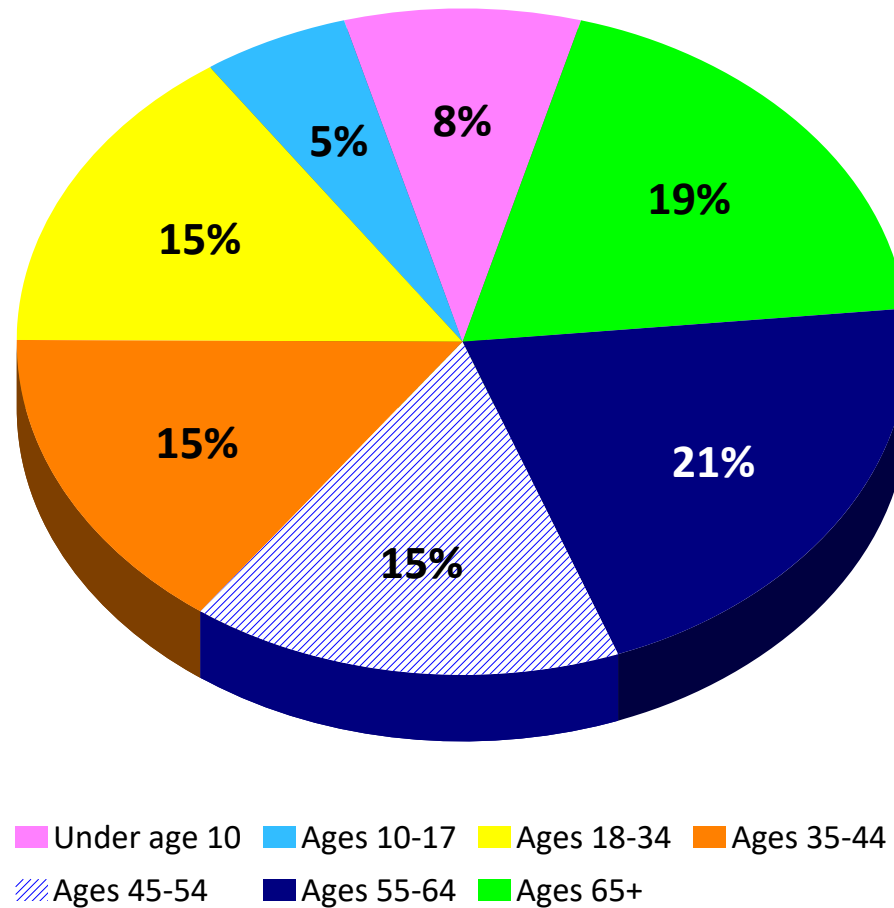
by percentage of respondents



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

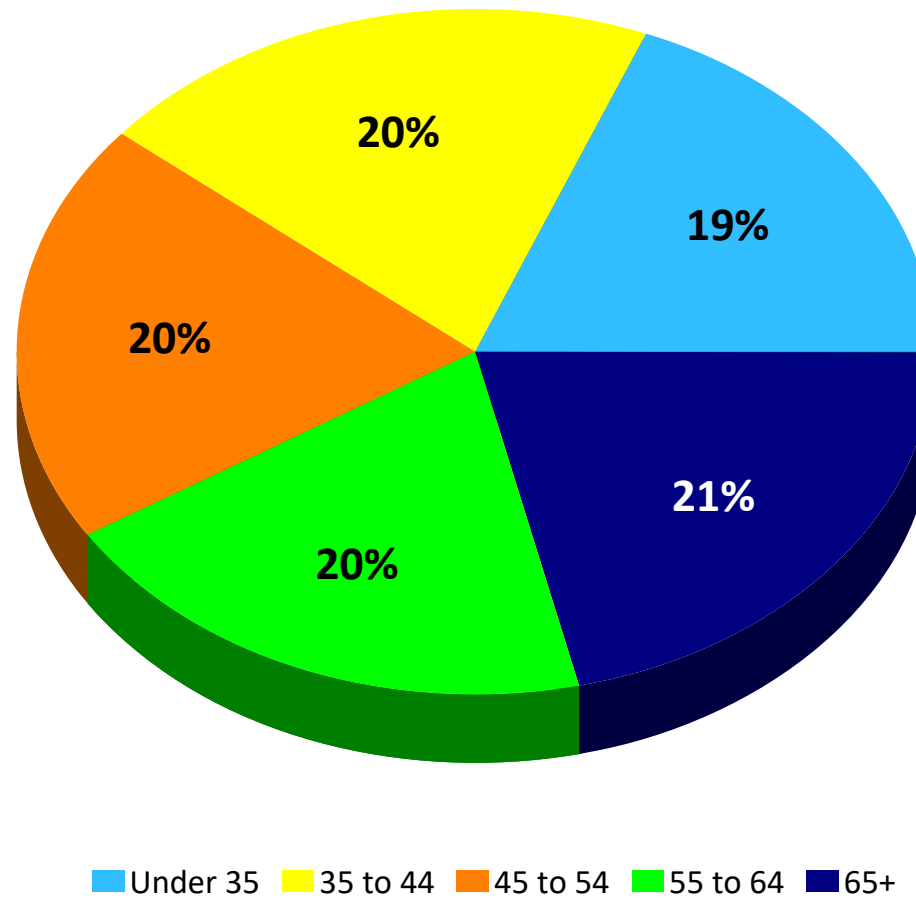
Q37. Including yourself, how many in your household are:

by percentage of respondents



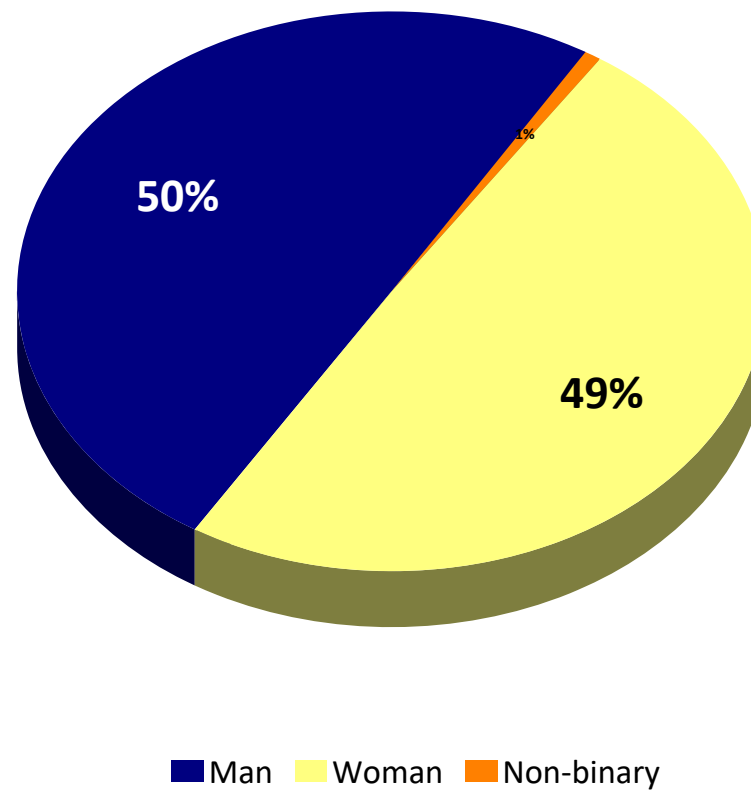
Q38. What is your age?

by percentage of respondents (excluding "not provided")



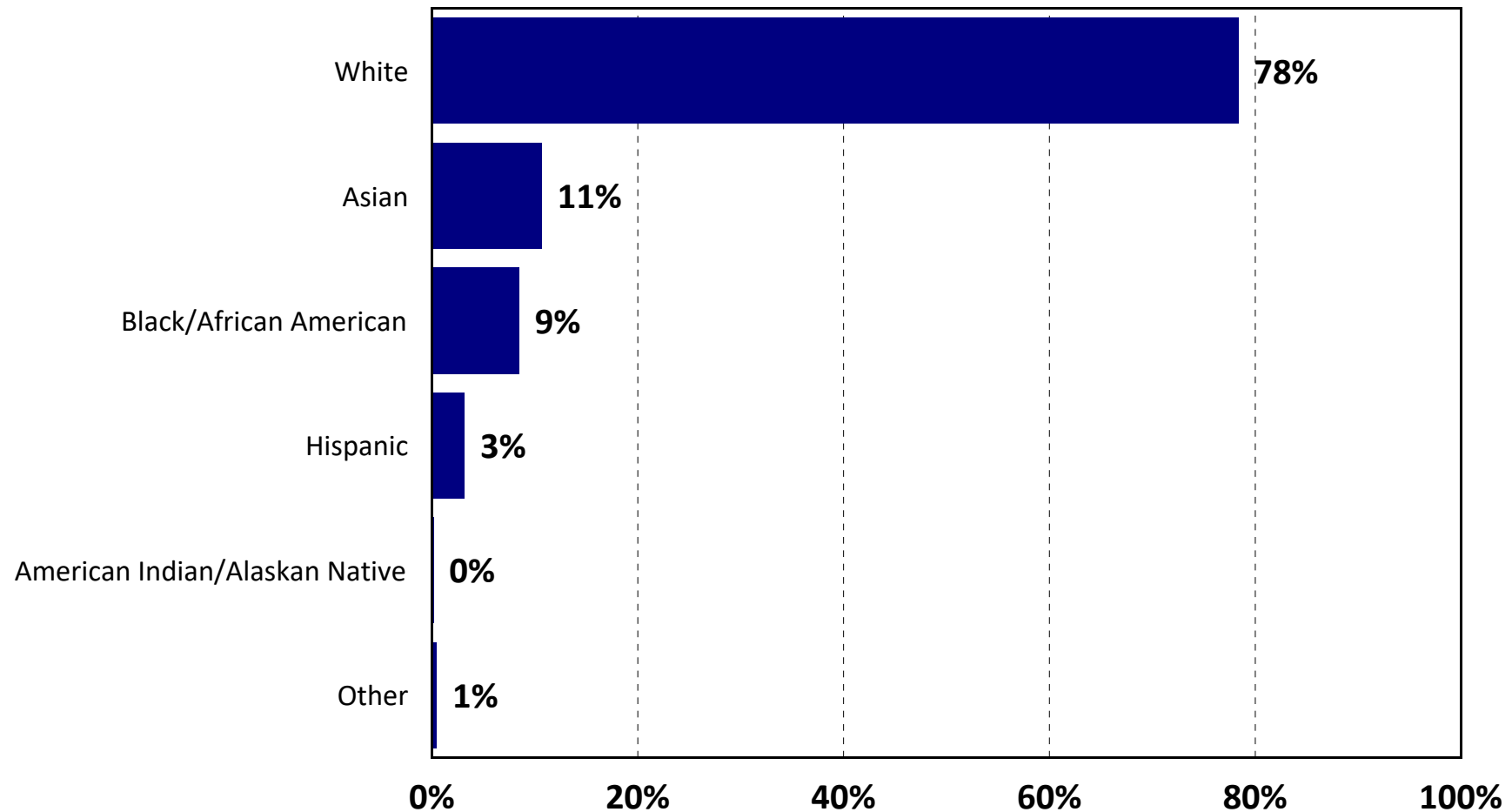
Q39. Gender

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



Q40. Which of the following best describes your race/ethnicity?

by percentage of respondents (excluding “prefer not to disclose” - multiple selections could be made)



2 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

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

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

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

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

Example of the Calculation

Respondents were asked to identify the major City services that were most important to their household. Nearly one-third (31.1%) of the respondent households selected "*overall enforcement of City codes and ordinances*" as one of the most important services for the City to provide.

With regard to satisfaction, 48% of respondents surveyed rated "*overall enforcement of City codes and ordinances*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 31.1% was multiplied by 52% (1-0.48). This calculation yielded an I-S rating of 0.1617, which ranked second out of ten categories of major City services analyzed.

Importance-Satisfaction Analysis



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

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

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

Interpreting the Ratings

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

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

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

Importance-Satisfaction Rating

City of Creve Coeur, MO

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Overall quality of building inspections & permits	33%	2	47%	10	0.1723	1
Overall enforcement of City codes and ordinances	31%	4	48%	9	0.1617	2
<u>Medium Priority (IS <.10)</u>						
Overall quality of recreation services	24%	5	78%	7	0.0524	3
Overall effectiveness of City communication	23%	6	82%	5	0.0412	4
Quality of customer service from City employees	17%	7	81%	6	0.0329	5
Overall maintenance of city parks	32%	3	92%	2	0.0252	6
Overall quality of Police services	44%	1	95%	1	0.0219	7
Quality of leaf vacuuming	16%	8	87%	4	0.0209	8
Quality of limb chipping	14%	9	87%	3	0.0177	9
Overall quality of municipal court services	4%	10	59%	8	0.0144	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
<u>High Priority (IS .10-.20)</u>						
Level of public involvement in decision making	30%	3	57%	6	0.1294	1
<u>Medium Priority (IS <.10)</u>						
City efforts to inform about planning/zoning	31%	2	74%	4	0.0809	2
The quality of the City's website	18%	5	66%	5	0.0619	3
City efforts to inform about important issues	40%	1	85%	2	0.0600	4
Availability of info about City programs/services	21%	4	75%	3	0.0533	5
Quality of the City's social media	4%	7	51%	7	0.0196	6
The quality of the City's newsletter	16%	6	89%	1	0.0175	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 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
<u>High Priority (IS .10-.20)</u>						
Number of walking/biking trails	38%	2	63%	6	0.1391	1
<u>Medium Priority (IS <.10)</u>						
Senior recreation programs	15%	3	42%	10	0.0853	2
Adult recreation programs	10%	5	44%	9	0.0560	3
Youth recreation programs	9%	7	48%	8	0.0447	4
Maintenance of City parks	38%	1	90%	1	0.0381	5
Overall satisfaction with the golf course	11%	4	68%	4	0.0352	6
Maintenance of historic buildings	8%	8	70%	3	0.0246	7
Overall satisfaction with the ice arena	6%	9	60%	7	0.0232	8
Number of City parks	9%	6	83%	2	0.0146	9
Overall satisfaction with the dog park	3%	10	63%	5	0.0096	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
<u>Medium Priority (IS < .10)</u>						
Visibility of police in neighborhoods	42%	1	80%	4	0.0842	1
Efforts to prevent crime	36%	2	83%	3	0.0607	2
Visibility of police in commercial/retail areas	22%	4	74%	6	0.0572	3
Enforcement of local traffic laws	14%	6	77%	5	0.0313	4
How quickly police respond to emergencies	19%	5	92%	2	0.0150	5
Overall quality of local police protection	28%	3	96%	1	0.0111	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
<u>High Priority (IS .10-.20)</u>						
Enforcing exterior maintenance of residential property	31%	2	52%	6	0.1502	1
Overall quality of new commercial development	32%	1	61%	3	0.1229	2
Overall quality of new residential development	31%	3	61%	2	0.1193	3
<u>Medium Priority (IS <.10)</u>						
Enforcing mowing/cutting of weeds/grass on private property	22%	4	55%	5	0.0968	4
Enforcing the city's building code	19%	5	62%	1	0.0730	5
Enforcing exterior maintenance of commercial/business property	17%	6	60%	4	0.0664	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
<u>High Priority (IS .10-.20)</u>						
Maintenance of City streets (not including County or State maintained streets)	49%	1	70%	4	0.1473	1
Adequacy of street lighting	33%	3	61%	6	0.1295	2
Condition of City sidewalks	34%	2	68%	5	0.1075	3
<u>Medium Priority (IS <.10)</u>						
Snow/ice removal on City streets	28%	4	83%	3	0.0469	4
Cleanliness of City streets	14%	5	85%	1	0.0207	5
Appearance of landscaped medians	10%	6	85%	2	0.0147	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 Analysis



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.

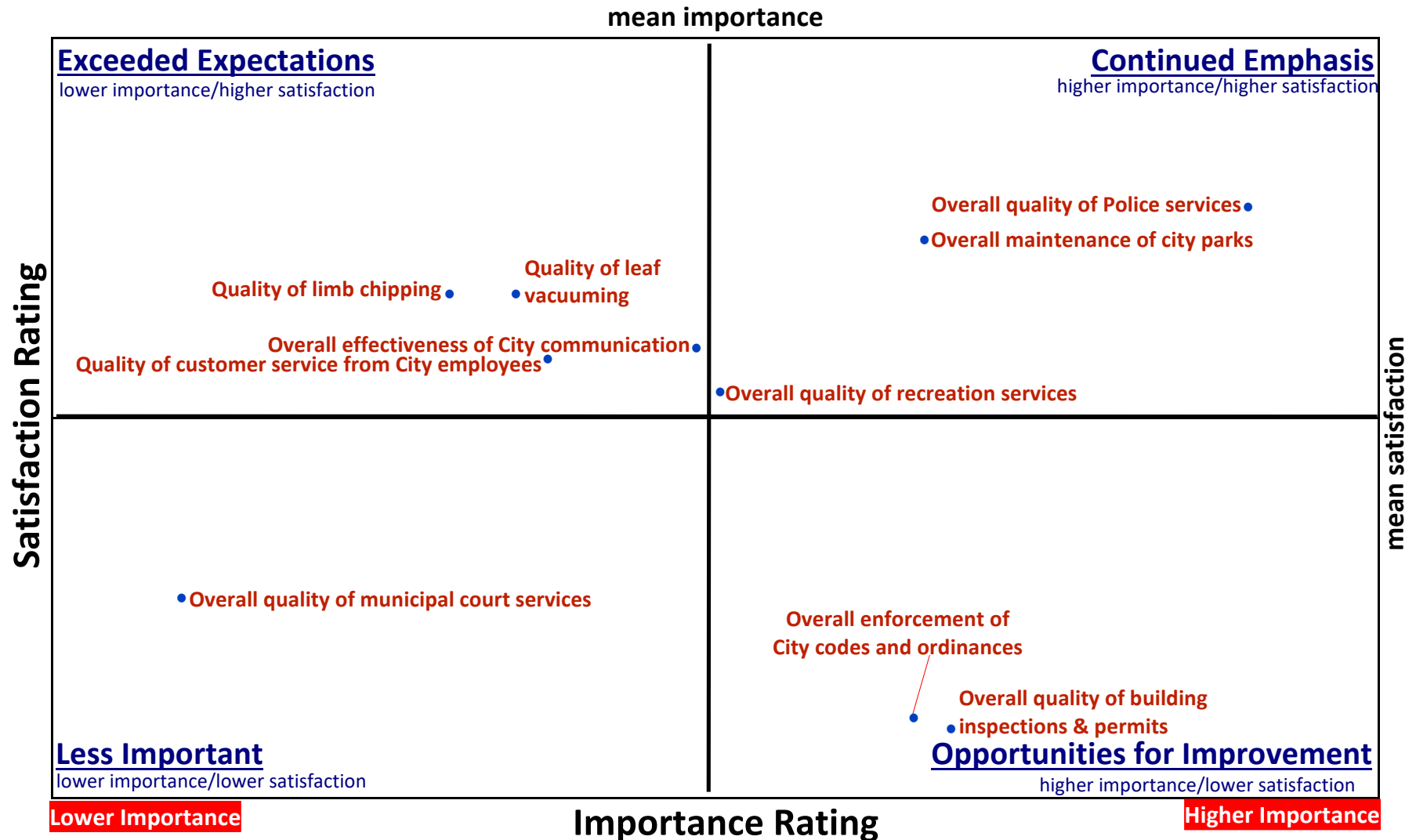
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on 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 its 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.

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

2021 City of Creve Coeur DirectionFinder Importance-Satisfaction Assessment Matrix

-Overall-

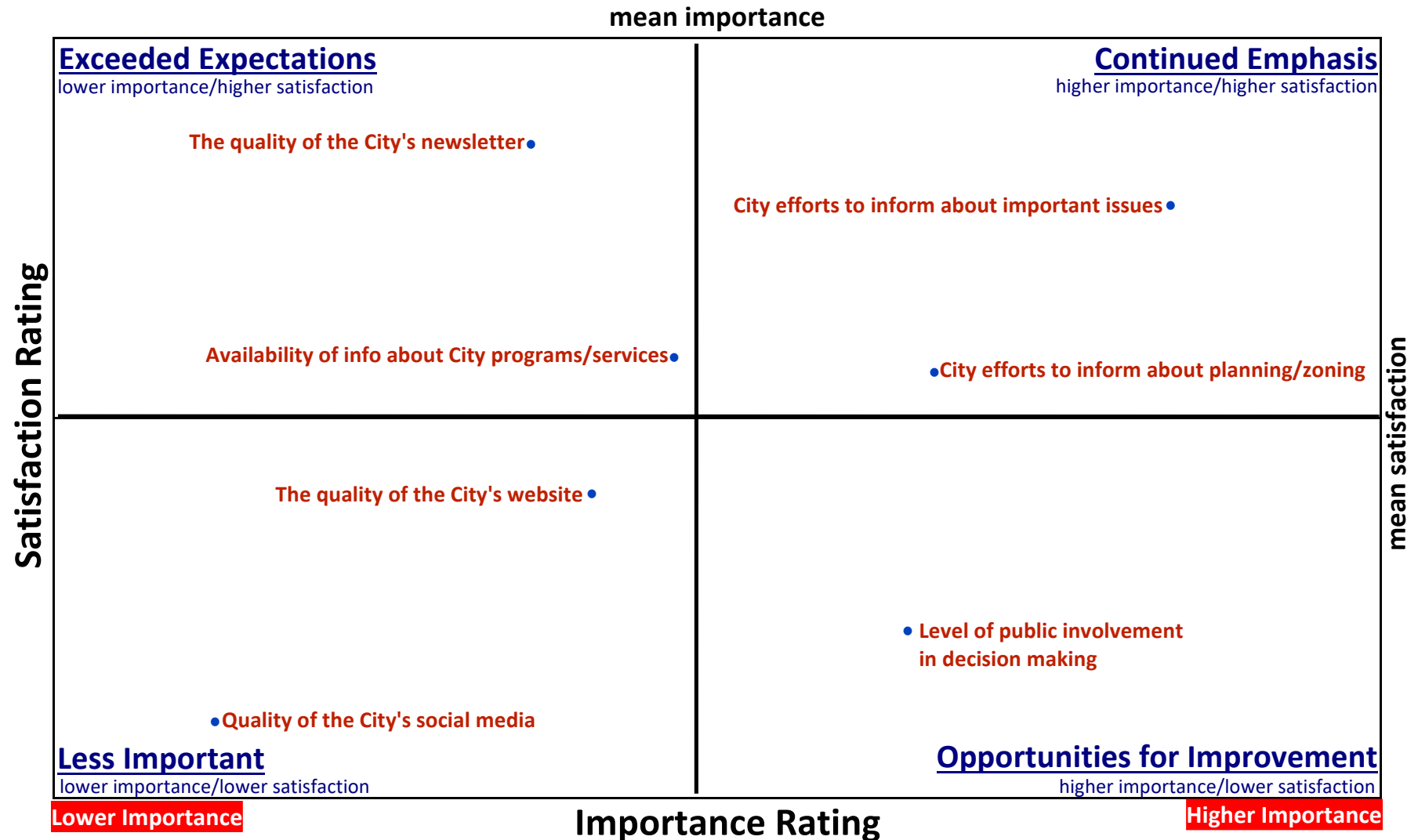
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2021 City of Creve Coeur DirectionFinder Importance-Satisfaction Assessment Matrix

-Communication-

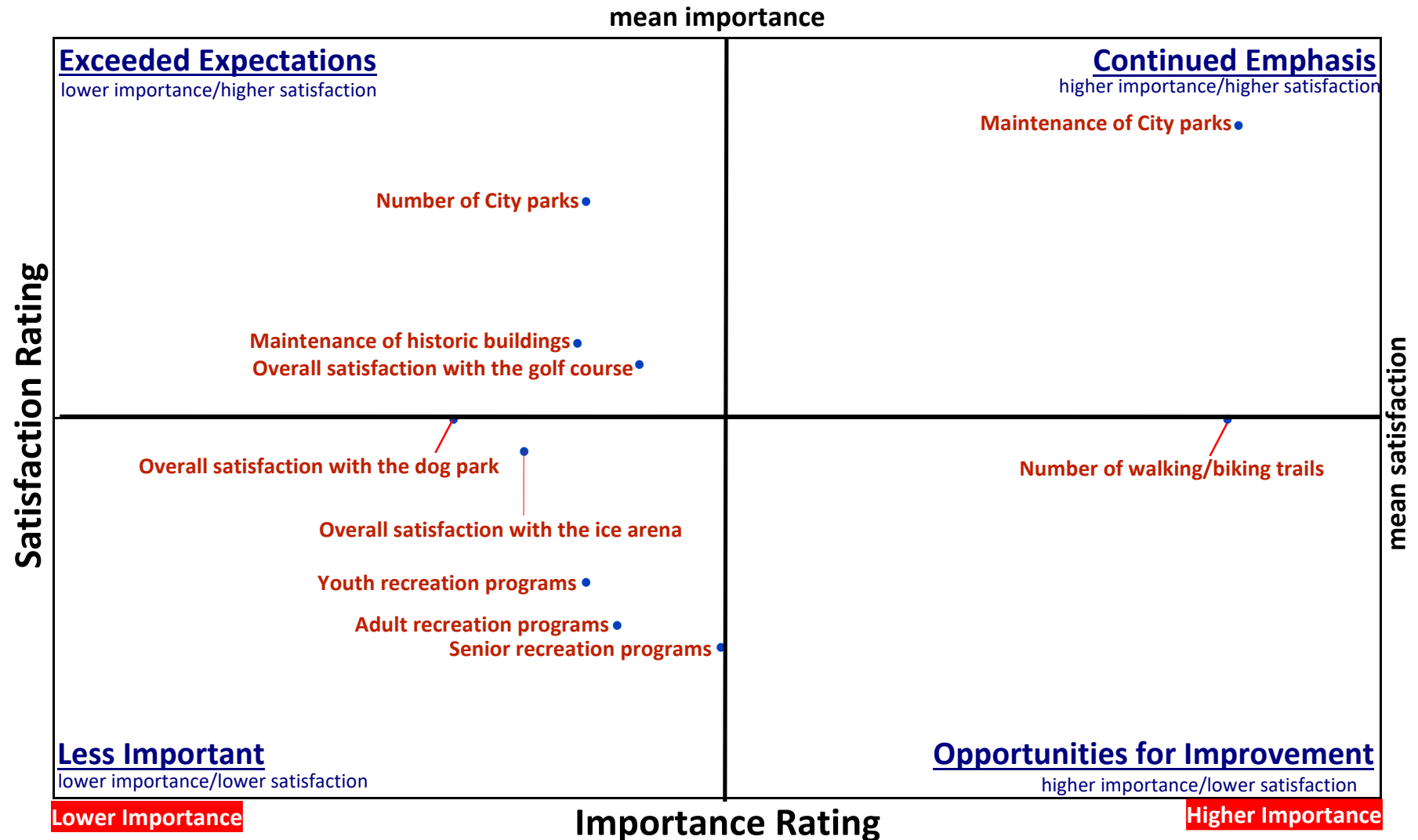
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2021 City of Creve Coeur DirectionFinder Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

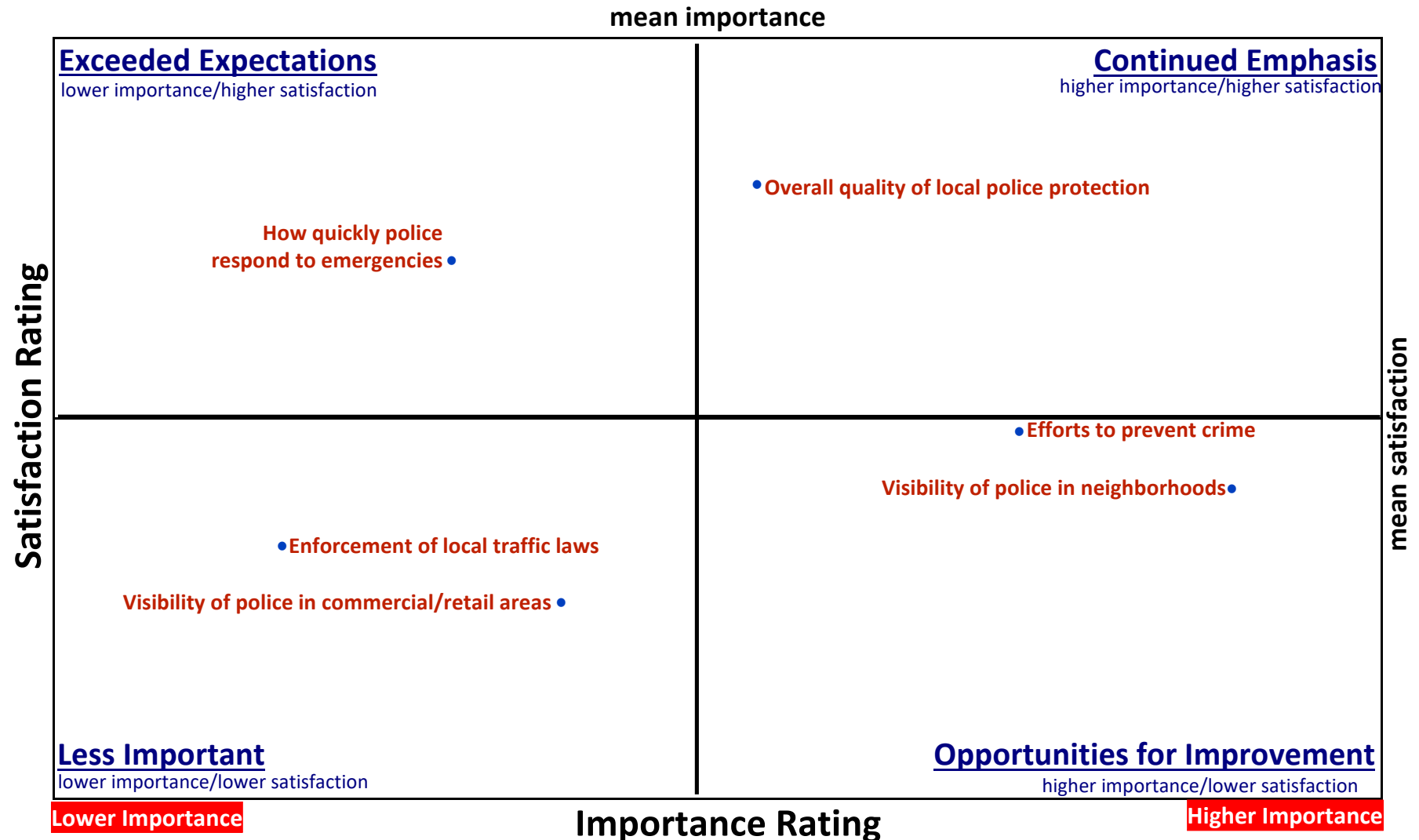
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2021 City of Creve Coeur DirectionFinder Importance-Satisfaction Assessment Matrix

-Public Safety-

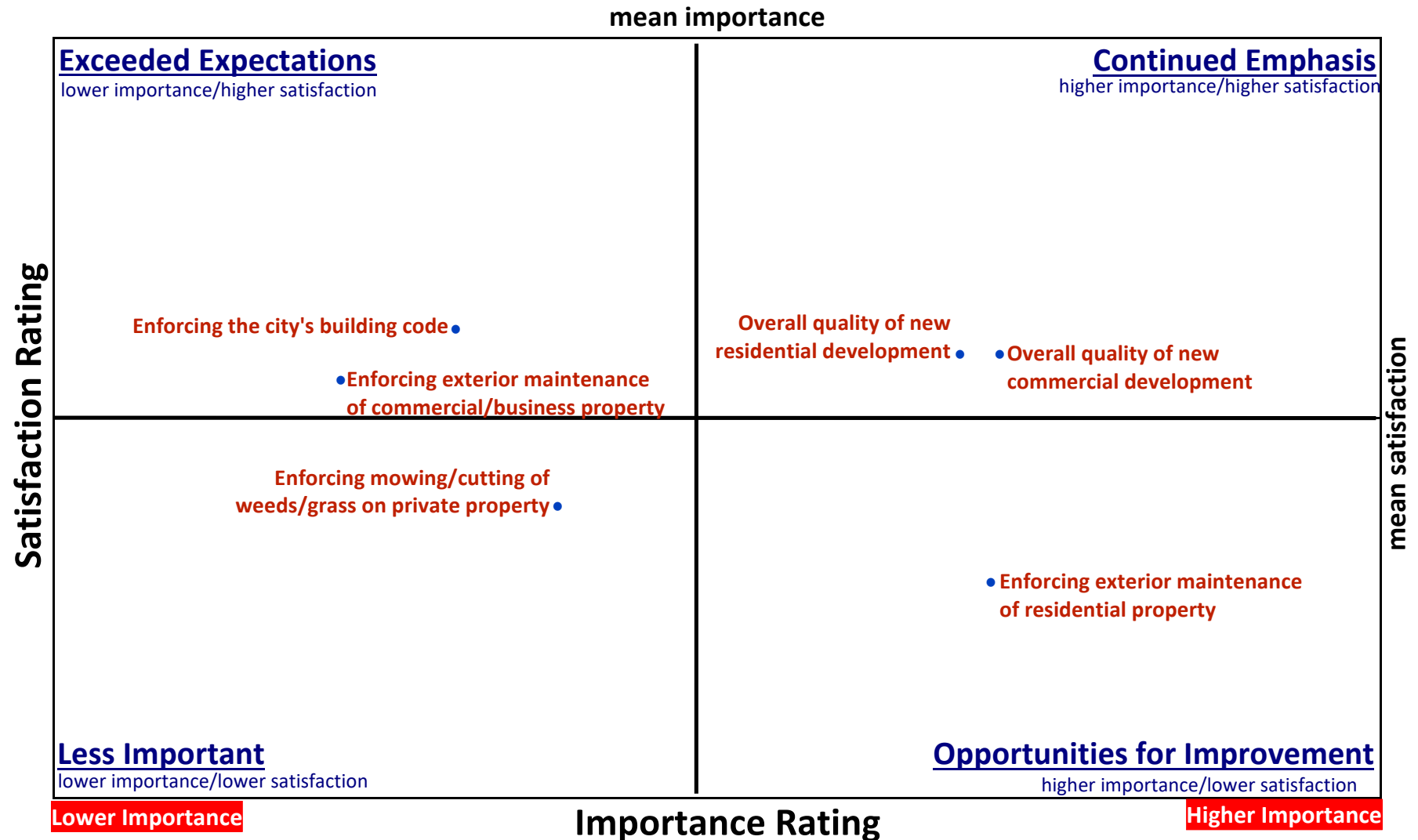
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2021 City of Creve Coeur DirectionFinder Importance-Satisfaction Assessment Matrix

-Community Development-

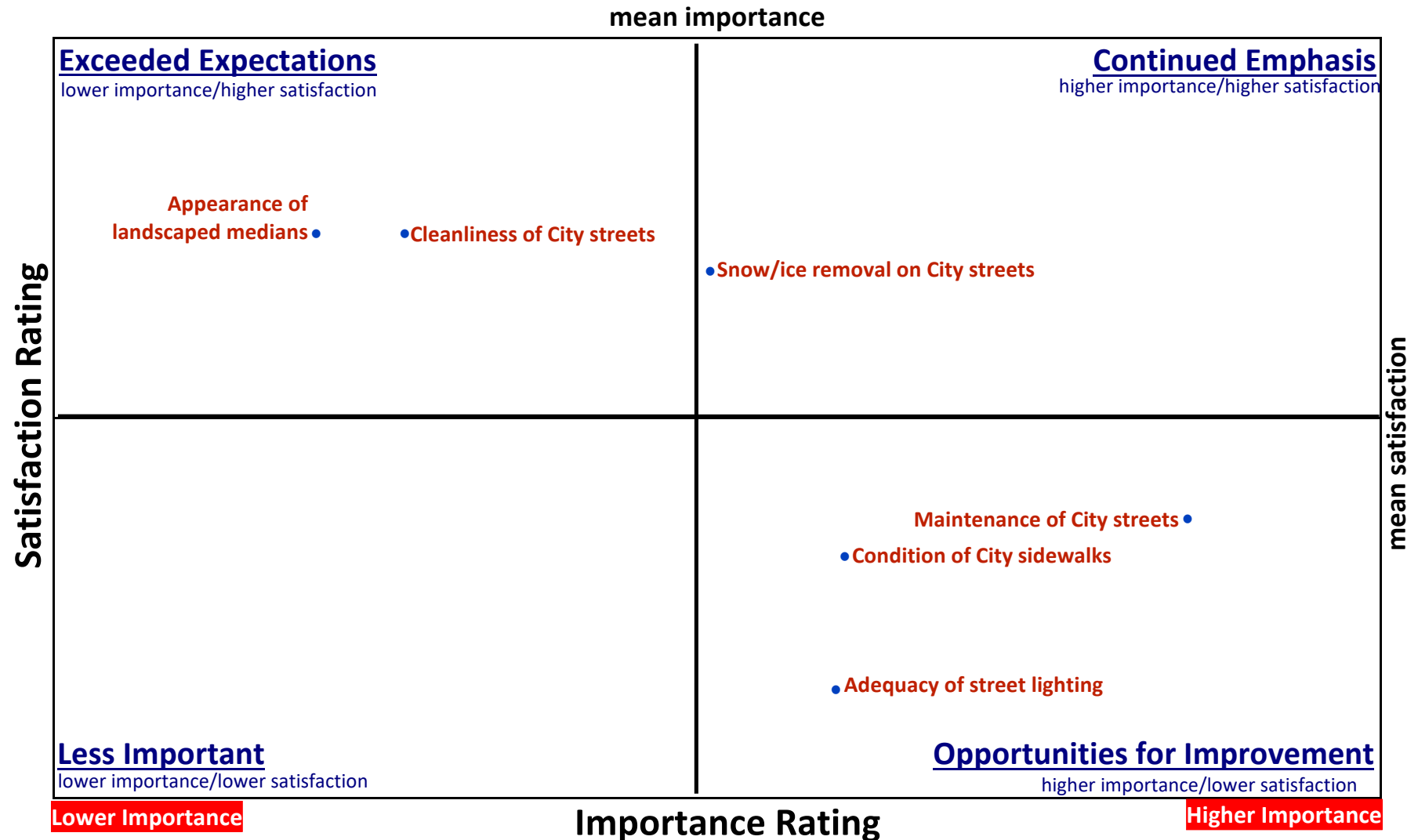
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2021 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)



3

Benchmarking Analysis

Benchmarking Analysis



Overview

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

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2020 to a random sample of more than 5,000 residents in the continental United States and (2) survey results from 24 communities in Missouri and Kansas where the *DirectionFinder*® survey was administered between 2020 and 2021. The communities included in the Missouri/Kansas regional averages that are shown in this report are listed below:

- Belton, MO
- Clayton, MO
- Edgerton, KS
- Gladstone, MO
- Harrisonville, MO
- Johnson County, KS
- Kansas City, MO
- Kirkwood, MO
- Lebanon, MO
- Lenexa, KS
- Merriam, KS
- Mission, KS
- North Kansas City, MO
- Olathe, KS
- Overland Park, KS
- Perryville, MO
- Raymore, MO
- Richmond, MO
- Roeland Park, KS
- Rolla, MO
- Spring Hill, KS
- St. Joseph, MO
- Topeka, KS
- Weldon Spring, MO

The charts on the following pages show how the results for the City of Creve Coeur compare to the national average and the Missouri/Kansas regional average. The blue bar shows the results for the City of Creve Coeur. The red bar shows the Missouri/Kansas regional average from communities that have administered the *DirectionFinder*® survey between 2020 and 2021. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 5,000 U.S. residents during the summer of 2020.

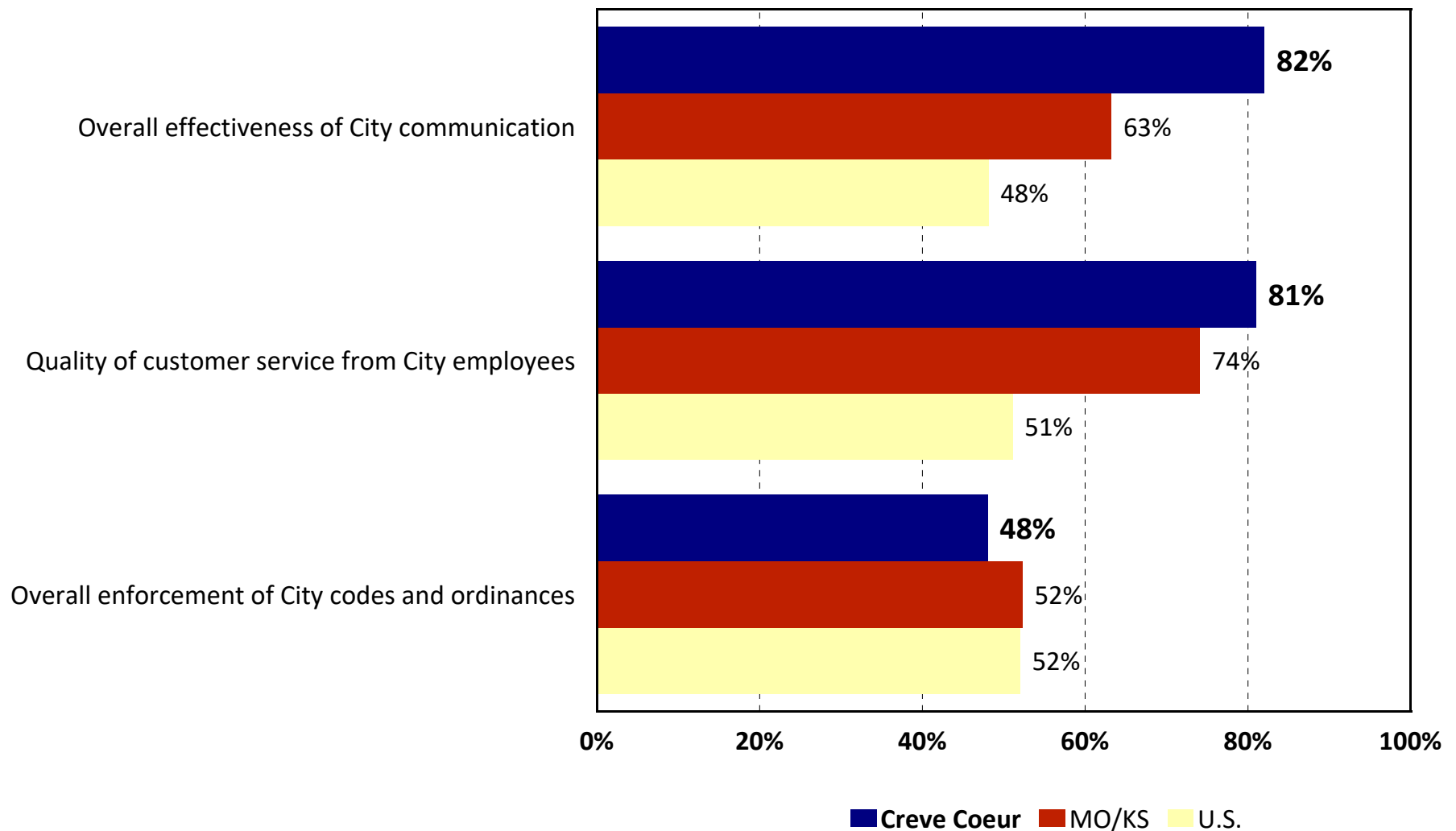
National Benchmarks

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

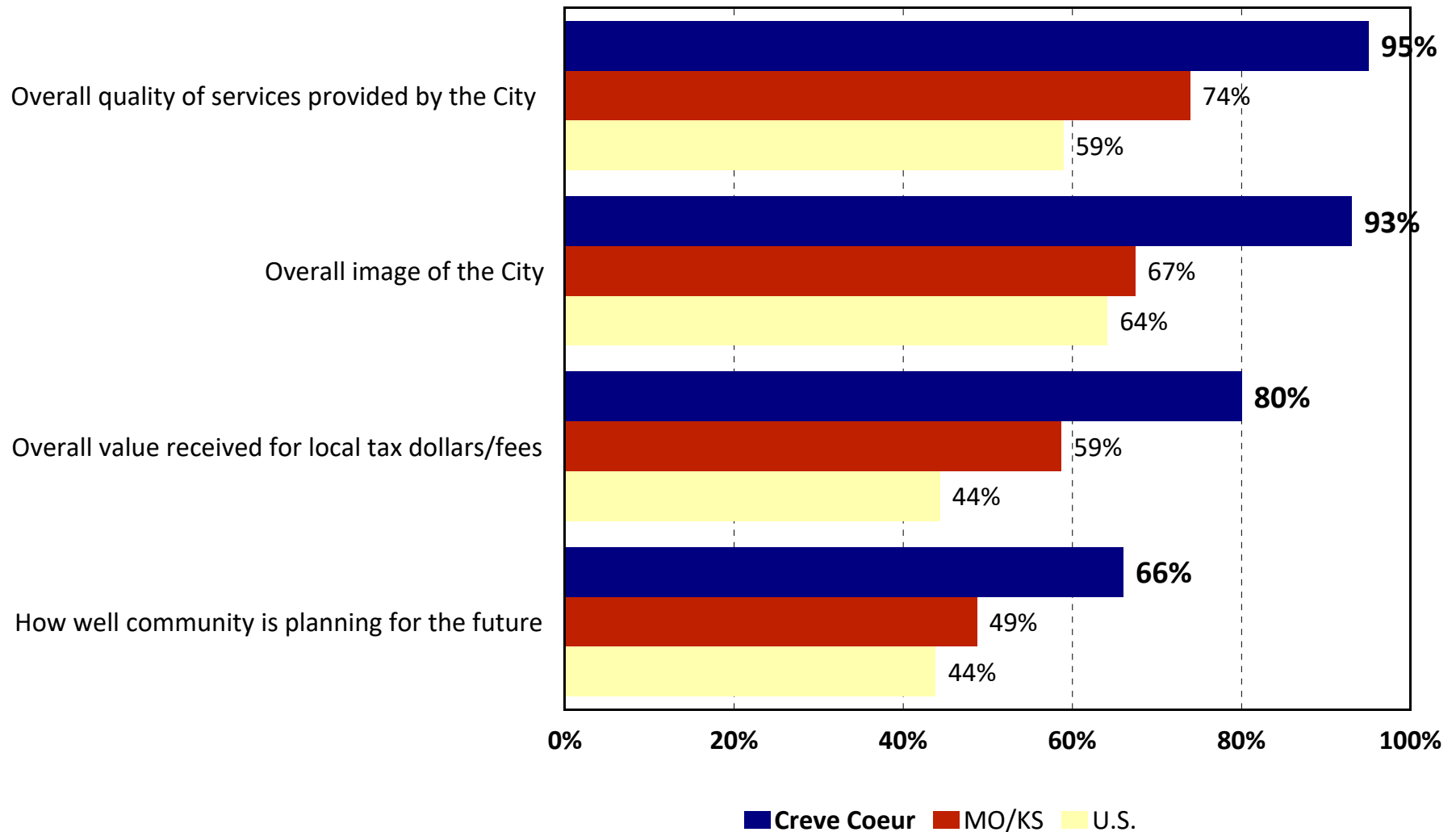
Creve Coeur vs. MO/KS vs. the U.S.

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)



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

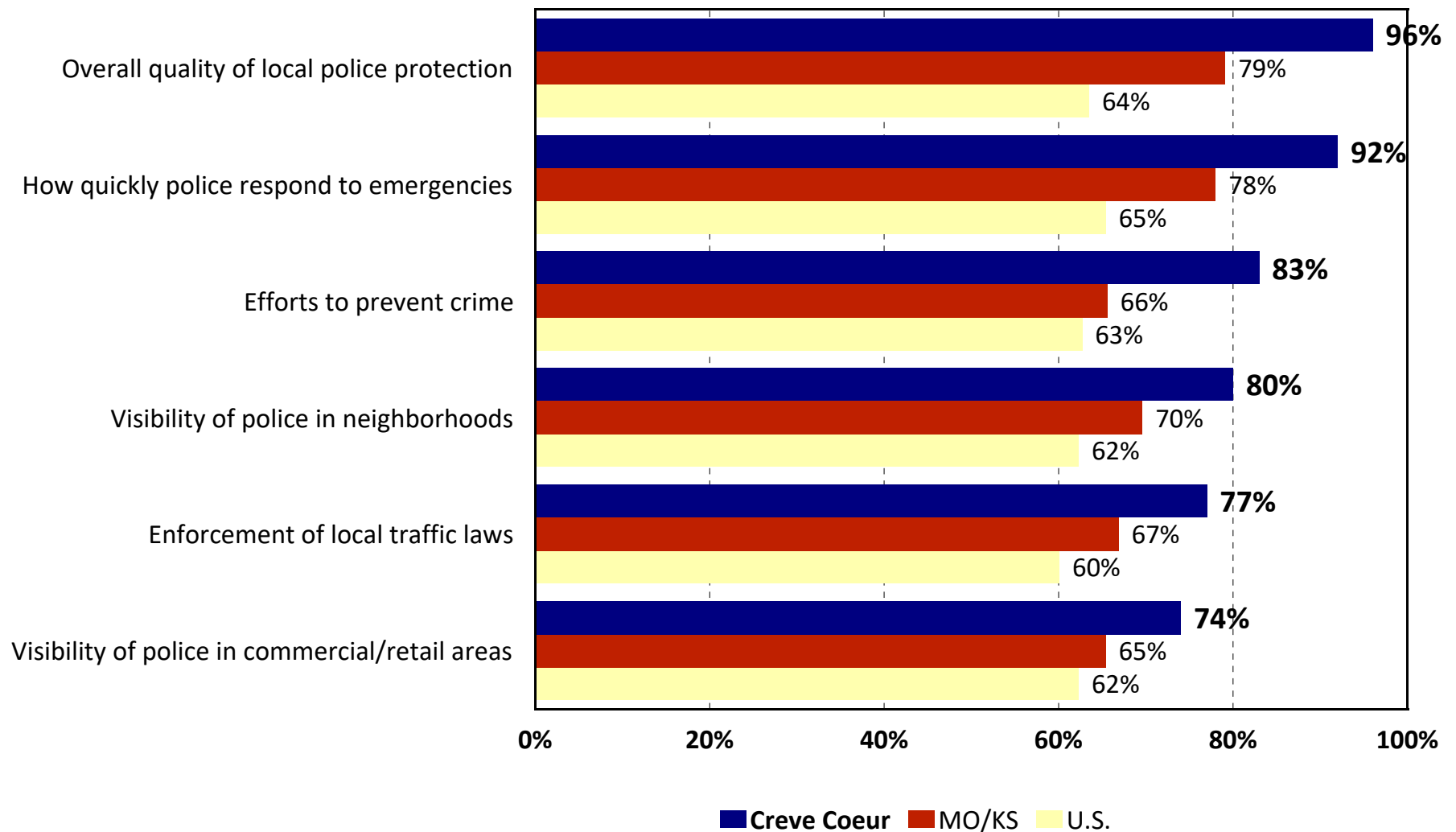
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Public Safety

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

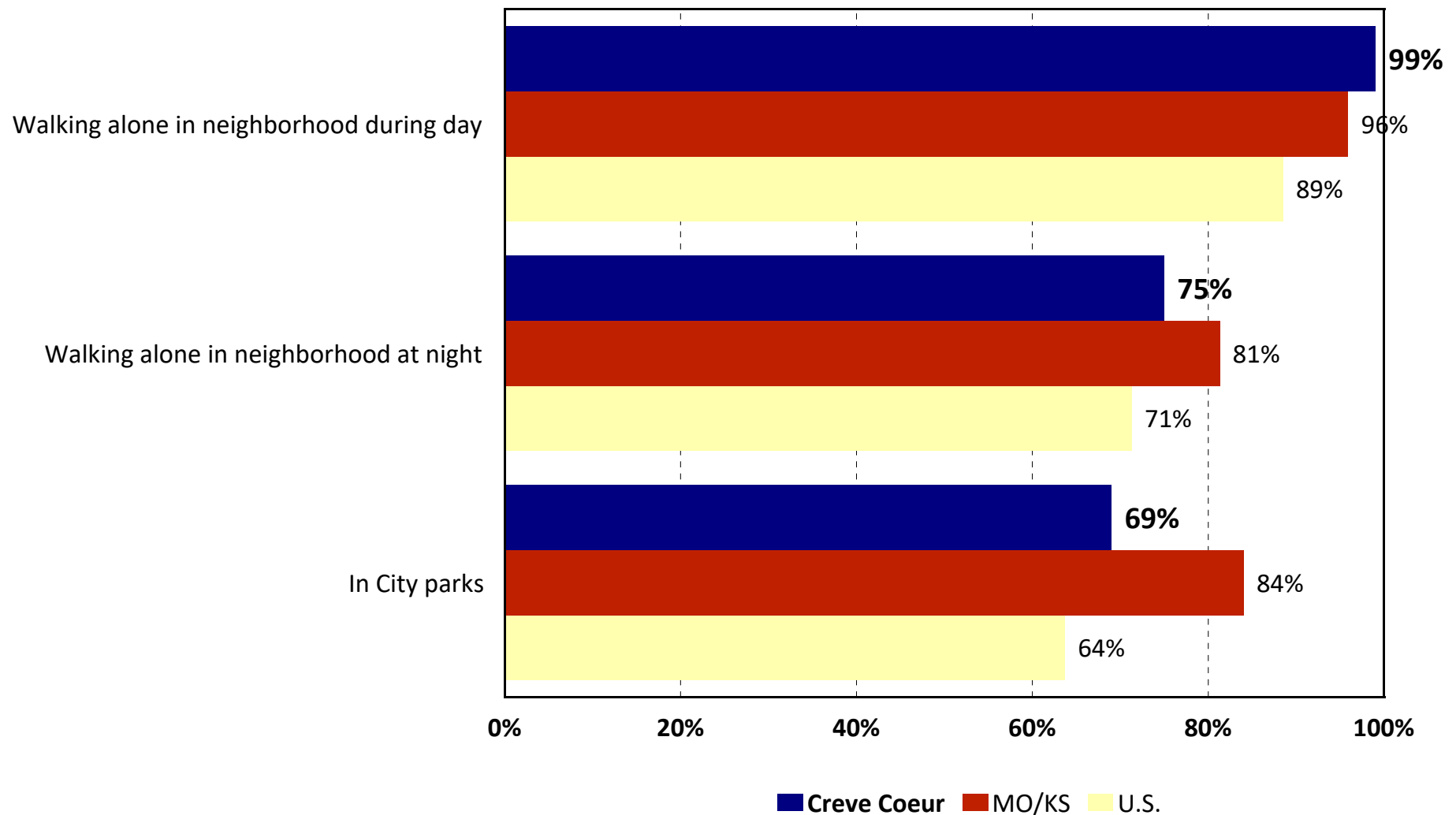
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Feeling of Safety in the City

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

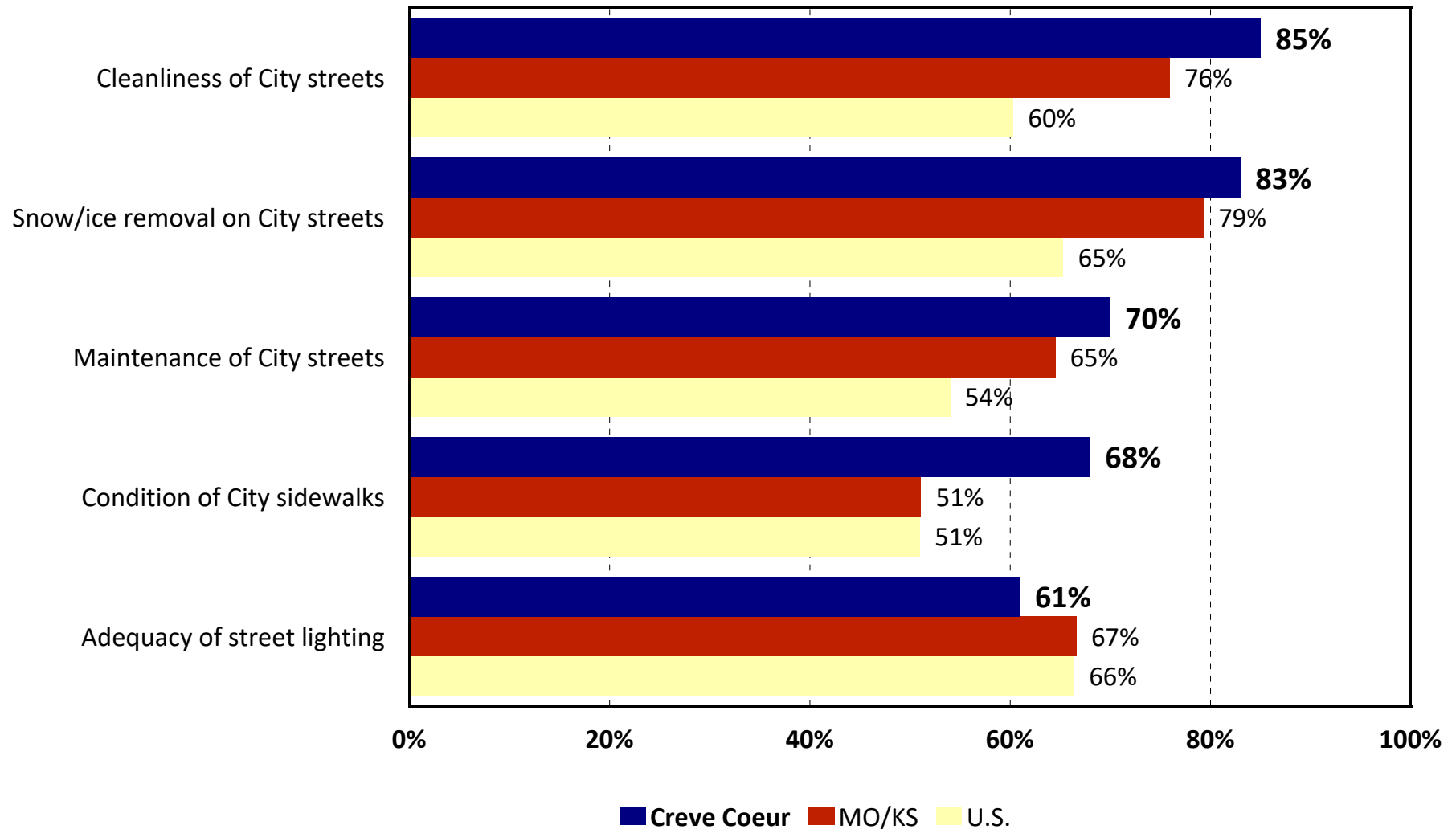
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Public Works

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

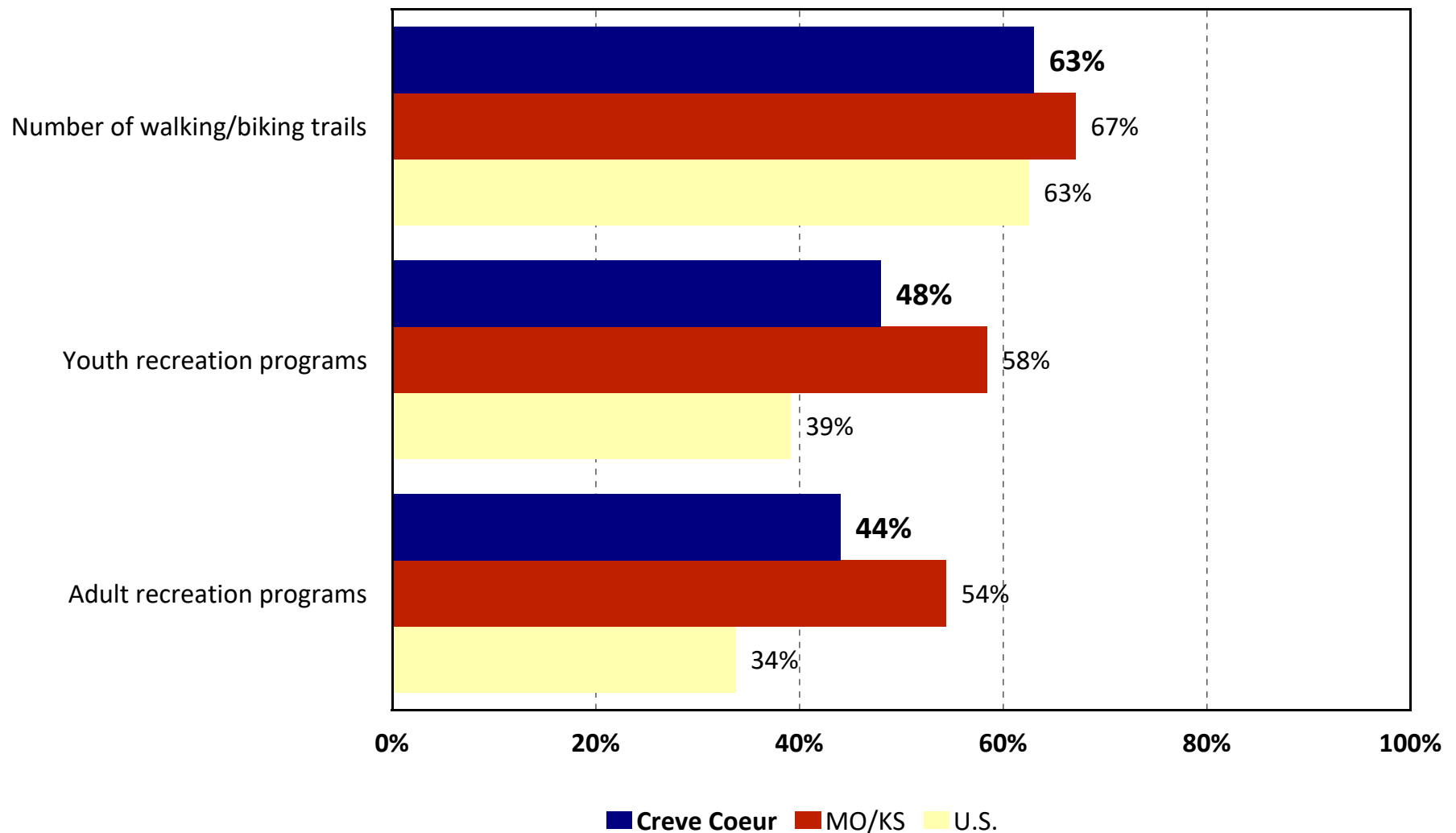
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Parks and Recreation

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

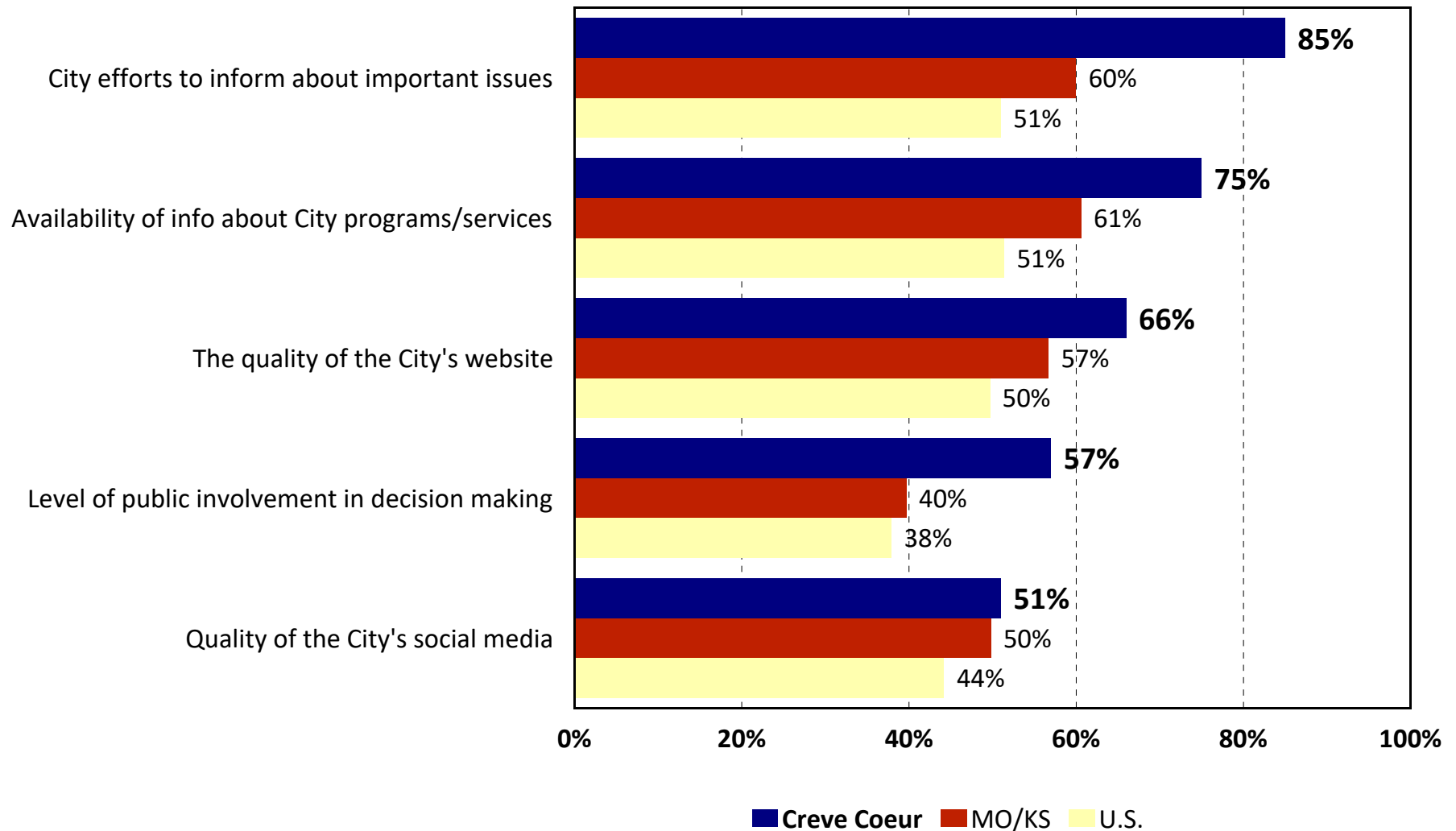
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Communication

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

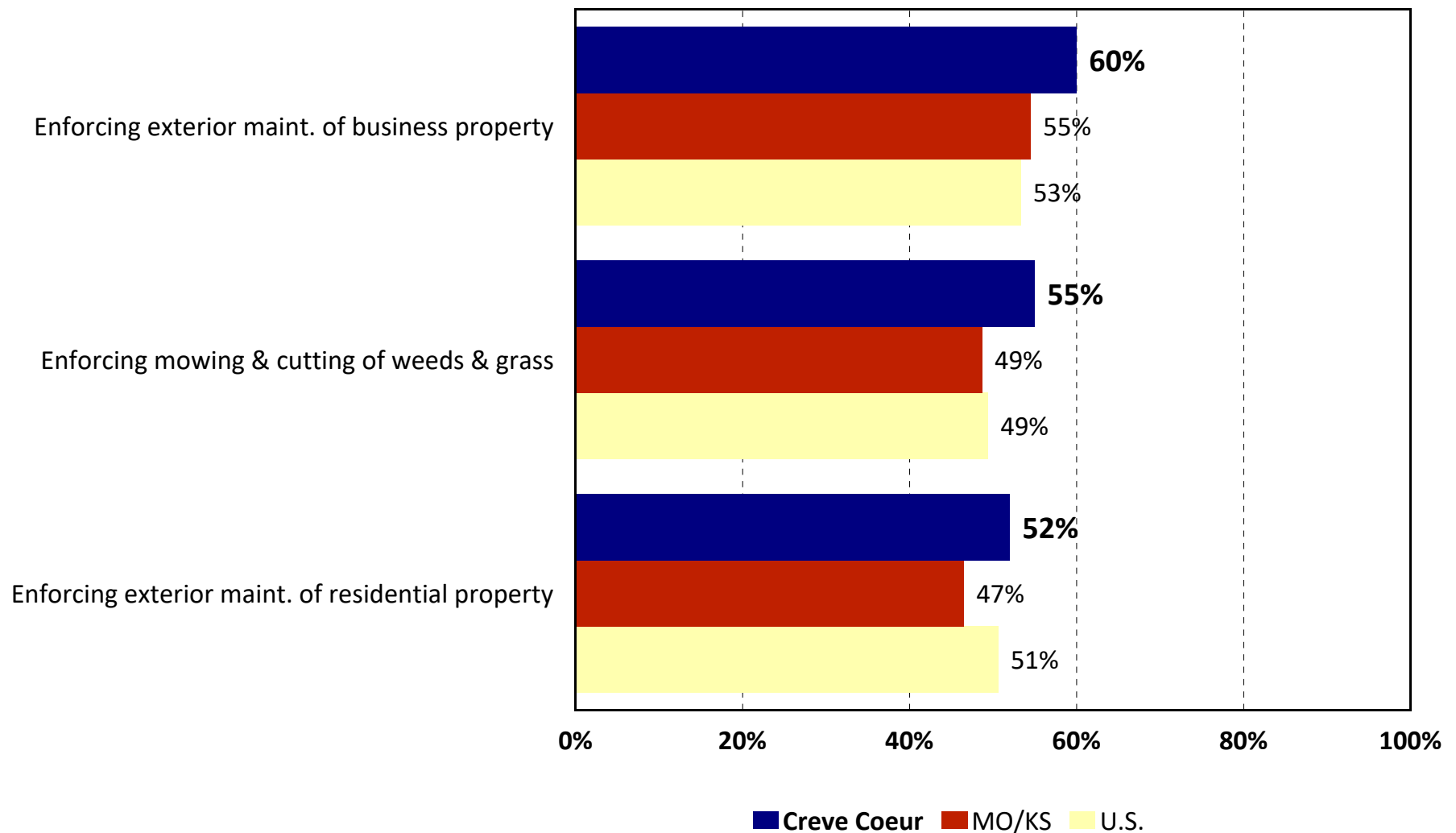
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Community Development

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

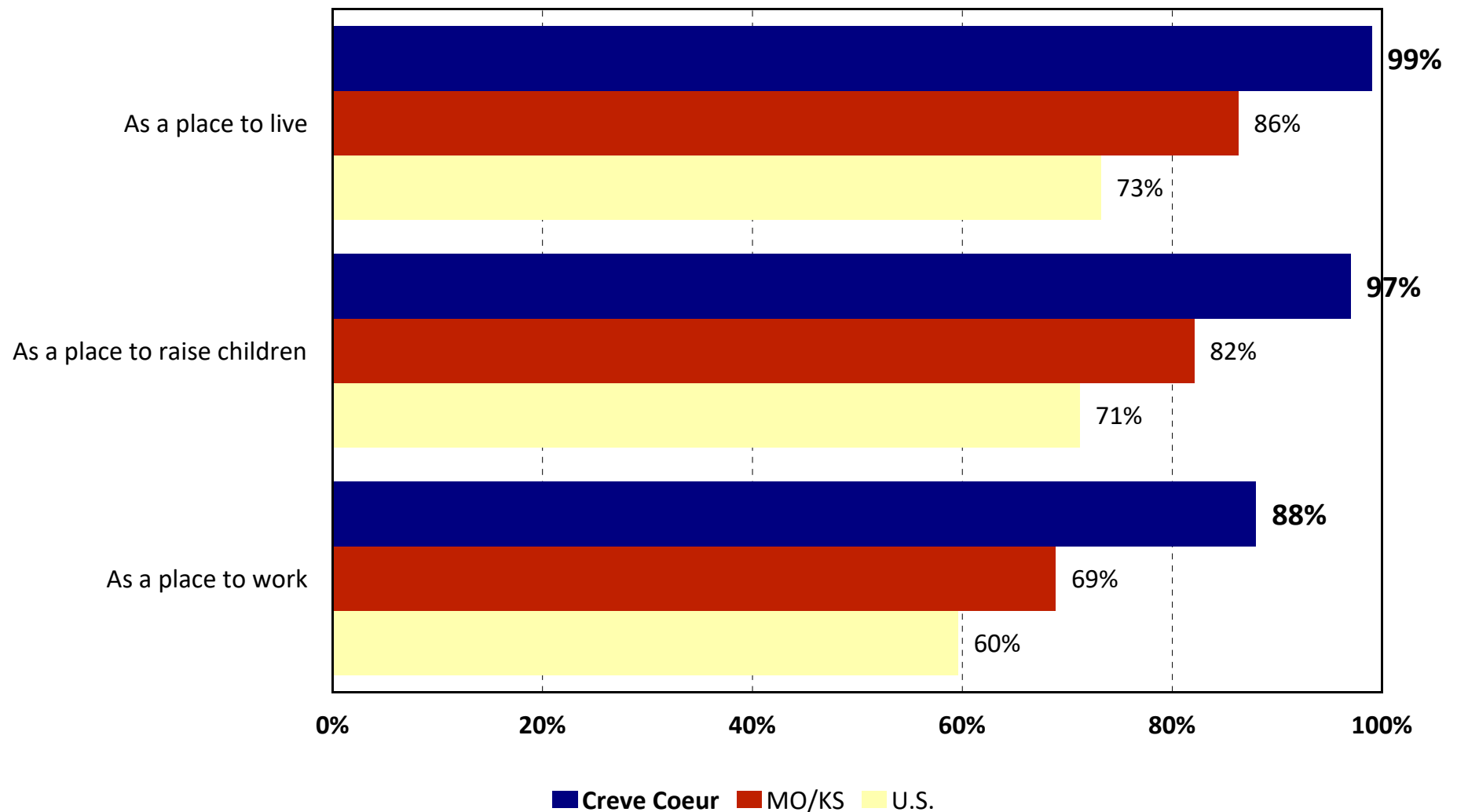
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Ratings of the Community

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

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



4

Tabular Data

Q1. Perception 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=428)

	Excellent	Good	Neutral	Fair	Poor	Don't know
Q1-1. As a place to live	62.1%	36.7%	0.2%	0.5%	0.0%	0.5%
Q1-2. As a place to raise children	59.8%	29.2%	2.3%	0.2%	0.0%	8.4%
Q1-3. As a place to work	34.3%	25.2%	7.7%	0.5%	0.0%	32.2%
Q1-4. As a City that is moving in the right direction	29.7%	41.8%	15.2%	4.7%	1.2%	7.5%

WITHOUT "DON'T KNOW"

Q1. Perception 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=428)

	Excellent	Good	Neutral	Fair	Poor
Q1-1. As a place to live	62.4%	36.9%	0.2%	0.5%	0.0%
Q1-2. As a place to raise children	65.3%	31.9%	2.6%	0.3%	0.0%
Q1-3. As a place to work	50.7%	37.2%	11.4%	0.7%	0.0%
Q1-4. As a City that is moving in the right direction	32.1%	45.2%	16.4%	5.1%	1.3%

Q2. 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=428)

	Excellent	Good	Neutral	Fair	Poor	Don't know
Q2-1. Overall quality of services provided by City of Creve Coeur	49.1%	44.4%	3.3%	0.9%	0.2%	2.1%
Q2-2. Overall image of City	42.1%	49.5%	5.4%	1.4%	0.0%	1.6%
Q2-3. Overall quality of life in City	44.4%	50.0%	4.0%	0.7%	0.0%	0.9%
Q2-4. Overall value that you receive for your local tax dollars & fees	26.9%	50.2%	13.1%	5.6%	0.9%	3.3%
Q2-5. How well your community is planning for the future	21.0%	30.6%	20.3%	4.9%	1.9%	21.3%
Q2-6. Efforts to conserve energy & protect the environment	19.2%	30.1%	18.5%	4.4%	1.9%	25.9%

WITHOUT "DON'T KNOW"

Q2. 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=428)

	Excellent	Good	Neutral	Fair	Poor
Q2-1. Overall quality of services provided by City of Creve Coeur	50.1%	45.3%	3.3%	1.0%	0.2%
Q2-2. Overall image of City	42.8%	50.4%	5.5%	1.4%	0.0%
Q2-3. Overall quality of life in City	44.8%	50.5%	4.0%	0.7%	0.0%
Q2-4. Overall value that you receive for your local tax dollars & fees	27.8%	51.9%	13.5%	5.8%	1.0%
Q2-5. How well your community is planning for the future	26.7%	38.9%	25.8%	6.2%	2.4%
Q2-6. Efforts to conserve energy & protect the environment	25.9%	40.7%	24.9%	6.0%	2.5%

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."

(N=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall maintenance of City parks	40.0%	42.5%	5.6%	1.4%	0.2%	10.3%
Q3-2. Quality of limb chipping	49.1%	31.5%	8.6%	3.0%	0.2%	7.5%
Q3-3. Quality of leaf vacuuming	52.1%	29.0%	9.6%	2.8%	0.2%	6.3%
Q3-4. Overall quality of police services	61.4%	28.0%	4.4%	0.9%	0.0%	5.1%
Q3-5. Overall quality of recreation services	27.8%	37.9%	13.8%	3.7%	0.2%	16.6%
Q3-6. Overall quality of building inspections & permits	12.1%	24.3%	23.4%	13.6%	4.4%	22.2%
Q3-7. Overall quality of municipal court services	8.6%	10.7%	13.1%	0.2%	0.2%	67.1%
Q3-8. Overall enforcement of City codes & ordinances	11.7%	21.0%	23.1%	8.4%	2.8%	32.9%
Q3-9. Overall quality of customer service you receive from City employees	30.1%	36.2%	13.3%	2.1%	0.5%	17.8%
Q3-10. Overall effectiveness of City communication	32.5%	45.6%	13.3%	3.3%	0.0%	5.4%

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=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall maintenance of City parks	44.5%	47.4%	6.3%	1.6%	0.3%
Q3-2. Quality of limb chipping	53.0%	34.1%	9.3%	3.3%	0.3%
Q3-3. Quality of leaf vacuuming	55.6%	30.9%	10.2%	3.0%	0.2%
Q3-4. Overall quality of police services	64.8%	29.6%	4.7%	1.0%	0.0%
Q3-5. Overall quality of recreation services	33.3%	45.4%	16.5%	4.5%	0.3%
Q3-6. Overall quality of building inspections & permits	15.6%	31.2%	30.0%	17.4%	5.7%
Q3-7. Overall quality of municipal court services	26.2%	32.6%	39.7%	0.7%	0.7%
Q3-8. Overall enforcement of City codes & ordinances	17.4%	31.4%	34.5%	12.5%	4.2%
Q3-9. Overall quality of customer service you receive from City employees	36.6%	44.0%	16.2%	2.6%	0.6%
Q3-10. Overall effectiveness of City communication	34.3%	48.1%	14.1%	3.5%	0.0%

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

Q4. Top choice	Number	Percent
Overall maintenance of City parks	44	10.3 %
Quality of limb chipping	16	3.7 %
Quality of leaf vacuuming	8	1.9 %
Overall quality of police services	132	30.8 %
Overall quality of recreation services	32	7.5 %
Overall quality of building inspections & permits	66	15.4 %
Overall quality of municipal court services	2	0.5 %
Overall enforcement of City codes & ordinances	35	8.2 %
Overall quality of customer service you receive from City employees	14	3.3 %
Overall effectiveness of City communication	14	3.3 %
None chosen	65	15.2 %
Total	428	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	41	9.6 %
Quality of limb chipping	23	5.4 %
Quality of leaf vacuuming	27	6.3 %
Overall quality of police services	34	7.9 %
Overall quality of recreation services	42	9.8 %
Overall quality of building inspections & permits	46	10.7 %
Overall quality of municipal court services	6	1.4 %
Overall enforcement of City codes & ordinances	63	14.7 %
Overall quality of customer service you receive from City employees	24	5.6 %
Overall effectiveness of City communication	34	7.9 %
None chosen	88	20.6 %
Total	428	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	50	11.7 %
Quality of limb chipping	19	4.4 %
Quality of leaf vacuuming	34	7.9 %
Overall quality of police services	21	4.9 %
Overall quality of recreation services	28	6.5 %
Overall quality of building inspections & permits	27	6.3 %
Overall quality of municipal court services	7	1.6 %
Overall enforcement of City codes & ordinances	35	8.2 %
Overall quality of customer service you receive from City employees	36	8.4 %
Overall effectiveness of City communication	50	11.7 %
None chosen	121	28.3 %
Total	428	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	135	31.5 %
Quality of limb chipping	58	13.6 %
Quality of leaf vacuuming	69	16.1 %
Overall quality of police services	187	43.7 %
Overall quality of recreation services	102	23.8 %
Overall quality of building inspections & permits	139	32.5 %
Overall quality of municipal court services	15	3.5 %
Overall enforcement of City codes & ordinances	133	31.1 %
Overall quality of customer service you receive from City employees	74	17.3 %
Overall effectiveness of City communication	98	22.9 %
None chosen	65	15.2 %
Total	1075	

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	387	90.4 %
No	38	8.9 %
Not provided	3	0.7 %
Total	428	100.0 %

WITHOUT "NOT PROVIDED"**Q6. Do you live in a single-family home or townhome (not in a condo or apartment)? (without "not provided")**

Q6. Do you live in a single-family home or townhome	Number	Percent
Yes	387	91.1 %
No	38	8.9 %
Total	425	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	246	63.6 %
Satisfied	106	27.4 %
Neutral	23	5.9 %
Dissatisfied	5	1.3 %
Very dissatisfied	3	0.8 %
Don't know	4	1.0 %
Total	387	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	246	64.2 %
Satisfied	106	27.7 %
Neutral	23	6.0 %
Dissatisfied	5	1.3 %
Very dissatisfied	3	0.8 %
Total	383	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=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. City efforts to keep you informed about important issues	38.6%	44.9%	11.9%	2.3%	0.5%	1.9%
Q7-2. Quality of City's newsletter	46.7%	40.2%	7.9%	1.6%	0.5%	3.0%
Q7-3. City efforts to keep you informed about planning & zoning matters	29.4%	40.7%	19.4%	4.4%	0.7%	5.4%
Q7-4. Availability of information about City programs & services	28.7%	43.5%	18.9%	4.4%	0.5%	4.0%
Q7-5. Level of public involvement in local decision making	16.1%	29.0%	26.4%	5.6%	2.1%	20.8%
Q7-6. Quality of City's social media (e.g. Facebook, Twitter)	6.3%	12.4%	16.4%	0.9%	0.7%	63.3%
Q7-7. Quality of City's website	15.7%	31.8%	20.6%	3.5%	0.9%	27.6%

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=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. City efforts to keep you informed about important issues	39.3%	45.7%	12.1%	2.4%	0.5%
Q7-2. Quality of City's newsletter	48.2%	41.4%	8.2%	1.7%	0.5%
Q7-3. City efforts to keep you informed about planning & zoning matters	31.1%	43.0%	20.5%	4.7%	0.7%
Q7-4. Availability of information about City programs & services	29.9%	45.3%	19.7%	4.6%	0.5%
Q7-5. Level of public involvement in local decision making	20.4%	36.6%	33.3%	7.1%	2.7%
Q7-6. Quality of City's social media (e.g. Facebook, Twitter)	17.2%	33.8%	44.6%	2.5%	1.9%
Q7-7. Quality of City's website	21.6%	43.9%	28.4%	4.8%	1.3%

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	123	28.7 %
Quality of City's newsletter	33	7.7 %
City efforts to keep you informed about planning & zoning matters	61	14.3 %
Availability of information about City programs & services	34	7.9 %
Level of public involvement in local decision making	61	14.3 %
Quality of City's social media (e.g. Facebook, Twitter)	6	1.4 %
Quality of City's website	33	7.7 %
None chosen	77	18.0 %
Total	428	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	48	11.2 %
Quality of City's newsletter	35	8.2 %
City efforts to keep you informed about planning & zoning matters	72	16.8 %
Availability of information about City programs & services	57	13.3 %
Level of public involvement in local decision making	68	15.9 %
Quality of City's social media (e.g. Facebook, Twitter)	11	2.6 %
Quality of City's website	45	10.5 %
None chosen	92	21.5 %
Total	428	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	171	40.0 %
Quality of City's newsletter	68	15.9 %
City efforts to keep you informed about planning & zoning matters	133	31.1 %
Availability of information about City programs & services	91	21.3 %
Level of public involvement in local decision making	129	30.1 %
Quality of City's social media (e.g. Facebook, Twitter)	17	4.0 %
Quality of City's website	78	18.2 %
None chosen	77	18.0 %
Total	764	

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

<u>Q9. How often do you read City's newsletter</u>	<u>Number</u>	<u>Percent</u>
Every month	355	82.9 %
A few times a year	56	13.1 %
Never	12	2.8 %
Not provided	5	1.2 %
Total	428	100.0 %

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

<u>Q9. How often do you read City's newsletter</u>	<u>Number</u>	<u>Percent</u>
Every month	355	83.9 %
A few times a year	56	13.2 %
Never	12	2.8 %
Total	423	100.0 %

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

(N=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Maintenance of City parks	35.0%	42.1%	7.7%	1.4%	0.2%	13.6%
Q11-2. Number of City parks	32.5%	40.2%	11.2%	3.3%	0.5%	12.4%
Q11-3. Number of walking/biking trails	21.7%	29.2%	18.9%	10.0%	1.4%	18.7%
Q11-4. Overall satisfaction with Ice Arena	10.3%	15.7%	14.7%	0.9%	1.9%	56.5%
Q11-5. Overall satisfaction with Golf Course	13.1%	18.7%	11.7%	2.6%	1.2%	52.8%
Q11-6. Overall satisfaction with Dog Park	10.7%	12.9%	11.7%	1.9%	0.2%	62.6%
Q11-7. Youth recreation programs	6.1%	8.4%	13.3%	2.1%	0.5%	69.6%
Q11-8. Adult recreation programs	7.2%	10.7%	17.8%	4.2%	0.9%	59.1%
Q11-9. Senior recreation programs	7.2%	7.9%	16.6%	4.0%	0.5%	63.8%
Q11-10. Maintenance of historic buildings in Conway, Millennium & Lake School parks	15.9%	27.1%	14.7%	2.3%	1.2%	38.8%

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=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Maintenance of City parks	40.5%	48.6%	8.9%	1.6%	0.3%
Q11-2. Number of City parks	37.1%	45.9%	12.8%	3.7%	0.5%
Q11-3. Number of walking/biking trails	26.7%	35.9%	23.3%	12.4%	1.7%
Q11-4. Overall satisfaction with Ice Arena	23.7%	36.0%	33.9%	2.2%	4.3%
Q11-5. Overall satisfaction with Golf Course	27.7%	39.6%	24.8%	5.4%	2.5%
Q11-6. Overall satisfaction with Dog Park	28.8%	34.4%	31.3%	5.0%	0.6%
Q11-7. Youth recreation programs	20.0%	27.7%	43.8%	6.9%	1.5%
Q11-8. Adult recreation programs	17.7%	26.3%	43.4%	10.3%	2.3%
Q11-9. Senior recreation programs	20.0%	21.9%	45.8%	11.0%	1.3%
Q11-10. Maintenance of historic buildings in Conway, Millennium & Lake School parks	26.0%	44.3%	24.0%	3.8%	1.9%

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?

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	116	27.1 %
Number of City parks	15	3.5 %
Number of walking/biking trails	79	18.5 %
Overall satisfaction with Ice Arena	12	2.8 %
Overall satisfaction with Golf Course	23	5.4 %
Overall satisfaction with Dog Park	4	0.9 %
Youth recreation programs	16	3.7 %
Adult recreation programs	15	3.5 %
Senior recreation programs	25	5.8 %
Maintenance of historic buildings in Conway, Millennium & Lake School Parks	18	4.2 %
None chosen	105	24.5 %
Total	428	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?

<u>Q12. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	47	11.0 %
Number of City parks	22	5.1 %
Number of walking/biking trails	82	19.2 %
Overall satisfaction with Ice Arena	13	3.0 %
Overall satisfaction with Golf Course	24	5.6 %
Overall satisfaction with Dog Park	7	1.6 %
Youth recreation programs	21	4.9 %
Adult recreation programs	28	6.5 %
Senior recreation programs	38	8.9 %
Maintenance of historic buildings in Conway, Millennium & Lake School Parks	17	4.0 %
None chosen	129	30.1 %
Total	428	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	163	38.1 %
Number of City parks	37	8.6 %
Number of walking/biking trails	161	37.6 %
Overall satisfaction with Ice Arena	25	5.8 %
Overall satisfaction with Golf Course	47	11.0 %
Overall satisfaction with Dog Park	11	2.6 %
Youth recreation programs	37	8.6 %
Adult recreation programs	43	10.0 %
Senior recreation programs	63	14.7 %
Maintenance of historic buildings in Conway, Millennium & Lake School Parks	35	8.2 %
None chosen	105	24.5 %
Total	727	

Q13a. In the past two years, how many times have you or members of your household visited one of the City's parks?

Q13a. How many times have members of your household visited one of City's parks in past two years	Number	Percent
None	67	15.7 %
1-4 times	108	25.2 %
5-9 times	66	15.4 %
10+ times	184	43.0 %
Not provided	3	0.7 %
Total	428	100.0 %

WITHOUT "NOT PROVIDED"

Q13a. In the past two years, how many times have you or members of your household visited one of the City's parks? (without "not provided")

Q13a. How many times have members of your household visited one of City's parks in past two years	Number	Percent
None	67	15.8 %
1-4 times	108	25.4 %
5-9 times	66	15.5 %
10+ times	184	43.3 %
Total	425	100.0 %

Q13b. In the past two years, how many times have you or members of your household visited the Creve Coeur Ice Arena?

Q13b. How many times have members of your household visited Ice Arena in past two years	Number	Percent
None	330	77.1 %
1-4 times	68	15.9 %
5-9 times	12	2.8 %
10+ times	15	3.5 %
Not provided	3	0.7 %
Total	428	100.0 %

WITHOUT "NOT PROVIDED"**Q13b. In the past two years, how many times have you or members of your household visited the Creve Coeur Ice Arena? (without "not provided")**

Q13b. How many times have members of your household visited Ice Arena in past two years	Number	Percent
None	330	77.6 %
1-4 times	68	16.0 %
5-9 times	12	2.8 %
10+ times	15	3.5 %
Total	425	100.0 %

Q13c. In the past two years, how many times have you or members of your household visited the Creve Coeur Golf Course?

Q13c. How many times have members of your household visited Golf Course in past two years	Number	Percent
None	299	69.9 %
1-4 times	63	14.7 %
5-9 times	25	5.8 %
10+ times	38	8.9 %
Not provided	3	0.7 %
Total	428	100.0 %

WITHOUT "NOT PROVIDED"**Q13c. In the past two years, how many times have you or members of your household visited the Creve Coeur Golf Course? (without "not provided")**

Q13c. How many times have members of your household visited Golf Course in past two years	Number	Percent
None	299	70.4 %
1-4 times	63	14.8 %
5-9 times	25	5.9 %
10+ times	38	8.9 %
Total	425	100.0 %

Q14. The Ice Arena will require a significant investment of City funds in the near future to make infrastructure improvements necessary to maintain the ice arena. Knowing this, how supportive are you that the City should continue to operate the ice arena in the future?

Q14. How supportive are you that City should continue to operate Ice Arena in the future

	Number	Percent
Very supportive	113	26.4 %
Somewhat supportive	136	31.8 %
Not supportive	111	25.9 %
Don't know	68	15.9 %
Total	428	100.0 %

WITHOUT "DON'T KNOW"

Q14. The Ice Arena will require a significant investment of City funds in the near future to make infrastructure improvements necessary to maintain the ice arena. Knowing this, how supportive are you that the City should continue to operate the ice arena in the future? (without "don't know")

Q14. How supportive are you that City should continue to operate Ice Arena in the future

	Number	Percent
Very supportive	113	31.4 %
Somewhat supportive	136	37.8 %
Not supportive	111	30.8 %
Total	360	100.0 %

Q16. Public 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=428)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q16-1. Walking alone in your neighborhood during the day	79.9%	17.3%	1.4%	0.2%	0.0%	1.2%
Q16-2. Walking alone in your neighborhood at night	38.3%	33.6%	17.3%	5.6%	0.9%	4.2%
Q16-3. In City parks	22.7%	29.7%	16.8%	5.4%	1.2%	24.3%

WITHOUT "DON'T KNOW"

Q16. Public 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=428)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q16-1. Walking alone in your neighborhood during the day	80.9%	17.5%	1.4%	0.2%	0.0%
Q16-2. Walking alone in your neighborhood at night	40.0%	35.1%	18.0%	5.9%	1.0%
Q16-3. In City parks	29.9%	39.2%	22.2%	7.1%	1.5%

Q17. 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=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Overall quality of local police protection	59.6%	33.2%	3.5%	0.5%	0.0%	3.3%
Q17-2. Visibility of police in neighborhoods	36.9%	41.4%	13.3%	5.8%	0.5%	2.1%
Q17-3. Visibility of police in commercial & retail areas	32.0%	36.2%	20.3%	3.5%	0.0%	7.9%
Q17-4. How quickly police respond to emergencies	37.4%	22.0%	5.1%	0.2%	0.0%	35.3%
Q17-5. Efforts to prevent crime	32.0%	30.8%	11.7%	1.4%	0.2%	23.8%
Q17-6. Enforcement of local traffic laws	28.0%	37.6%	14.7%	3.7%	1.6%	14.3%

WITHOUT "DON'T KNOW"

Q17. 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=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Overall quality of local police protection	61.6%	34.3%	3.6%	0.5%	0.0%
Q17-2. Visibility of police in neighborhoods	37.7%	42.2%	13.6%	6.0%	0.5%
Q17-3. Visibility of police in commercial & retail areas	34.8%	39.3%	22.1%	3.8%	0.0%
Q17-4. How quickly police respond to emergencies	57.8%	33.9%	7.9%	0.4%	0.0%
Q17-5. Efforts to prevent crime	42.0%	40.5%	15.3%	1.8%	0.3%
Q17-6. Enforcement of local traffic laws	32.7%	43.9%	17.2%	4.4%	1.9%

Q18. Which TWO of the public safety services listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q18. Top choice	Number	Percent
Overall quality of local police protection	89	20.8 %
Visibility of police in neighborhoods	94	22.0 %
Visibility of police in commercial & retail areas	35	8.2 %
How quickly police respond to emergencies	34	7.9 %
Efforts to prevent crime	70	16.4 %
Enforcement of local traffic laws	32	7.5 %
None chosen	74	17.3 %
Total	428	100.0 %

Q18. Which TWO of the public safety services listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q18. 2nd choice	Number	Percent
Overall quality of local police protection	30	7.0 %
Visibility of police in neighborhoods	86	20.1 %
Visibility of police in commercial & retail areas	59	13.8 %
How quickly police respond to emergencies	46	10.7 %
Efforts to prevent crime	83	19.4 %
Enforcement of local traffic laws	26	6.1 %
None chosen	98	22.9 %
Total	428	100.0 %

SUM OF TOP 2 CHOICES

Q18. Which TWO of the public safety services listed in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q18. Sum of top 2 choices	Number	Percent
Overall quality of local police protection	119	27.8 %
Visibility of police in neighborhoods	180	42.1 %
Visibility of police in commercial & retail areas	94	22.0 %
How quickly police respond to emergencies	80	18.7 %
Efforts to prevent crime	153	35.7 %
Enforcement of local traffic laws	58	13.6 %
None chosen	74	17.3 %
Total	758	

Q20. Have you had any contact with the Creve Coeur Police Department in the last year?Q20. Have you had any contact with Police Department
in last year

	Number	Percent
Yes	172	40.2 %
No	256	59.8 %
Total	428	100.0 %

Q20a. What type of contact have you had with the Creve Coeur Police Department most recently?

Q20a. What type of contact have you had with Police

Department most recently

	Number	Percent
Reported a crime (e.g. burglary, domestic violence, assault)	25	14.5 %
Traffic stop	5	2.9 %
Crime prevention or safety promotion program	26	15.1 %
Police assistance (e.g. motorist assist, response to an alarm)	37	21.5 %
Other	72	41.9 %
Not provided	7	4.1 %
Total	172	100.0 %

WITHOUT "NOT PROVIDED"**Q20a. What type of contact have you had with the Creve Coeur Police Department most recently? (without "not provided")**

Q20a. What type of contact have you had with Police

Department most recently

	Number	Percent
Reported a crime (e.g. burglary, domestic violence, assault)	25	15.2 %
Traffic stop	5	3.0 %
Crime prevention or safety promotion program	26	15.8 %
Police assistance (e.g. motorist assist, response to an alarm)	37	22.4 %
Other	72	43.6 %
Total	165	100.0 %

Q20b. How would you rate the quality of your contact with the police officer?

Q20b. How would you rate quality of your contact with police officer	Number	Percent
Excellent	141	82.0 %
Good	24	14.0 %
Fair	3	1.7 %
Poor	2	1.2 %
Not provided	2	1.2 %
Total	172	100.0 %

WITHOUT "NOT PROVIDED"**Q20b. How would you rate the quality of your contact with the police officer? (without "not provided")**

Q20b. How would you rate quality of your contact with police officer	Number	Percent
Excellent	141	82.9 %
Good	24	14.1 %
Fair	3	1.8 %
Poor	2	1.2 %
Total	170	100.0 %

Q20c. How would you rate the dispatcher you interacted with?

Q20c. How would you rate dispatcher you interacted with	Number	Percent
Very courteous	88	51.2 %
Courteous	25	14.5 %
Discourteous	2	1.2 %
Very discourteous	1	0.6 %
Did not have contact with a dispatcher	55	32.0 %
Not provided	1	0.6 %
Total	172	100.0 %

WITHOUT "NOT PROVIDED"**Q20c. How would you rate the dispatcher you interacted with? (without "not provided")**

Q20c. How would you rate dispatcher you interacted with	Number	Percent
Very courteous	88	51.5 %
Courteous	25	14.6 %
Discourteous	2	1.2 %
Very discourteous	1	0.6 %
Did not have contact with a dispatcher	55	32.2 %
Total	171	100.0 %

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

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

	Number	Percent
Yes	184	43.0 %
No	244	57.0 %
Total	428	100.0 %

Q21a. How did you contact the City?

Q21a. How did you contact City	Number	Percent
By phone	109	59.2 %
By email	30	16.3 %
By social media	2	1.1 %
In person	42	22.8 %
Not provided	1	0.5 %
Total	184	100.0 %

WITHOUT "NOT PROVIDED"

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

Q21a. How did you contact City	Number	Percent
By phone	109	59.6 %
By email	30	16.4 %
By social media	2	1.1 %
In person	42	23.0 %
Total	183	100.0 %

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

<u>Q21b. Which department did you contact most recently</u>	<u>Number</u>	<u>Percent</u>
Administration	23	12.5 %
Building Permits & Inspections	66	35.9 %
Planning & Zoning	9	4.9 %
Finance	2	1.1 %
Legislative	1	0.5 %
Mayor & City Council	6	3.3 %
Municipal Court	1	0.5 %
Parks & Recreation	6	3.3 %
Police	18	9.8 %
Public Works/Streets	52	28.3 %
Total	184	100.0 %

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

<u>Q21c. How easy/difficult was it to address your issue</u>	<u>Number</u>	<u>Percent</u>
Very easy	86	46.7 %
Somewhat easy	61	33.2 %
Difficult	20	10.9 %
Very difficult	12	6.5 %
Don't know	5	2.7 %
Total	184	100.0 %

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

<u>Q21c. How easy/difficult was it to address your issue</u>	<u>Number</u>	<u>Percent</u>
Very easy	86	48.0 %
Somewhat easy	61	34.1 %
Difficult	20	11.2 %
Very difficult	12	6.7 %
Total	179	100.0 %

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

(N=184)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q21d-1. They were courteous & polite	67.9%	21.7%	5.4%	0.0%	0.0%	4.9%
Q21d-2. They gave accurate answers to your questions	53.8%	27.7%	6.0%	6.5%	0.0%	6.0%
Q21d-3. They did what they said they would do in a timely manner	49.5%	21.2%	12.0%	4.9%	1.6%	10.9%
Q21d-4. They helped you resolve an issue to your satisfaction	48.4%	17.9%	12.0%	7.6%	6.5%	7.6%

WITHOUT "DON'T KNOW"

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

(N=184)

	Always	Usually	Sometimes	Seldom	Never
Q21d-1. They were courteous & polite	71.4%	22.9%	5.7%	0.0%	0.0%
Q21d-2. They gave accurate answers to your questions	57.2%	29.5%	6.4%	6.9%	0.0%
Q21d-3. They did what they said they would do in a timely manner	55.5%	23.8%	13.4%	5.5%	1.8%
Q21d-4. They helped you resolve an issue to your satisfaction	52.4%	19.4%	12.9%	8.2%	7.1%

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

(N=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Enforcing City's building code in your community	13.6%	30.8%	17.1%	7.2%	3.0%	28.3%
Q22-2. Enforcing mowing & cutting of weeds & grass on private property	13.6%	27.3%	18.2%	12.4%	2.8%	25.7%
Q22-3. Enforcing exterior maintenance of residential property	11.0%	26.9%	20.3%	11.7%	3.0%	27.1%
Q22-4. Enforcing exterior maintenance of commercial/business property	10.5%	30.6%	22.7%	3.5%	1.4%	31.3%
Q22-5. Overall quality of new residential development	12.9%	31.5%	18.5%	6.1%	4.0%	27.1%
Q22-6. Overall quality of new commercial development	12.1%	30.1%	20.3%	4.4%	2.3%	30.6%

WITHOUT "DON'T KNOW"

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

(N=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Enforcing City's building code in your community	18.9%	43.0%	23.8%	10.1%	4.2%
Q22-2. Enforcing mowing & cutting of weeds & grass on private property	18.2%	36.8%	24.5%	16.7%	3.8%
Q22-3. Enforcing exterior maintenance of residential property	15.1%	36.9%	27.9%	16.0%	4.2%
Q22-4. Enforcing exterior maintenance of commercial/business property	15.3%	44.6%	33.0%	5.1%	2.0%
Q22-5. Overall quality of new residential development	17.6%	43.3%	25.3%	8.3%	5.4%
Q22-6. Overall quality of new commercial development	17.5%	43.4%	29.3%	6.4%	3.4%

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

Q23. Top choice	Number	Percent
Enforcing City's building code in your community	65	15.2 %
Enforcing mowing & cutting of weeds & grass on private property	56	13.1 %
Enforcing exterior maintenance of residential property	61	14.3 %
Enforcing exterior maintenance of commercial/business property	24	5.6 %
Overall quality of new residential development	74	17.3 %
Overall quality of new commercial development	56	13.1 %
None chosen	92	21.5 %
Total	428	100.0 %

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

Q23. 2nd choice	Number	Percent
Enforcing City's building code in your community	17	4.0 %
Enforcing mowing & cutting of weeds & grass on private property	36	8.4 %
Enforcing exterior maintenance of residential property	73	17.1 %
Enforcing exterior maintenance of commercial/business property	47	11.0 %
Overall quality of new residential development	57	13.3 %
Overall quality of new commercial development	79	18.5 %
None chosen	119	27.8 %
Total	428	100.0 %

SUM OF TOP 2 CHOICES

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

Q23. Sum of top 2 choices	Number	Percent
Enforcing City's building code in your community	82	19.2 %
Enforcing mowing & cutting of weeds & grass on private property	92	21.5 %
Enforcing exterior maintenance of residential property	134	31.3 %
Enforcing exterior maintenance of commercial/business property	71	16.6 %
Overall quality of new residential development	131	30.6 %
Overall quality of new commercial development	135	31.5 %
None chosen	92	21.5 %
Total	737	

Q24. As opportunities present themselves, how supportive are you 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?

Q24. How supportive are you that City should support development of a Downtown Creve Coeur to consist of pedestrian-oriented retail, restaurants, & community event space

	Number	Percent
Very supportive	183	42.8 %
Somewhat supportive	167	39.0 %
Not supportive	43	10.0 %
Don't know	35	8.2 %
Total	428	100.0 %

WITHOUT "DON'T KNOW"

Q24. As opportunities present themselves, how supportive are you 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 "don't know")

Q24. How supportive are you that City should support development of a Downtown Creve Coeur to consist of pedestrian-oriented retail, restaurants, & community event space

	Number	Percent
Very supportive	183	46.6 %
Somewhat supportive	167	42.5 %
Not supportive	43	10.9 %
Total	393	100.0 %

Q25. City ordinances contain standards for the condition of residential properties. How would you rate the City's enforcement of exterior property maintenance?

Q25. How would you rate City's enforcement of exterior property maintenance	Number	Percent
Too strict	25	5.8 %
About right	198	46.3 %
Not strict enough	86	20.1 %
Don't know	119	27.8 %
Total	428	100.0 %

WITHOUT "DON'T KNOW"

Q25. 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")

Q25. How would you rate City's enforcement of exterior property maintenance	Number	Percent
Too strict	25	8.1 %
About right	198	64.1 %
Not strict enough	86	27.8 %
Total	309	100.0 %

Q26. Current regulations in the City's zoning code have resulted in very few (three) drive-thru restaurants in Creve Coeur. Would you be in favor of changing the regulations to allow for more opportunities for drive-thru restaurants to locate in Creve Coeur?

Q26. Would you be in favor of changing regulations to allow for more opportunities for drive-thru restaurants to locate in Creve Coeur	Number	Percent
Yes	171	40.0 %
No	182	42.5 %
Don't know	75	17.5 %
Total	428	100.0 %

WITHOUT "DON'T KNOW"

Q26. Current regulations in the City's zoning code have resulted in very few (three) drive-thru restaurants in Creve Coeur. Would you be in favor of changing the regulations to allow for more opportunities for drive-thru restaurants to locate in Creve Coeur? (without "don't know")

Q26. Would you be in favor of changing regulations to allow for more opportunities for drive-thru restaurants to locate in Creve Coeur	Number	Percent
Yes	171	48.4 %
No	182	51.6 %
Total	353	100.0 %

Q27. 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?

Q27. Have you had any contact with Creve Coeur

Building Division in last year	Number	Percent
Yes	115	26.9 %
No	313	73.1 %
Total	428	100.0 %

Q27a. What type of contact have you had with the Creve Coeur Building Division most recently?

Q27a. What type of contact have you had with Creve

Coeur Building Division most recently	Number	Percent
Reported a complaint	22	19.1 %
Building inspections for my home renovation project	62	53.9 %
I was issued a field correction notice or stop work order	1	0.9 %
I obtained a building permit	18	15.7 %
Other	8	7.0 %
Not provided	4	3.5 %
Total	115	100.0 %

WITHOUT "NOT PROVIDED"

Q27a. What type of contact have you had with the Creve Coeur Building Division most recently? (without "not provided")

Q27a. What type of contact have you had with Creve

Coeur Building Division most recently	Number	Percent
Reported a complaint	22	19.8 %
Building inspections for my home renovation project	62	55.9 %
I was issued a field correction notice or stop work order	1	0.9 %
I obtained a building permit	18	16.2 %
Other	8	7.2 %
Total	111	100.0 %

Q27a-5. Other

Q27a-5. Other	Number	Percent
BUILDING PERMIT REQUIREMENTS EXPLANATION	1	14.3 %
Called to inquire about permit	1	14.3 %
Consultation for new construction permit	1	14.3 %
RENTAL PROPERTY NEEDED GRASS CUT	1	14.3 %
They saw two pick up trucks at my house and asked what we were doing	1	14.3 %
Tried to find out which contractors CC would work with	1	14.3 %
Water run-off issues	1	14.3 %
Total	7	100.0 %

Q27b. How would you rate the quality of your contact with the Building Inspector?

Q27b. How would you rate quality of your contact with Building Inspector	Number	Percent
Excellent	41	35.7 %
Good	37	32.2 %
Fair	24	20.9 %
Poor	8	7.0 %
Not provided	5	4.3 %
Total	115	100.0 %

WITHOUT "NOT PROVIDED"**Q27b. How would you rate the quality of your contact with the Building Inspector? (without "not provided")**

Q27b. How would you rate quality of your contact with Building Inspector	Number	Percent
Excellent	41	37.3 %
Good	37	33.6 %
Fair	24	21.8 %
Poor	8	7.3 %
Total	110	100.0 %

Q27c. How would you rate the administrative assistant you interacted with?

Q27c. How would you rate administrative assistant you interacted with	Number	Percent
Very courteous	46	40.0 %
Courteous	32	27.8 %
Discourteous	2	1.7 %
Did not have contact with an administrative assistant	32	27.8 %
Not provided	3	2.6 %
Total	115	100.0 %

WITHOUT "NOT PROVIDED"**Q27c. How would you rate the administrative assistant you interacted with? (without "not provided")**

Q27c. How would you rate administrative assistant you interacted with	Number	Percent
Very courteous	46	41.1 %
Courteous	32	28.6 %
Discourteous	2	1.8 %
Did not have contact with an administrative assistant	32	28.6 %
Total	112	100.0 %

Q28. 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=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q28-1. 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)	22.7%	43.7%	15.4%	10.7%	3.5%	4.0%
Q28-2. Condition of City sidewalks	17.8%	45.1%	17.8%	8.9%	2.6%	7.9%
Q28-3. Adequacy of street lighting	16.4%	41.1%	20.6%	13.1%	2.8%	6.1%
Q28-4. Snow/ice removal on City streets	32.0%	45.6%	11.7%	4.0%	0.5%	6.3%
Q28-5. Appearance of landscaped medians	35.5%	46.0%	11.0%	2.8%	1.2%	3.5%
Q28-6. Cleanliness of City streets	35.0%	47.7%	11.9%	1.6%	0.9%	2.8%

WITHOUT "DON'T KNOW"

Q28. 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=428)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q28-1. 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)	23.6%	45.5%	16.1%	11.2%	3.6%
Q28-2. Condition of City sidewalks	19.3%	49.0%	19.3%	9.6%	2.8%
Q28-3. Adequacy of street lighting	17.4%	43.8%	21.9%	13.9%	3.0%
Q28-4. Snow/ice removal on City streets	34.2%	48.6%	12.5%	4.2%	0.5%
Q28-5. Appearance of landscaped medians	36.8%	47.7%	11.4%	2.9%	1.2%
Q28-6. Cleanliness of City streets	36.1%	49.0%	12.3%	1.7%	1.0%

Q29. Which TWO of the public works services listed in Question 28 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q29. 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)	161	37.6 %
Condition of City sidewalks	61	14.3 %
Adequacy of street lighting	75	17.5 %
Snow/ice removal on City streets	44	10.3 %
Appearance of landscaped medians	17	4.0 %
Cleanliness of City streets	11	2.6 %
None chosen	59	13.8 %
Total	428	100.0 %

Q29. Which TWO of the public works services listed in Question 28 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q29. 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)	49	11.4 %
Condition of City sidewalks	83	19.4 %
Adequacy of street lighting	67	15.7 %
Snow/ice removal on City streets	74	17.3 %
Appearance of landscaped medians	25	5.8 %
Cleanliness of City streets	48	11.2 %
None chosen	82	19.2 %
Total	428	100.0 %

SUM OF TOP 2 CHOICES

Q29. 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)

Q29. 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)	210	49.1 %
Condition of City sidewalks	144	33.6 %
Adequacy of street lighting	142	33.2 %
Snow/ice removal on City streets	118	27.6 %
Appearance of landscaped medians	42	9.8 %
Cleanliness of City streets	59	13.8 %
None chosen	59	13.8 %
Total	774	

Q30. The sewer lateral insurance program provides for reimbursement of 50% of sewer lateral replacement costs. How supportive would you be of an annual fee increase from \$28 to \$50 annually, if the reimbursement was increased to 80%?

Q30. How supportive would you be of an annual fee increase from \$28 to \$50 annually	Number	Percent
Very supportive	118	27.6 %
Somewhat supportive	136	31.8 %
Not supportive	105	24.5 %
Don't know	69	16.1 %
Total	428	100.0 %

WITHOUT "DON'T KNOW"

Q30. The sewer lateral insurance program provides for reimbursement of 50% of sewer lateral replacement costs. How supportive would you be of an annual fee increase from \$28 to \$50 annually, if the reimbursement was increased to 80%? (without "don't know")

Q30. How supportive would you be of an annual fee increase from \$28 to \$50 annually	Number	Percent
Very supportive	118	32.9 %
Somewhat supportive	136	37.9 %
Not supportive	105	29.2 %
Total	359	100.0 %

Q31. Have you experienced any issues with stormwater on your property within the last THREE years?

Q31. Have you experienced any issues with stormwater on your property within last three years	Number	Percent
Yes	108	25.2 %
No	320	74.8 %
Total	428	100.0 %

Q31a. Which of the following issues have you had with stormwater on your property in the last THREE years?

Q31a. Which following issues have you had with stormwater on your property in last three years	Number	Percent
An increase in the amount of stormwater that collects on my property from the past	56	51.9 %
Changes in the way stormwater flows across my property	55	50.9 %
Increases or other changes in the amount & flow of stormwater on streets	26	24.1 %
Erosion on my property	54	50.0 %
Flooded basement/ground floor	43	39.8 %
Other	13	12.0 %
Total	247	

Q31a-6. Other

Q31a-6. Other	Number	Percent
I've had water in my basement following very heavy rain	1	7.7 %
Storm water is about the same	1	7.7 %
MSD DISCONNECTION OF DOWNSPOUTS	1	7.7 %
BEAVER CUL DE SAC	1	7.7 %
POOLING OF STORMWATER HEADING INTO STORM DRAIN	1	7.7 %
Flooding	1	7.7 %
Had to put a French drain in our patio and retaining walls	1	7.7 %
Broken lateral sewer	1	7.7 %
Bellerive Cemetary continues to be a problem	1	7.7 %
Water flows onto my property from 2 properties on higher ground	1	7.7 %
Flooded street	1	7.7 %
We have a creek that causes erosion, ponding in the backyard	1	7.7 %
Runoff from neighbor's property	1	7.7 %
Total	13	100.0 %

Q32. 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?

<u>Q32. Which one option would you prefer</u>	<u>Number</u>	<u>Percent</u>
Maintaining current tax rates & cutting back on some City services	158	36.9 %
Increasing taxes to maintain present level of City services	238	55.6 %
Not provided	32	7.5 %
Total	428	100.0 %

WITHOUT "NOT PROVIDED"

Q32. 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")

<u>Q32. Which one option would you prefer</u>	<u>Number</u>	<u>Percent</u>
Maintaining current tax rates & cutting back on some City services	158	39.9 %
Increasing taxes to maintain present level of City services	238	60.1 %
Total	396	100.0 %

Q33. Which TWO services would you prefer to reduce in order to maintain current tax rates?

Q33. Which services would you prefer to reduce in order to maintain current tax rates	Number	Percent
Limb chipping service	131	30.6 %
Leaf pick up	96	22.4 %
Street maintenance	27	6.3 %
Police patrol	24	5.6 %
Police crime prevention	36	8.4 %
Other	55	12.9 %
Don't know	139	32.5 %
None selected	60	14.0 %
Total	568	

WITHOUT "DON'T KNOW" OR "NONE SELECTED"**Q33. Which TWO services would you prefer to reduce in order to maintain current tax rates? (without "don't know" or "none selected")**

Q33. Which services would you prefer to reduce in order to maintain current tax rates	Number	Percent
Limb chipping service	131	57.2 %
Leaf pick up	96	41.9 %
Street maintenance	27	11.8 %
Police patrol	24	10.5 %
Police crime prevention	36	15.7 %
Other	55	24.0 %
Total	369	

Q33-6. Other

Q33-6. Other	Number	Percent
Parks	4	8.0 %
Ice Arena, golf	2	4.0 %
Ice arena	2	4.0 %
Defund ice rink and golf course	1	2.0 %
Increase trash charges to customers	1	2.0 %
Park maintenance	1	2.0 %
Appearance of medians, sidewalk maintenance	1	2.0 %
REDUCE BLDG CODES AND INSPECTIONS, DO NOT CUT POLICE FORCE	1	2.0 %
ICE ARENA AND GOLF COURSE	1	2.0 %
PAY SOME FEES FOR TRASH SERVICE	1	2.0 %
CODE PERMITS AND INSPECTIONS, PARKS AND REC, GOLF COURSE	1	2.0 %
Ice arena, golf course, adult rec programs	1	2.0 %
Recreation programs, like an ice rink	1	2.0 %
Ice arena, golf course, dog park	1	2.0 %
Use St Louis County for permitting & inspections	1	2.0 %
Use private contractors to reduce costs	1	2.0 %
CITY ADMINISTRATION	1	2.0 %
CITY MEDIANS REDUCE COSTS AND LIGHTS AND BANNERS	1	2.0 %
Reduce funding for ice arena	1	2.0 %
Dump ice arena and golf courses	1	2.0 %
Rec programs, close ice arena	1	2.0 %
Reduce none	1	2.0 %
Maintain all services	1	2.0 %
Don't change	1	2.0 %
Administrative	1	2.0 %
Number of building inspections required	1	2.0 %
Trash pick up	1	2.0 %
Costly newsletter	1	2.0 %
Snow removal	1	2.0 %
Manage expenses better	1	2.0 %
Funding any more fancy gov't bldgs	1	2.0 %
Waste management contract	1	2.0 %
Recycling	1	2.0 %
Ice Rink	1	2.0 %
Ice rink, golf	1	2.0 %
Ice rink & parks	1	2.0 %
Look for duplicate departments that are covered by St. Louis County	1	2.0 %
Unnecessary staff and purchases	1	2.0 %
Quit wasting money on legal fees. Prevent QT from building, etc.	1	2.0 %
Decorative landscape plants	1	2.0 %
Building permit office	1	2.0 %
Public art projects and recreational events	1	2.0 %
User fees at golf and ice arena	1	2.0 %
Recreational	1	2.0 %
Reduce communication spending by using social media	1	2.0 %
Total	50	100.0 %

Q34. Which of the following revenue options would you prefer the City use to maintain City services?

Q34. Which one revenue option would you prefer City use to maintain City services	Number	Percent
Use tax for online purchases	129	30.1 %
Property tax rate increase	43	10.0 %
Utility tax rate increase	21	4.9 %
Charge a fee for trash service	82	19.2 %
Don't know	153	35.7 %
Total	428	100.0 %

WITHOUT "DON'T KNOW"**Q34. Which of the following revenue options would you prefer the City use to maintain City services? (without "don't know")**

Q34. Which one revenue option would you prefer City use to maintain City services	Number	Percent
Use tax for online purchases	129	46.9 %
Property tax rate increase	43	15.6 %
Utility tax rate increase	21	7.6 %
Charge a fee for trash service	82	29.8 %
Total	275	100.0 %

Q36. How long have you lived in Creve Coeur?

Q36. How long have you lived in Creve Coeur	Number	Percent
Less than a year	22	5.1 %
1-3 years	43	10.0 %
4-6 years	42	9.8 %
7-10 years	37	8.6 %
11-20 years	65	15.2 %
20+ years	215	50.2 %
Not provided	4	0.9 %
Total	428	100.0 %

WITHOUT "NOT PROVIDED"**Q36. How long have you lived in Creve Coeur? (without "not provided")**

Q36. How long have you lived in Creve Coeur	Number	Percent
Less than a year	22	5.2 %
1-3 years	43	10.1 %
4-6 years	42	9.9 %
7-10 years	37	8.7 %
11-20 years	65	15.3 %
20+ years	215	50.7 %
Total	424	100.0 %

Q37. Including yourself, how many people in your household are...

	Mean	Sum
number	2.2	839
Under age 10	0.2	70
Ages 10-17	0.1	45
Ages 18-34	0.3	129
Ages 35-44	0.3	127
Ages 45-54	0.3	130
Ages 55-64	0.5	176
Ages 65+	0.4	162

Q38. What is your age?

Q38. Your age	Number	Percent
18-34	72	16.8 %
35-44	76	17.8 %
45-54	75	17.5 %
55-64	74	17.3 %
65+	81	18.9 %
Not provided	50	11.7 %
Total	428	100.0 %

WITHOUT "NOT PROVIDED"**Q38. What is your age? (without "not provided")**

Q38. Your age	Number	Percent
18-34	72	19.0 %
35-44	76	20.1 %
45-54	75	19.8 %
55-64	74	19.6 %
65+	81	21.4 %
Total	378	100.0 %

Q39. Your gender:

<u>Q39. Your gender</u>	<u>Number</u>	<u>Percent</u>
Man	203	47.4 %
Woman	201	47.0 %
Non-binary	3	0.7 %
Prefer not to disclose	21	4.9 %
Total	428	100.0 %

WITHOUT "PREFER NOT TO DISCLOSE"**Q39. Your gender: (without "prefer not to disclose")**

<u>Q39. Your gender</u>	<u>Number</u>	<u>Percent</u>
Man	203	49.9 %
Woman	201	49.4 %
Non-binary	3	0.7 %
Total	407	100.0 %

Q40. Which of the following best describes your race/ethnicity?

Q40. Your race/ethnicity	Number	Percent
White	323	75.5 %
Black/African American	35	8.2 %
Asian	44	10.3 %
American Indian/Alaskan Native	1	0.2 %
Hispanic	13	3.0 %
Other	2	0.5 %
Prefer not to disclose	16	3.7 %
Total	434	

WITHOUT "PREFER NOT TO DISCLOSE"**Q40. Which of the following best describes your race/ethnicity? (without "prefer not to disclose")**

Q40. Your race/ethnicity	Number	Percent
White	323	78.4 %
Black/African American	35	8.5 %
Asian	44	10.7 %
American Indian/Alaskan Native	1	0.2 %
Hispanic	13	3.2 %
Other	2	0.5 %
Total	418	

Q40-6. Self-describe your race/ethnicity:

Q40-6. Self-describe your race/ethnicity	Number	Percent
Middle Eastern	1	50.0 %
Mixed	1	50.0 %
Total	2	100.0 %



Survey Instrument



city of **CREVE COEUR**

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

Dear Creve Coeur Resident,

I am writing to request your assistance in building an even better Creve Coeur. As the City considers issues that affect our citizens, we want to ensure our priorities are aligned with the needs of all citizens. Your input on the enclosed resident 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 within the next week and return it in the provided postage-paid envelope. Your responses will remain confidential. If you prefer to take the survey online, please go to crevecoeursurvey.org.

ETC Institute will compile all responses for analysis, and provide comparison citizen ratings from our peer cities. If you have any questions regarding this survey or would like to discuss the questions asked, please call Melissa 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!

Dr. Robert Hoffman
Mayor



2021 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 ongoing effort to improve the quality of City services and to identify priorities for the community. If you have questions, please contact Melissa Orscheln, Public Information Officer and Management Analyst, at (314) 442-2081. Thank you!

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

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

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

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

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

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

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

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

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

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

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

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

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

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. City efforts to keep you informed about important issues	5	4	3	2	1	9
2. The quality of the City's newsletter	5	4	3	2	1	9
3. City efforts to keep you informed about planning and zoning matters	5	4	3	2	1	9
4. The availability of information about City programs and services	5	4	3	2	1	9
5. The level of public involvement in local decision making	5	4	3	2	1	9
6. The quality of the City's social media (e.g. Facebook, 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. Parks and Recreation. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Parks and Recreation services.

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

- 13a. In the past two years, how many times have you or members of your household visited one of the City's parks?

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

- 13b. In the past two years, how many times have you or members of your household visited the Creve Coeur Ice Arena?

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

- 13c. In the past two years, how many times have you or members of your household visited the Creve Coeur Golf Course?

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

14. The Ice Arena will require a significant investment of City funds in the near future to make infrastructure improvements necessary to maintain the ice arena. Knowing this, how supportive are you that the City should continue to operate the ice arena in the future?

____(1) Very supportive ____ (2) Somewhat supportive ____ (3) Not supportive ____ (9) Don't know

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

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

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

17. 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

18. Which TWO of the public safety services listed in Question 17 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 17.]*

1st: ____ 2nd: ____

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

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

____(1) Yes [Answer Q20a-c.] ____ (2) No [Skip to Q21.]

20a. What type of contact have you had with the Creve Coeur Police Department most recently?

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

20b. How would you rate the quality of your contact with the police officer?

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

20c. How would you rate the dispatcher you interacted with?

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

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

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

21a. How did you contact the City?

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

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

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

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

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

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

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

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

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

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

1st: _____ 2nd: _____

24. As opportunities present themselves, how supportive are you 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 ____ (9) Don't know

25. 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

26. Current regulations in the City's zoning code have resulted in very few (three) drive-thru restaurants in Creve Coeur. Would you be in favor of changing the regulations to allow for more opportunities for drive-thru restaurants to locate in Creve Coeur?

____(1) Yes ____ (2) No ____ (9) Don't know

27. 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 Q27a-c.] ____ (2) No [Skip to Q28.]

- 27a. What type of contact have you had with the Creve Coeur Building Division most recently?

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

- 27b. How would you rate the quality of your contact with the Building Inspector?

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

- 27c. How would you rate the administrative assistant you interacted with?

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

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

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

29. Which TWO of the public works services listed in Question 28 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 28.]*

1st: ____ 2nd: ____

30. The sewer lateral insurance program provides for reimbursement of 50% of sewer lateral replacement costs. How supportive would you be of 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 ____ (9) Don't know

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

____(1) Yes *[Answer Q31a.]* ____ (2) No *[Skip to Q32.]*

- 31a. 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: _____

32. 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

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

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

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

____(1) Use tax for online purchases ____ (3) Utility tax rate increase ____ (9) Don't know
 ____ (2) Property tax rate increase ____ (4) Charge a fee for trash service

35. 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.

36. 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

37. 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:

38. What is your age? years ☐ Prefer not to disclose

39. Your gender:

☐ (1) Man ☐ (3) Nonbinary ☐ (5) Prefer to self-describe:
☐ (2) Woman ☐ (4) Prefer not to disclose

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

☐ (1) White ☐ (4) American Indian/Alaskan Native ☐ (7) Prefer not to disclose
☐ (2) Black/African American ☐ (5) Hispanic
☐ (3) Asian ☐ (6) Other:

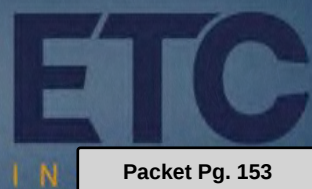
This concludes the survey. Thank you for your time!

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.

2021 City of Creve Coeur Community Survey GIS Maps

Presented to the City of
Creve Coeur, Missouri
November 2021



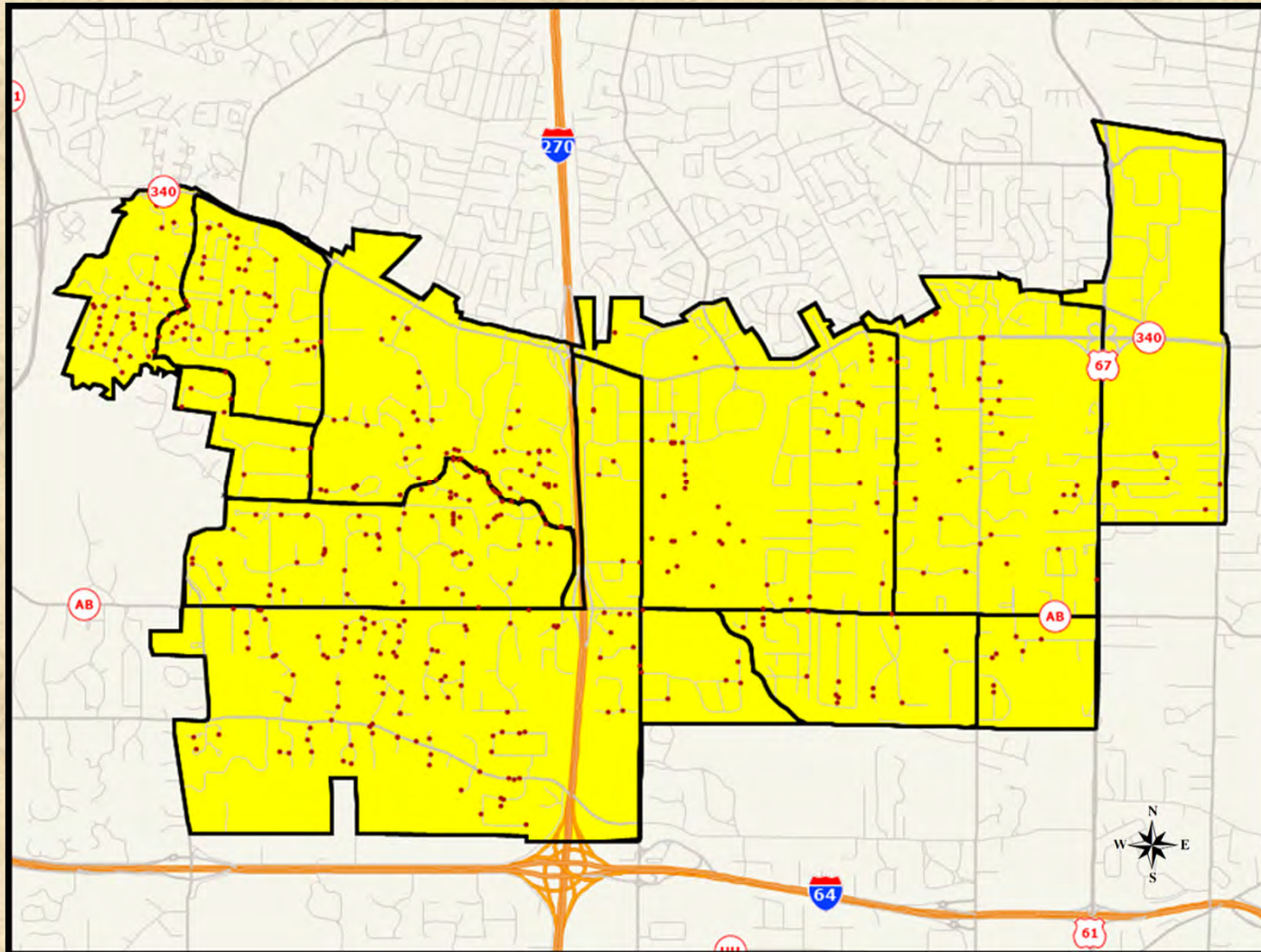
Interpreting the Maps

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:

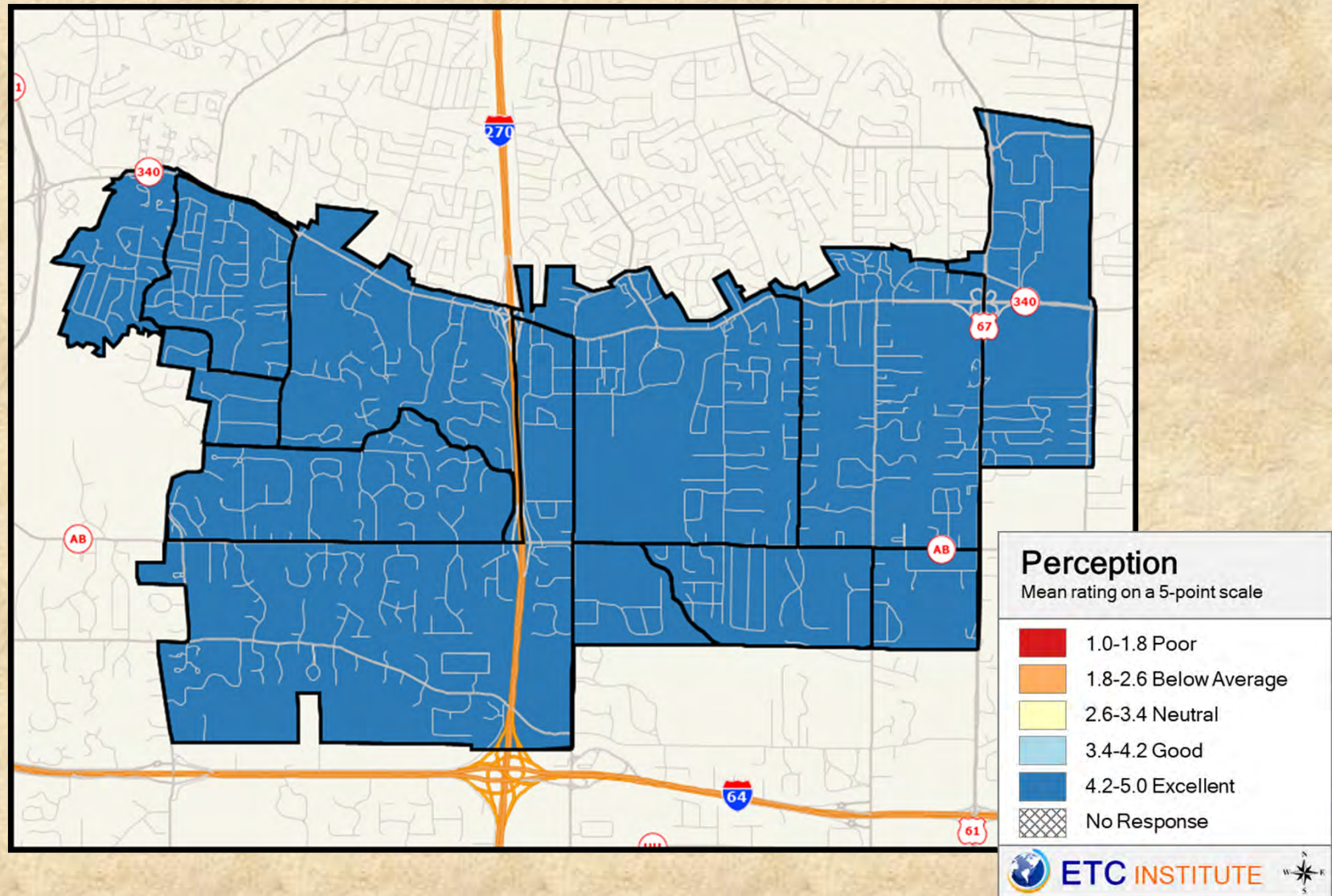
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the 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



2021 City of Creve Coeur, Missouri Community Survey

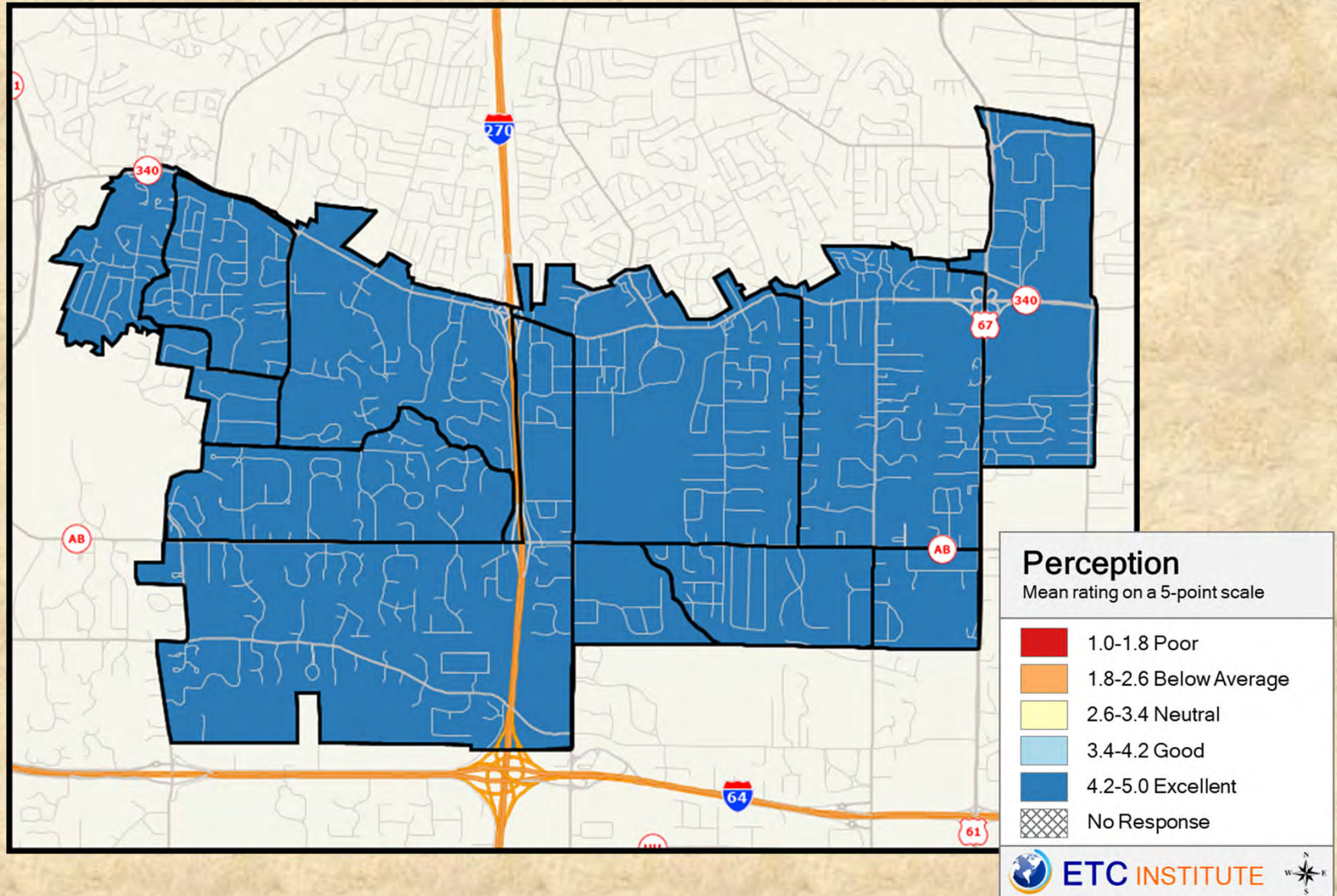
Q1-1 Ratings of the City as a place to live



2021 City of Creve Coeur, Missouri Community Survey

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

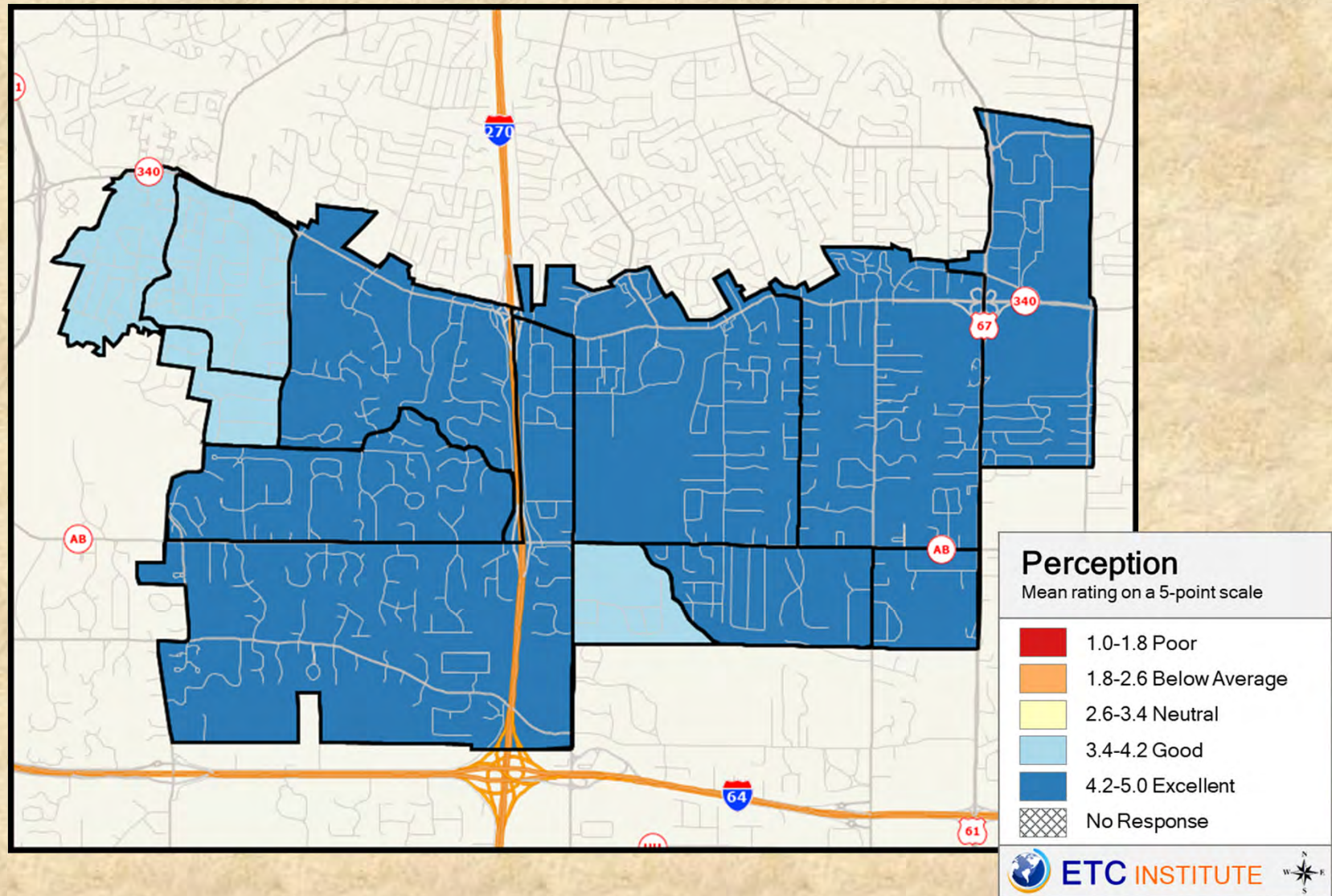
Q1-2 Ratings of the City as a place to raise children



2021 City of Creve Coeur, Missouri Community Survey

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

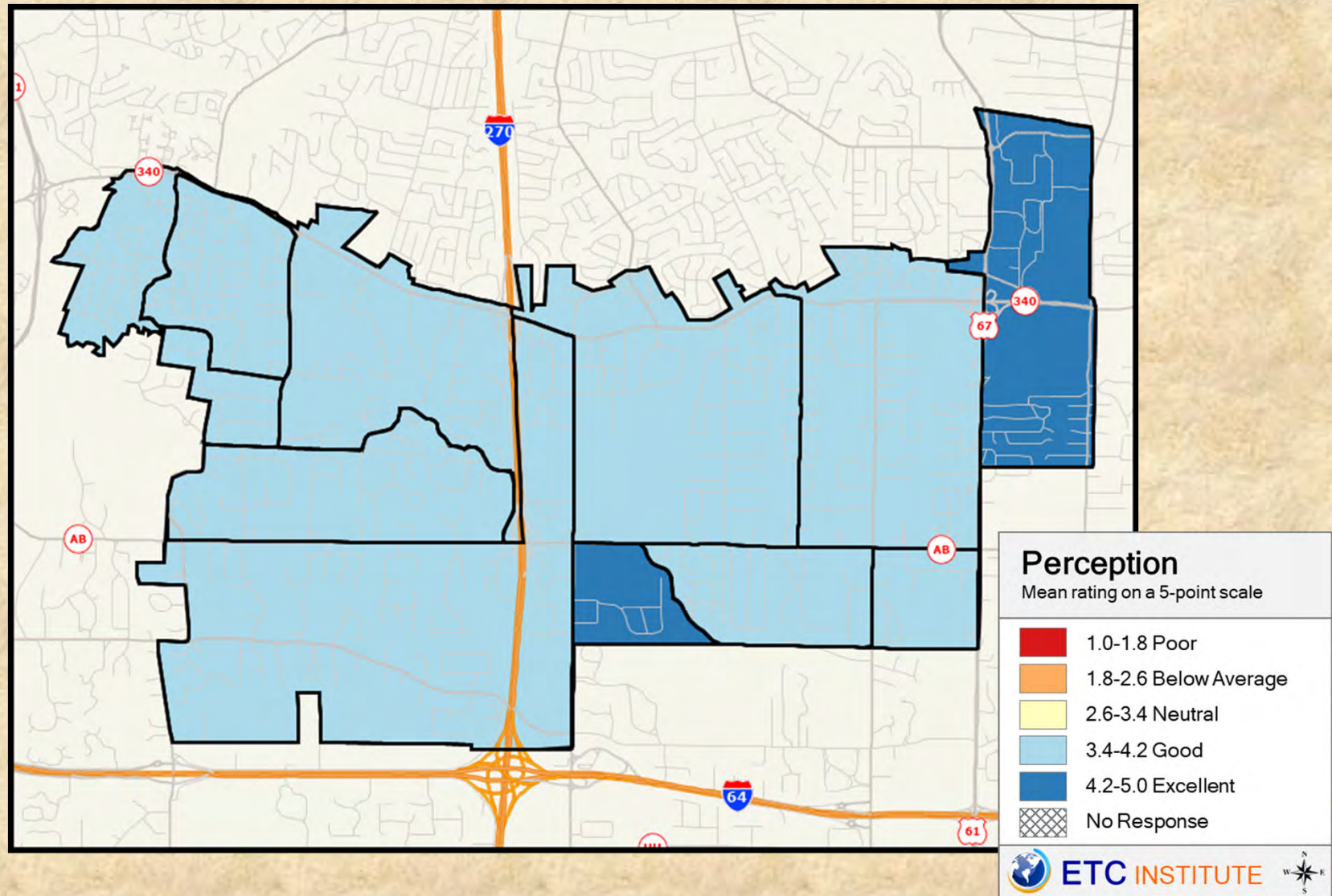
Q1-3 Ratings of the City as a place to work



2021 City of Creve Coeur, Missouri Community Survey

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

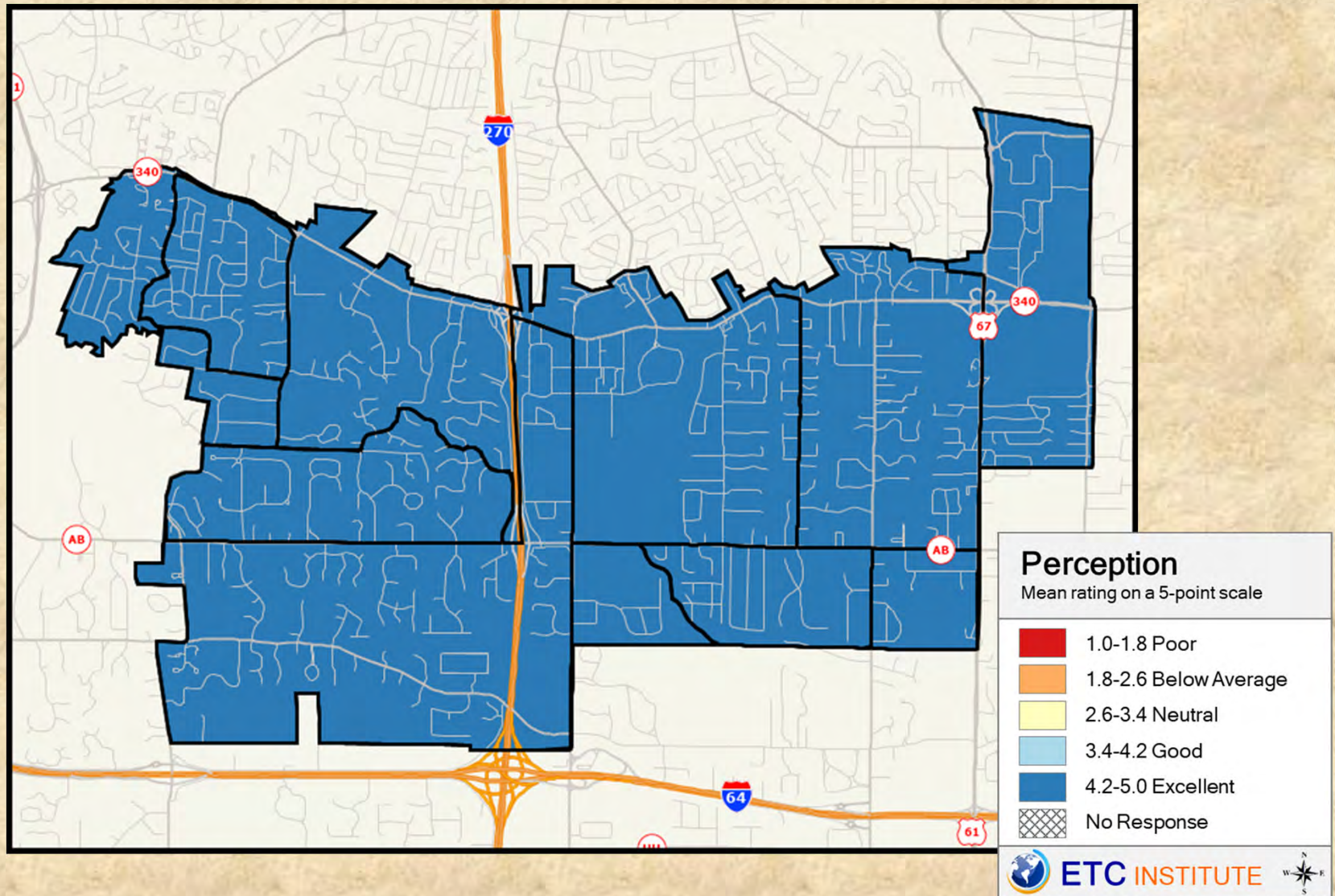
Q1-4 Ratings as a City that is moving in the right direction



2021 City of Creve Coeur, Missouri Community Survey

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

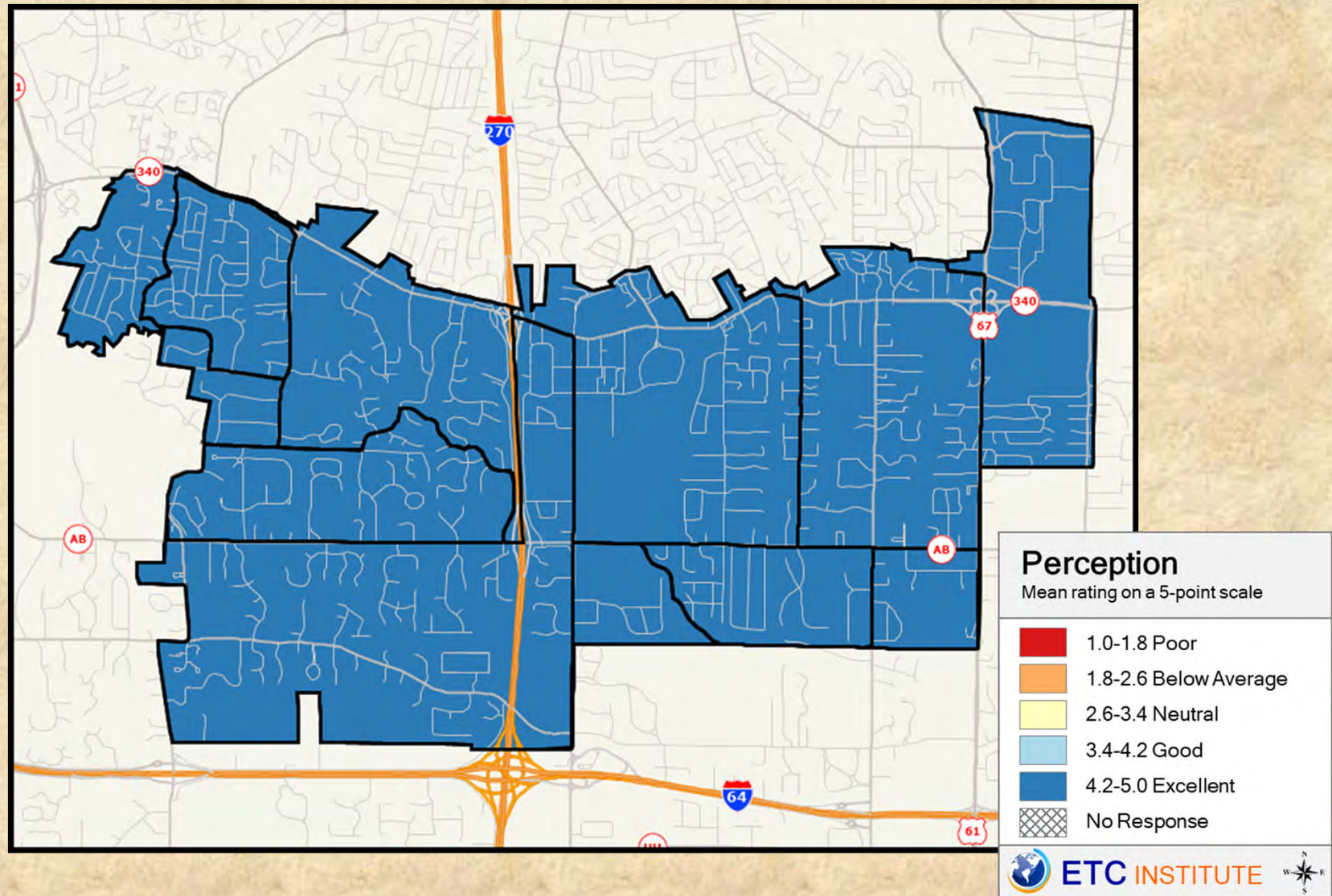
Q2-1 Ratings of overall quality of services provided by the City



2021 City of Creve Coeur, Missouri Community Survey

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

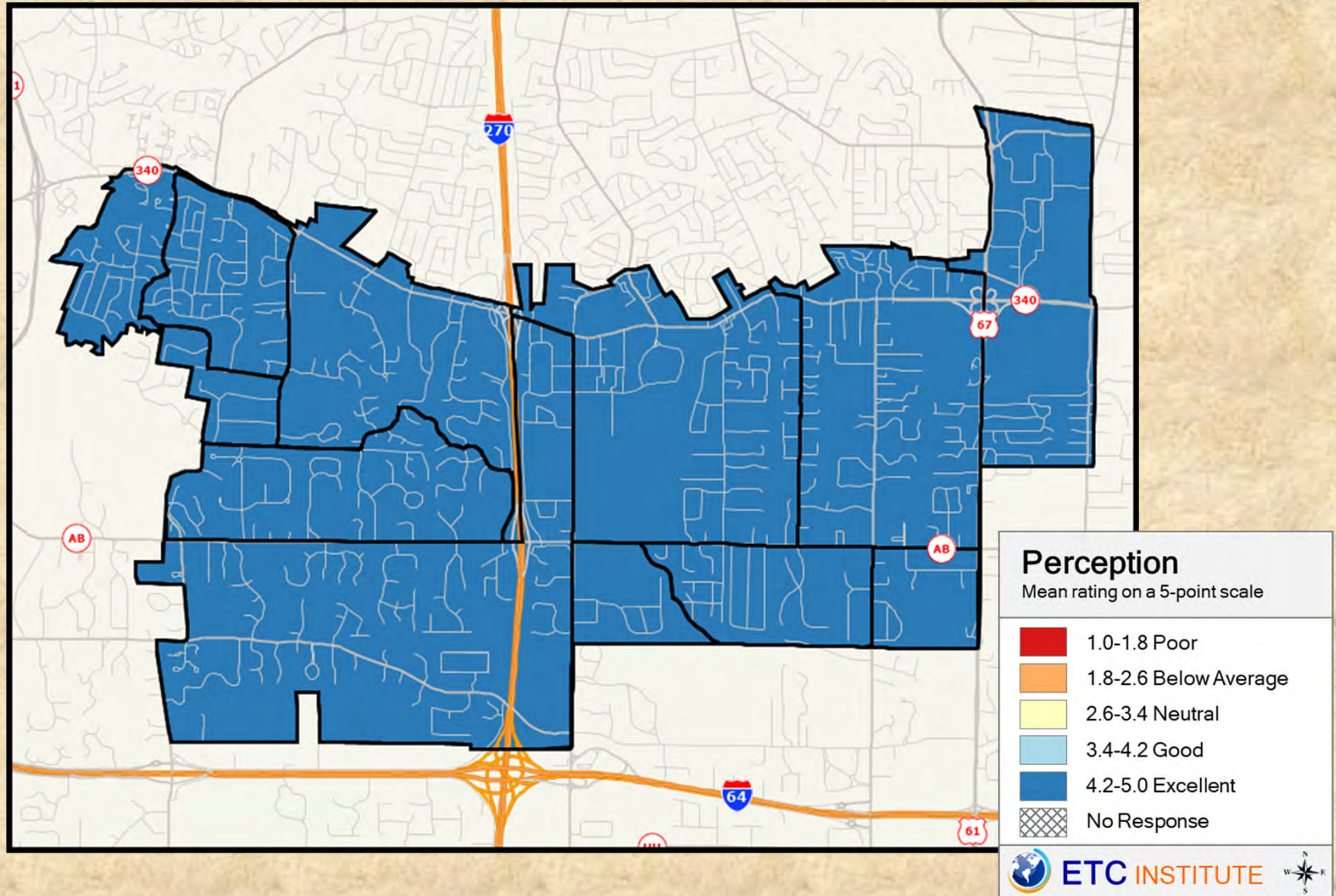
Q2-2 Ratings of overall image of the City



2021 City of Creve Coeur, Missouri Community Survey

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

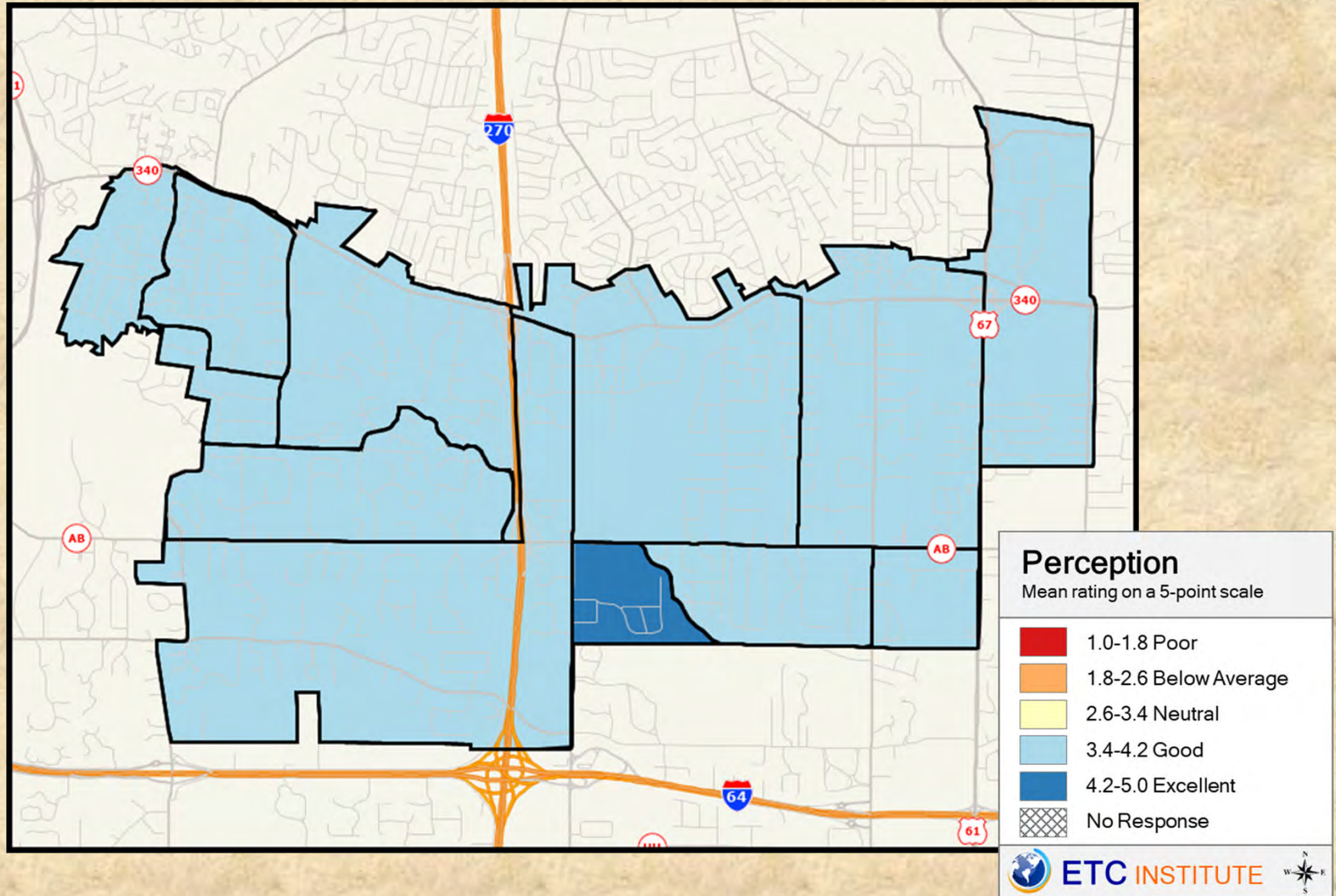
Q2-3 Ratings of overall quality of life in the City



2021 City of Creve Coeur, Missouri Community Survey

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

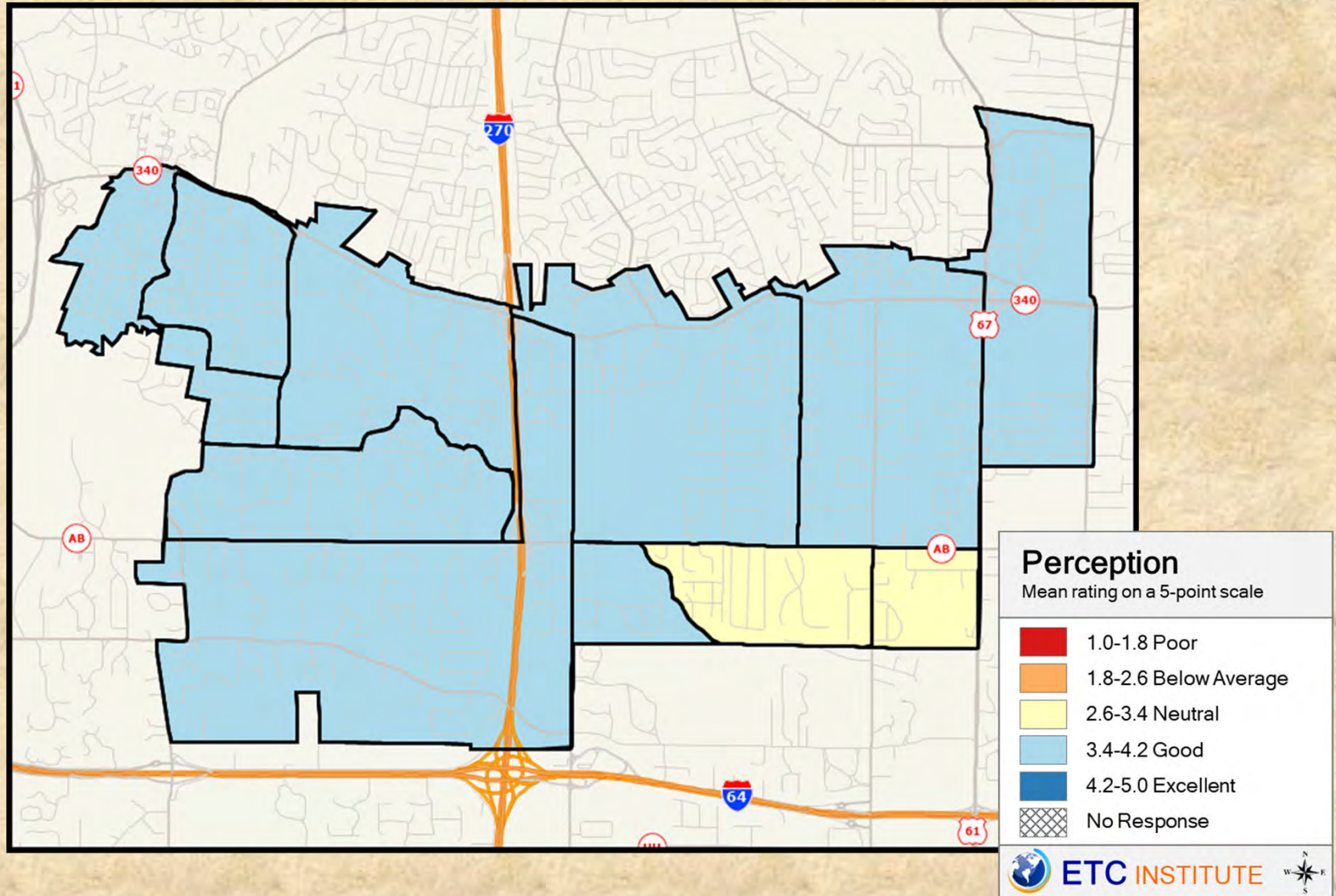
Q2-4 Ratings of overall value received for local tax dollars and fees



2021 City of Creve Coeur, Missouri Community Survey

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

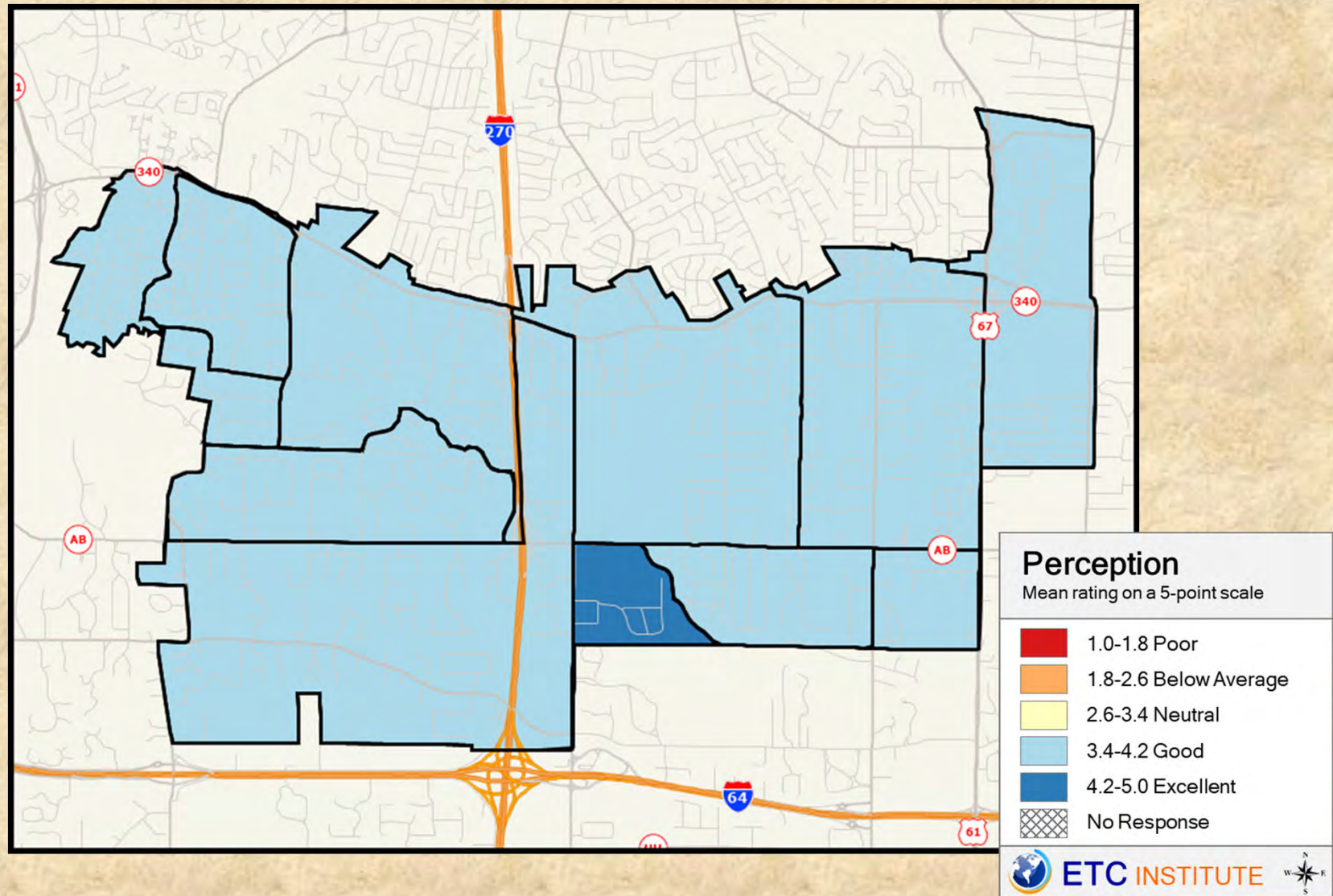
Q2-5 Ratings of how well community is planning for the future



2021 City of Creve Coeur, Missouri Community Survey

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

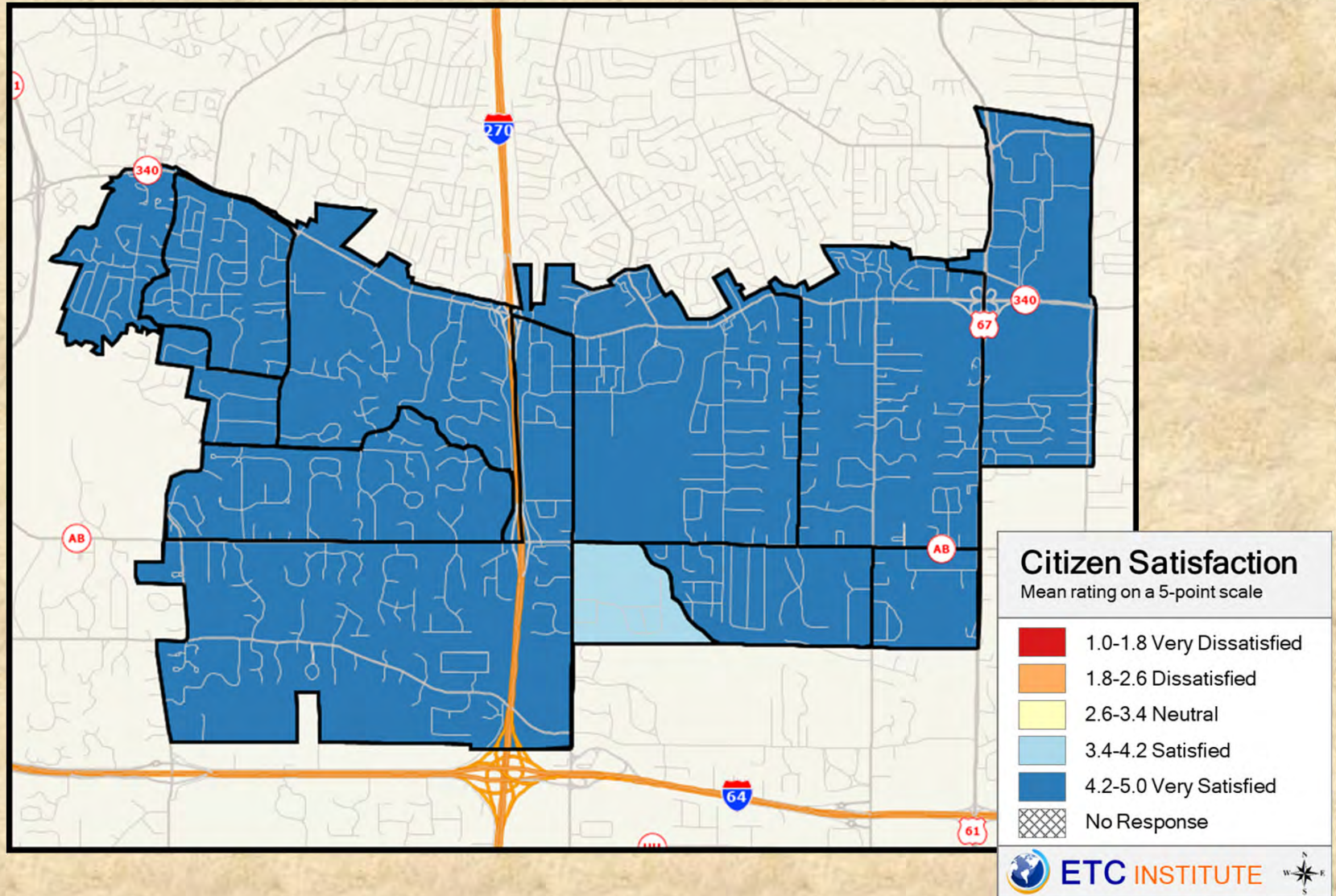
Q2-6 Ratings of efforts to conserve energy and protect the environment



2021 City of Creve Coeur, Missouri Community Survey

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

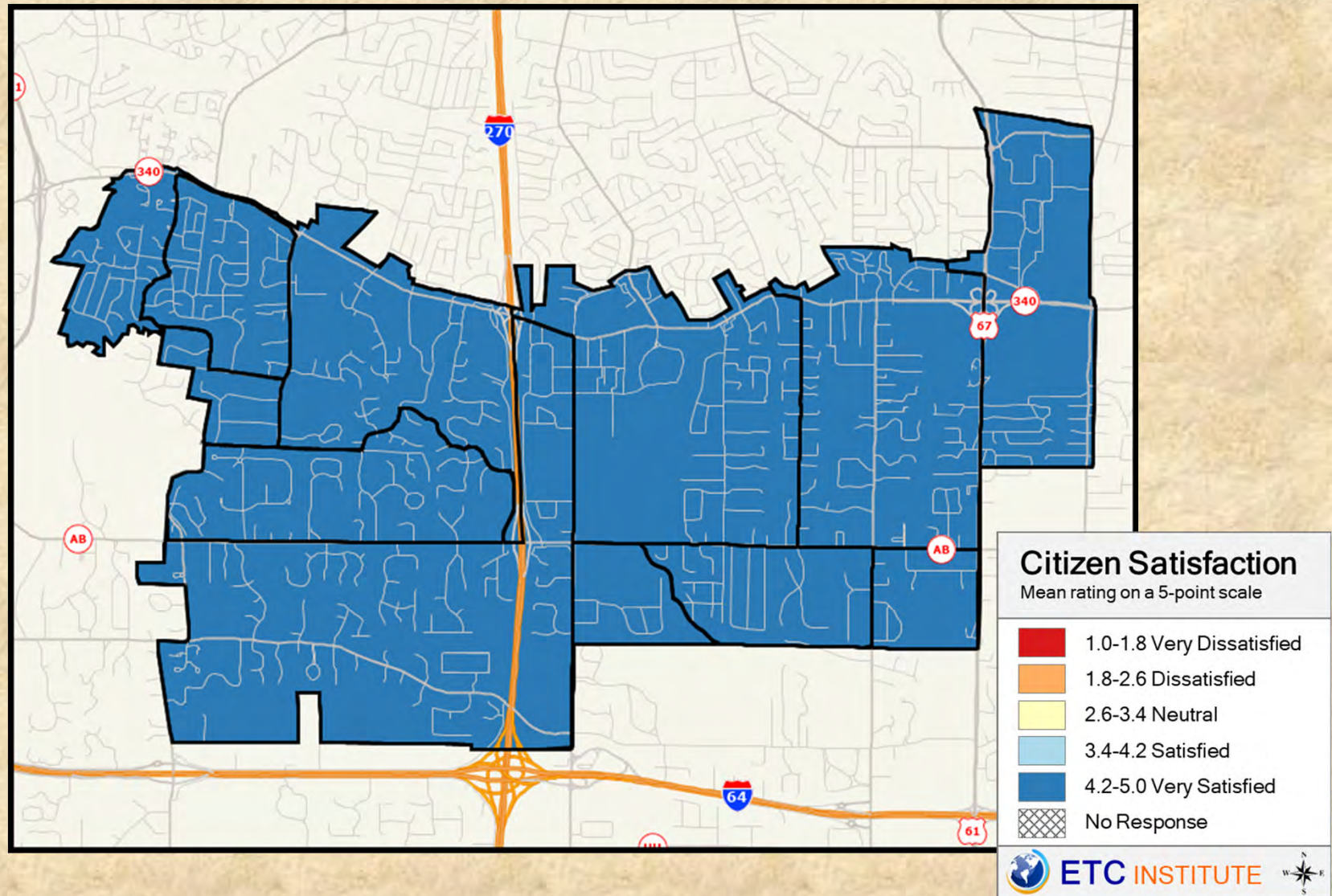
Q3-01 Satisfaction with overall maintenance of city parks



2021 City of Creve Coeur, Missouri Community Survey

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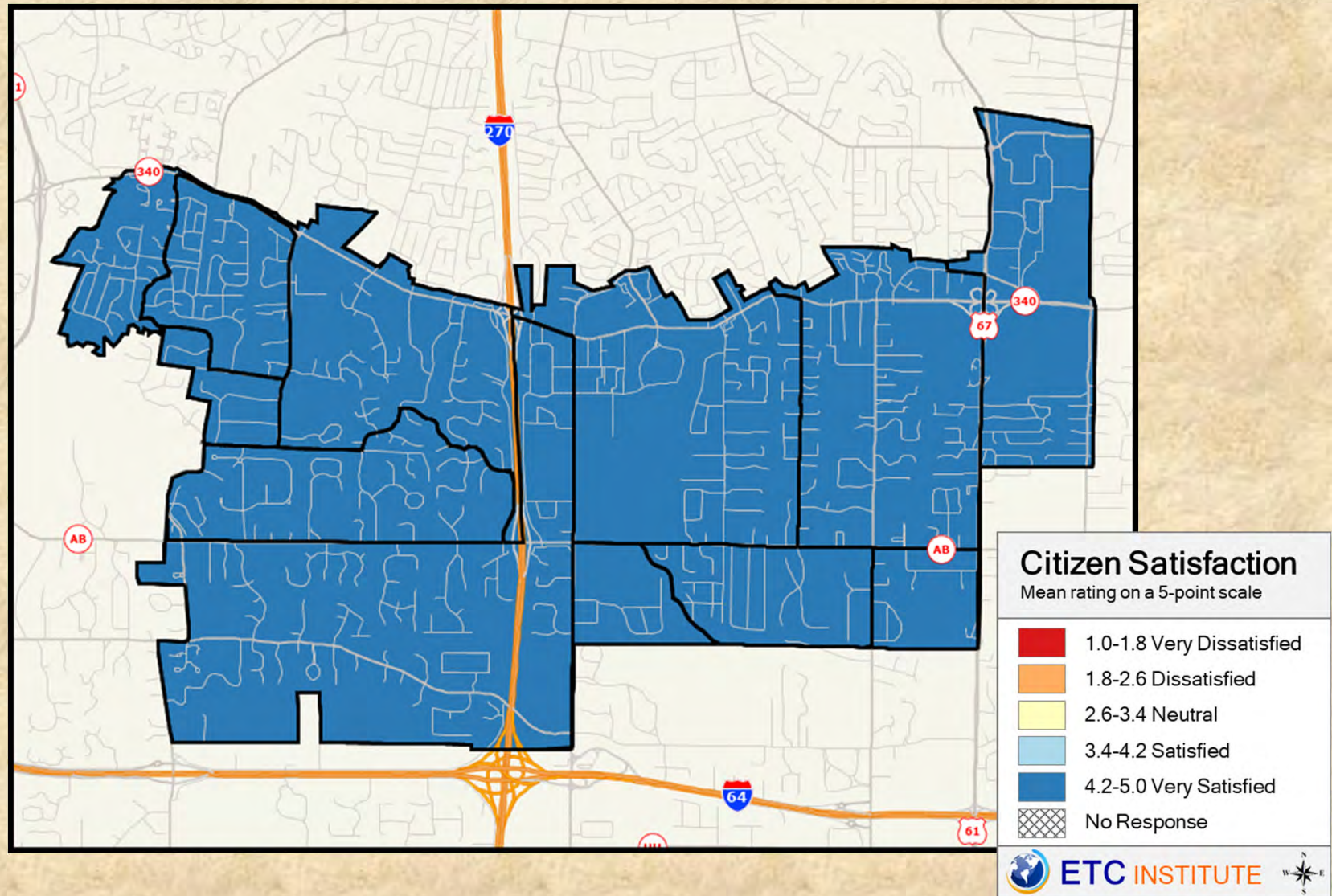
Q3-02 Satisfaction with quality of limb chipping



2021 City of Creve Coeur, Missouri Community Survey

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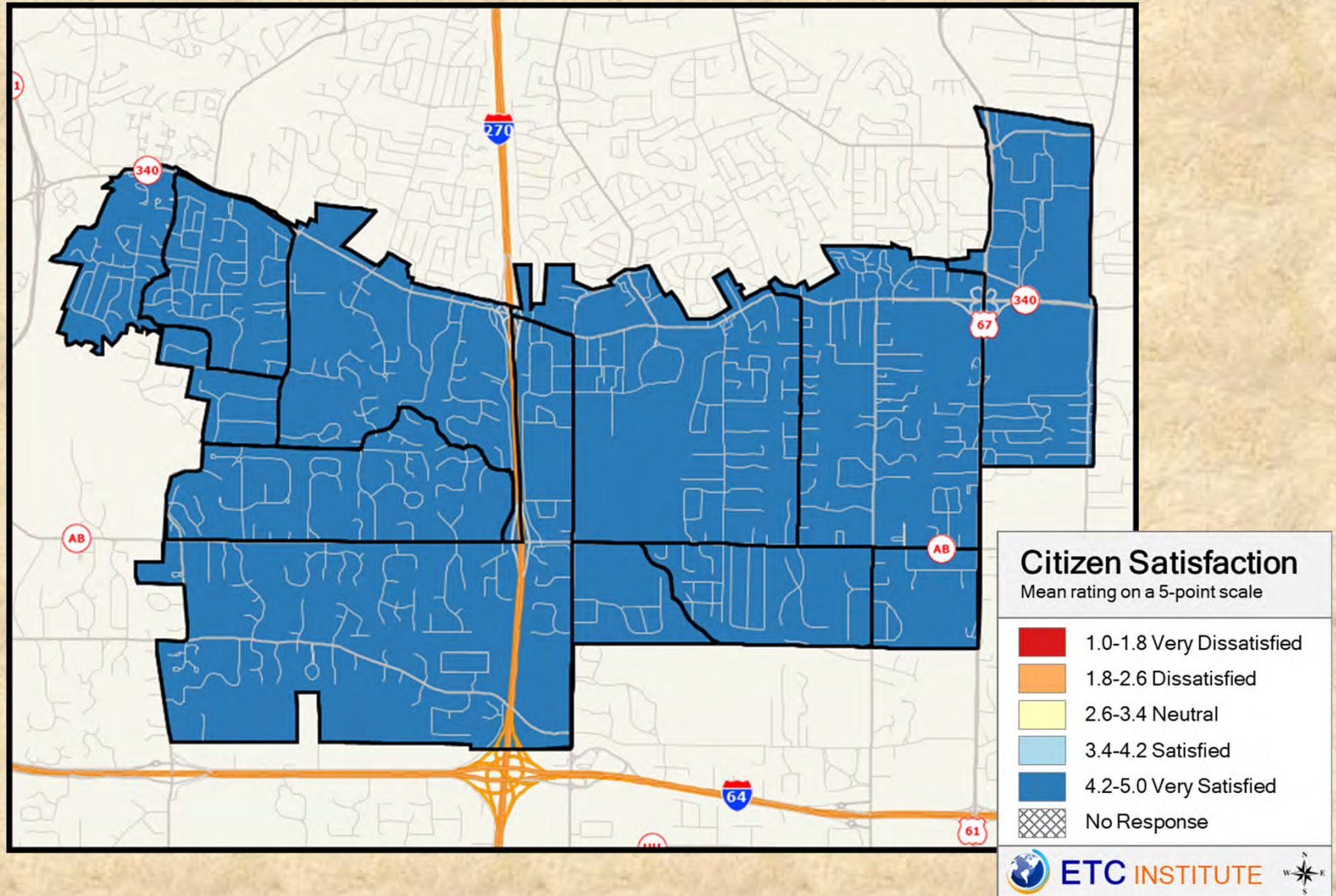
Q3-03 Satisfaction with quality of leaf vacuuming



2021 City of Creve Coeur, Missouri Community Survey

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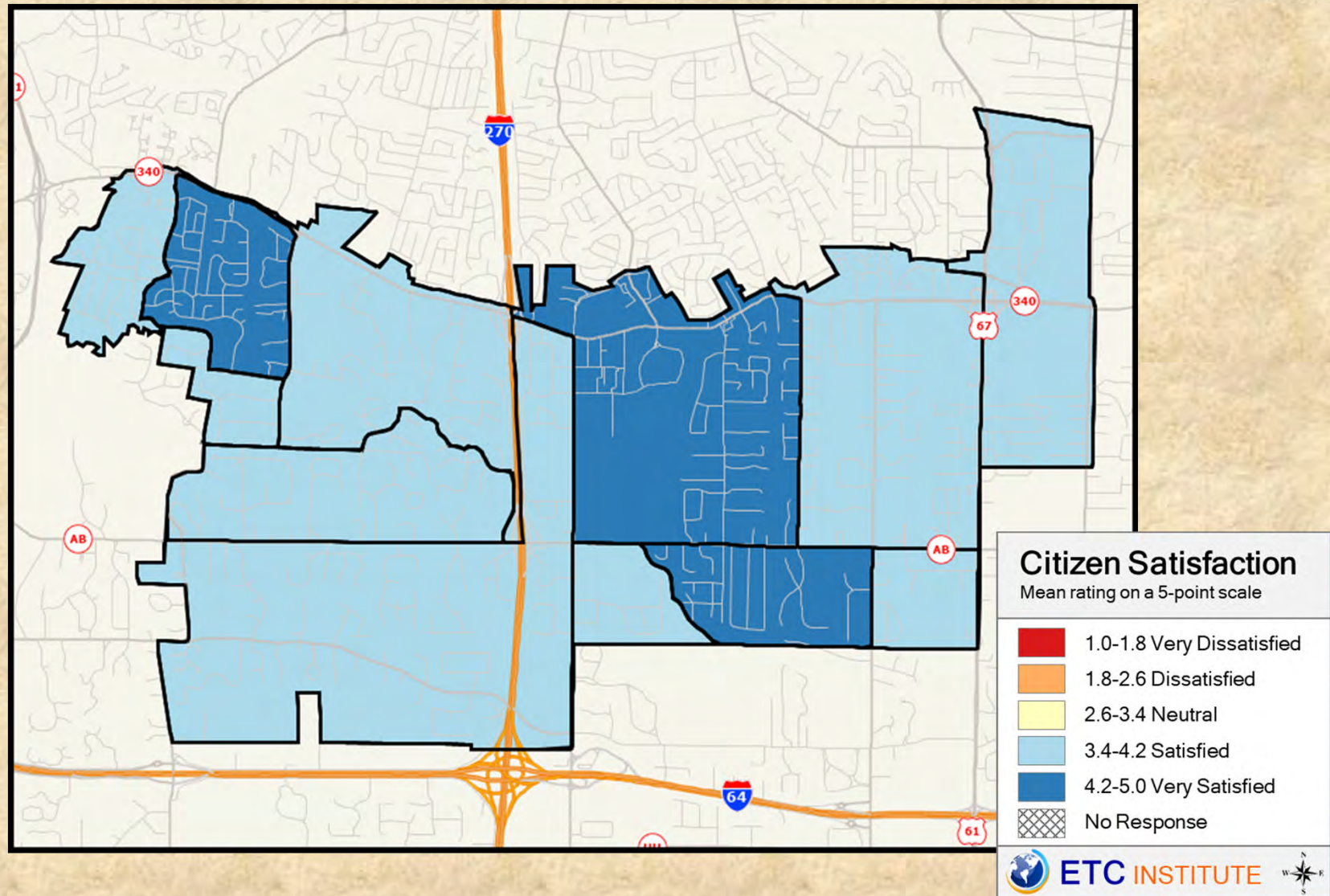
Q3-04 Satisfaction with overall quality of Police services



2021 City of Creve Coeur, Missouri Community Survey

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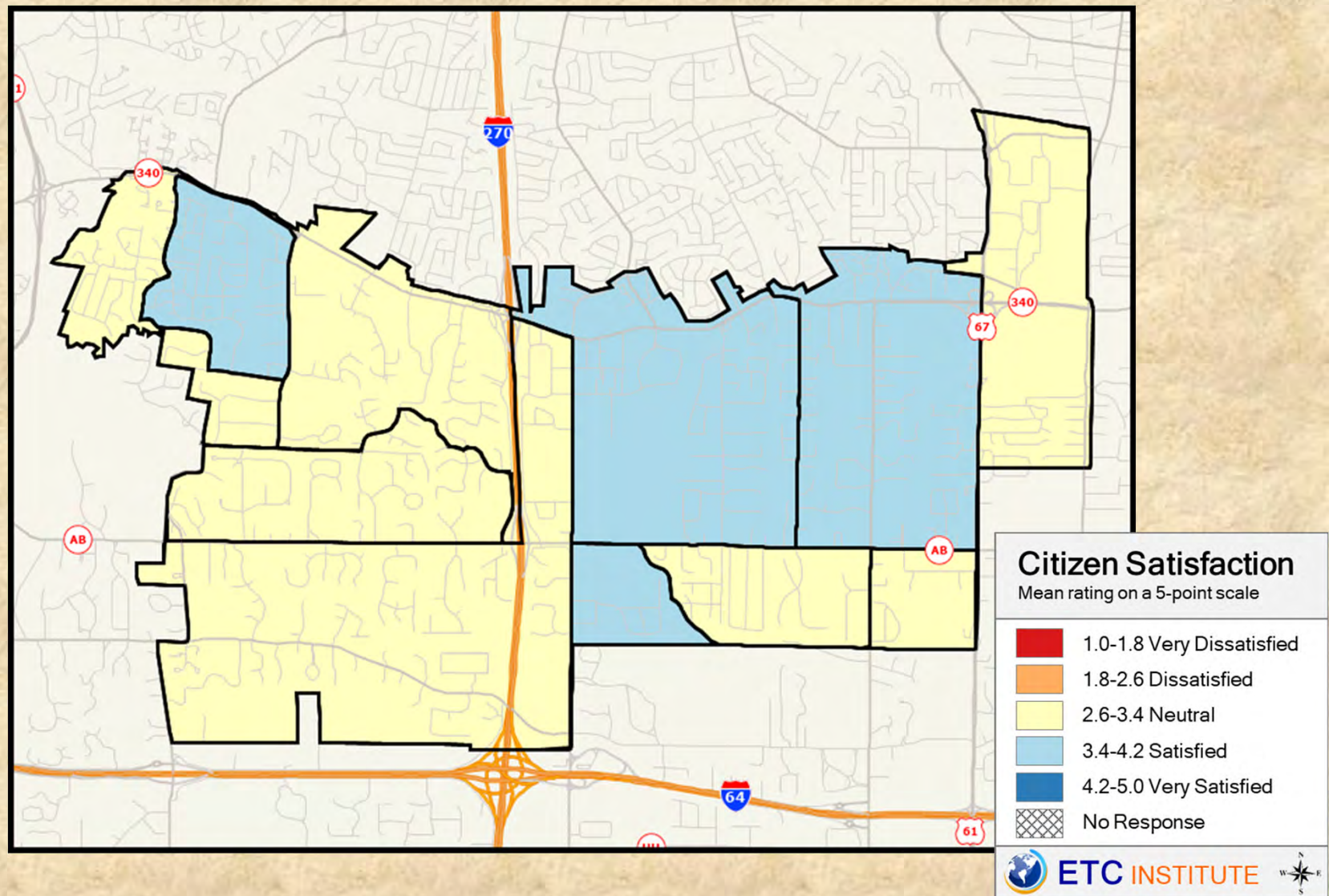
Q3-05 Satisfaction with overall quality of recreation services



2021 City of Creve Coeur, Missouri Community Survey

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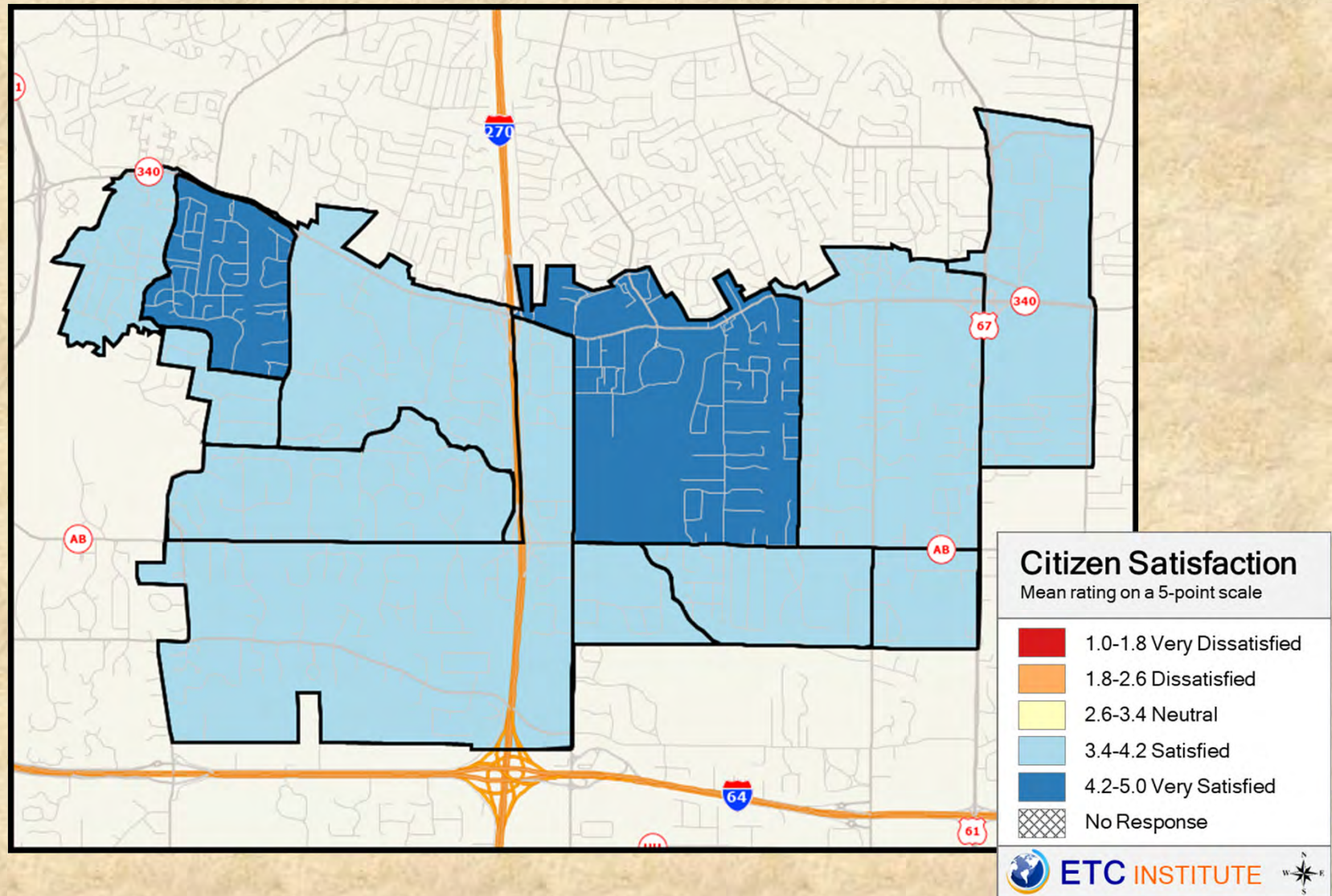
Q3-06 Satisfaction with overall quality of building inspections and permits



2021 City of Creve Coeur, Missouri Community Survey

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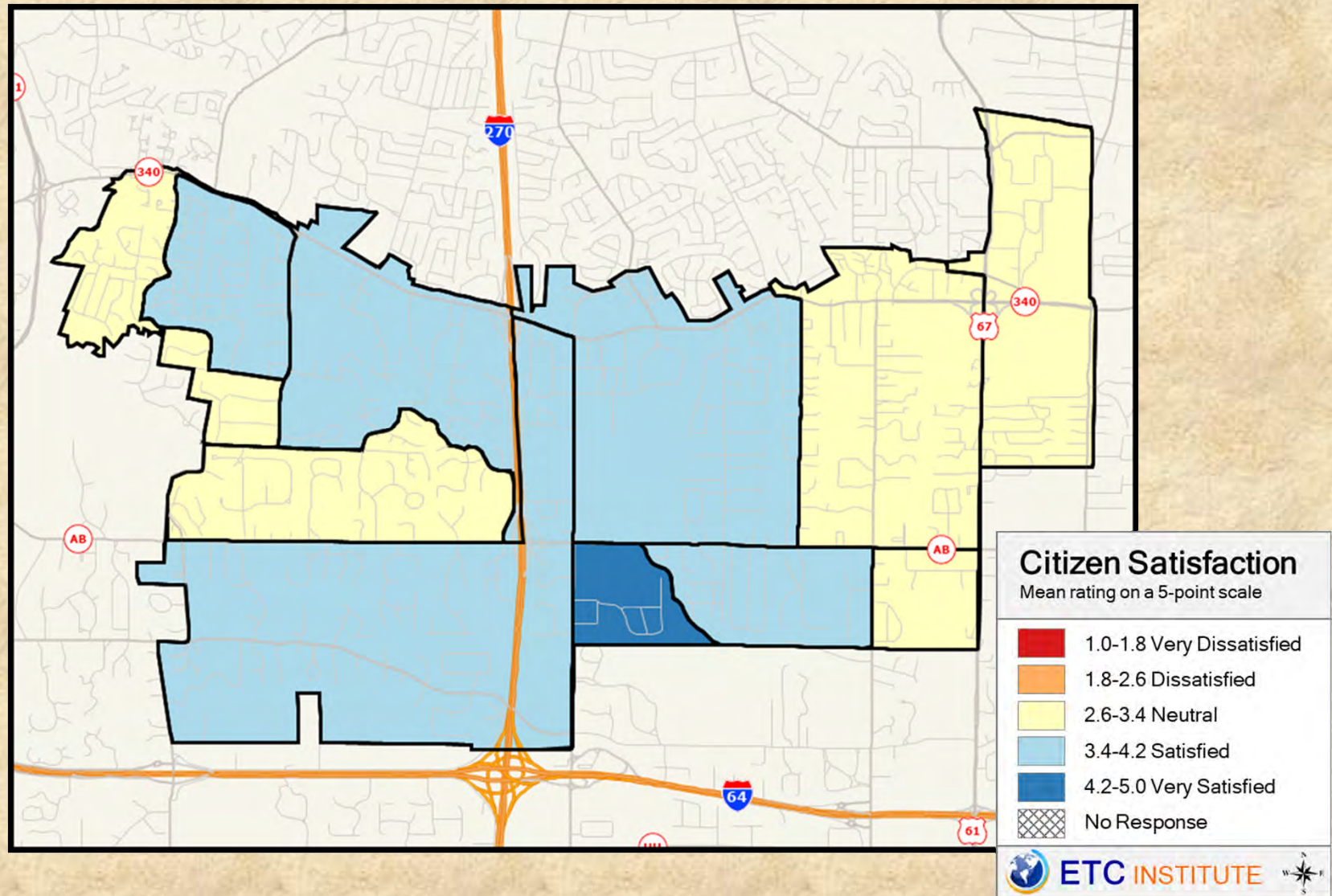
Q3-07 Satisfaction with overall quality of municipal court services



2021 City of Creve Coeur, Missouri Community Survey

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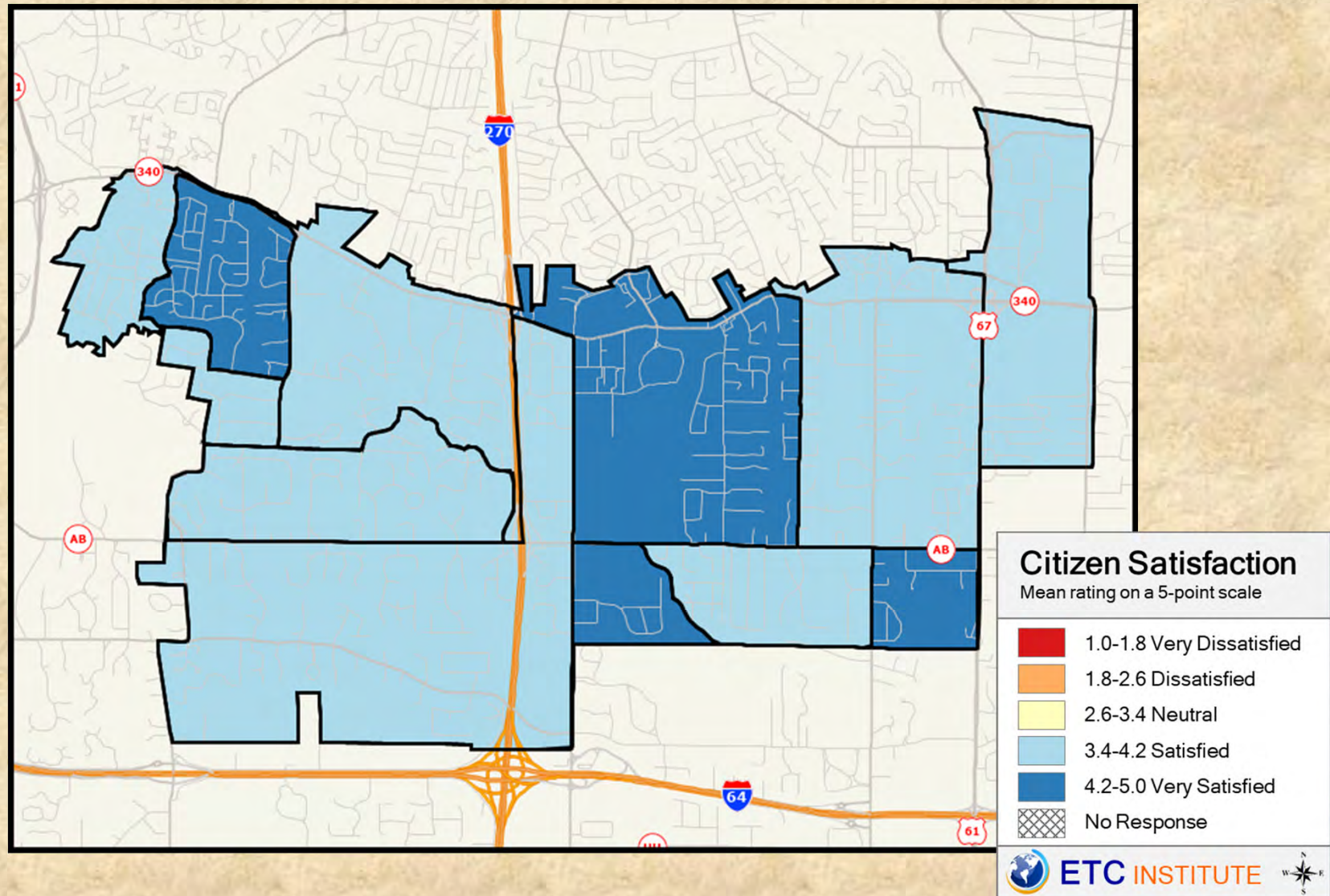
Q3-08 Satisfaction with overall enforcement of City codes and ordinances



2021 City of Creve Coeur, Missouri Community Survey

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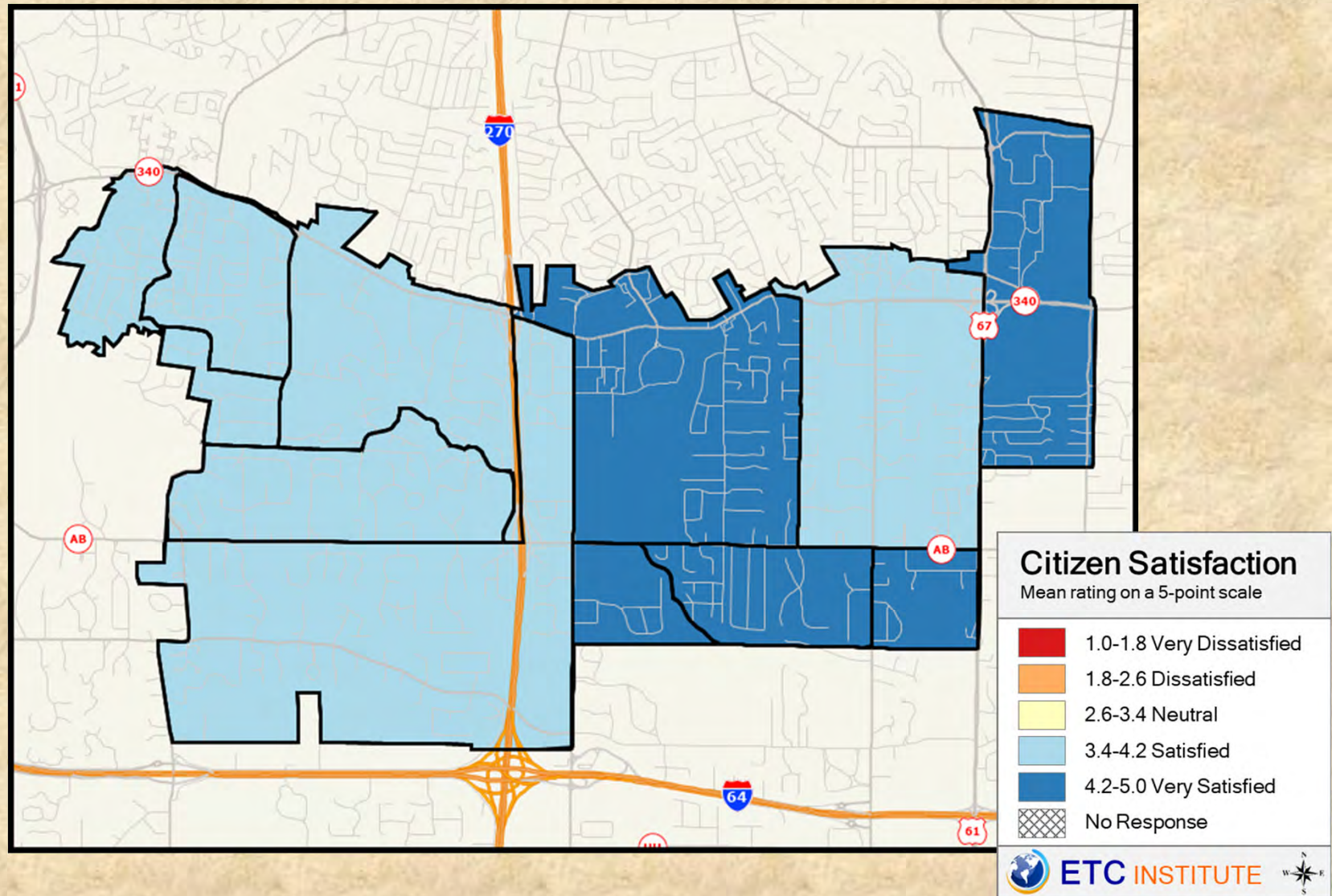
Q3-09 Satisfaction with overall quality of customer service from City employees



2021 City of Creve Coeur, Missouri Community Survey

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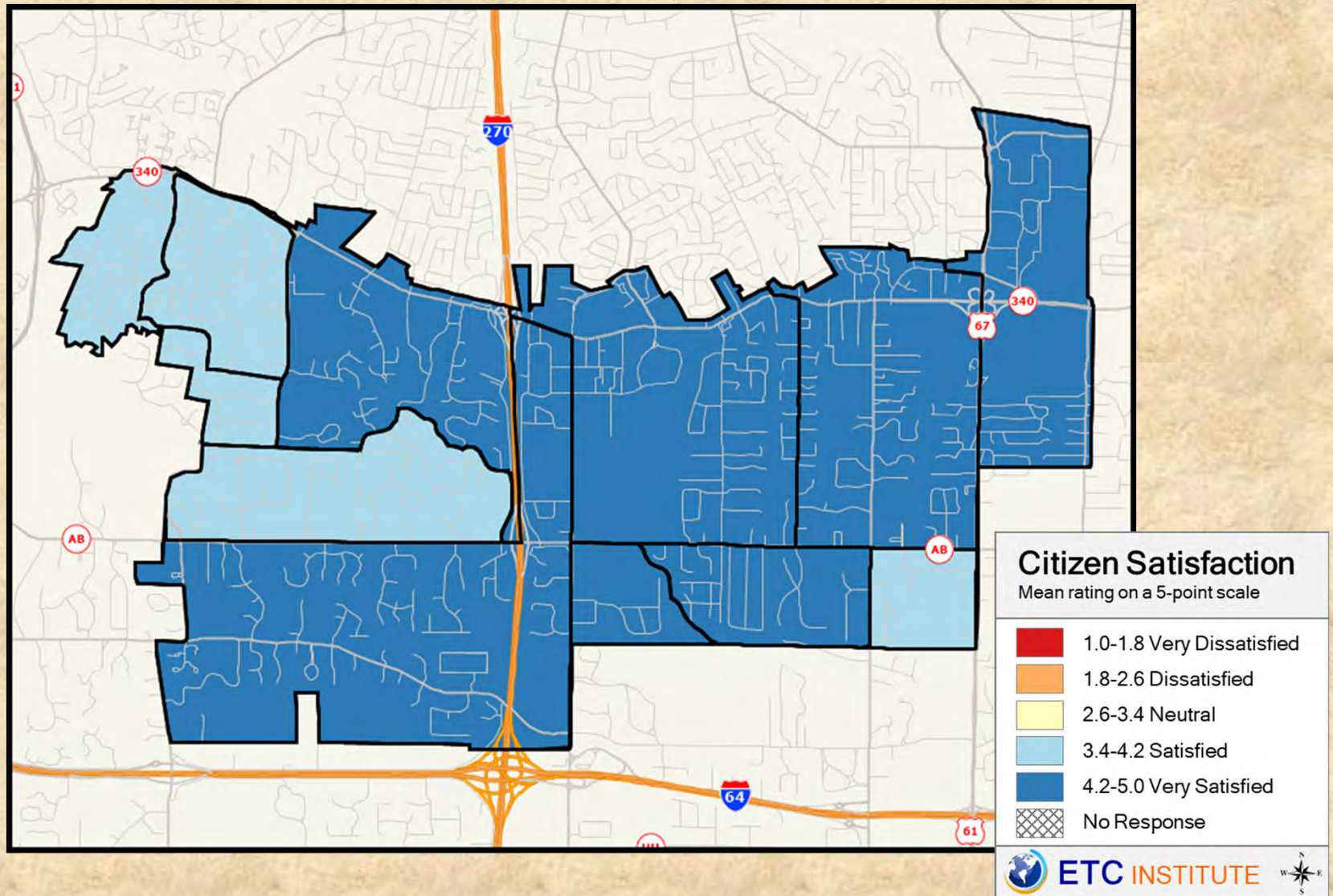
Q3-10 Satisfaction with overall effectiveness of City communication



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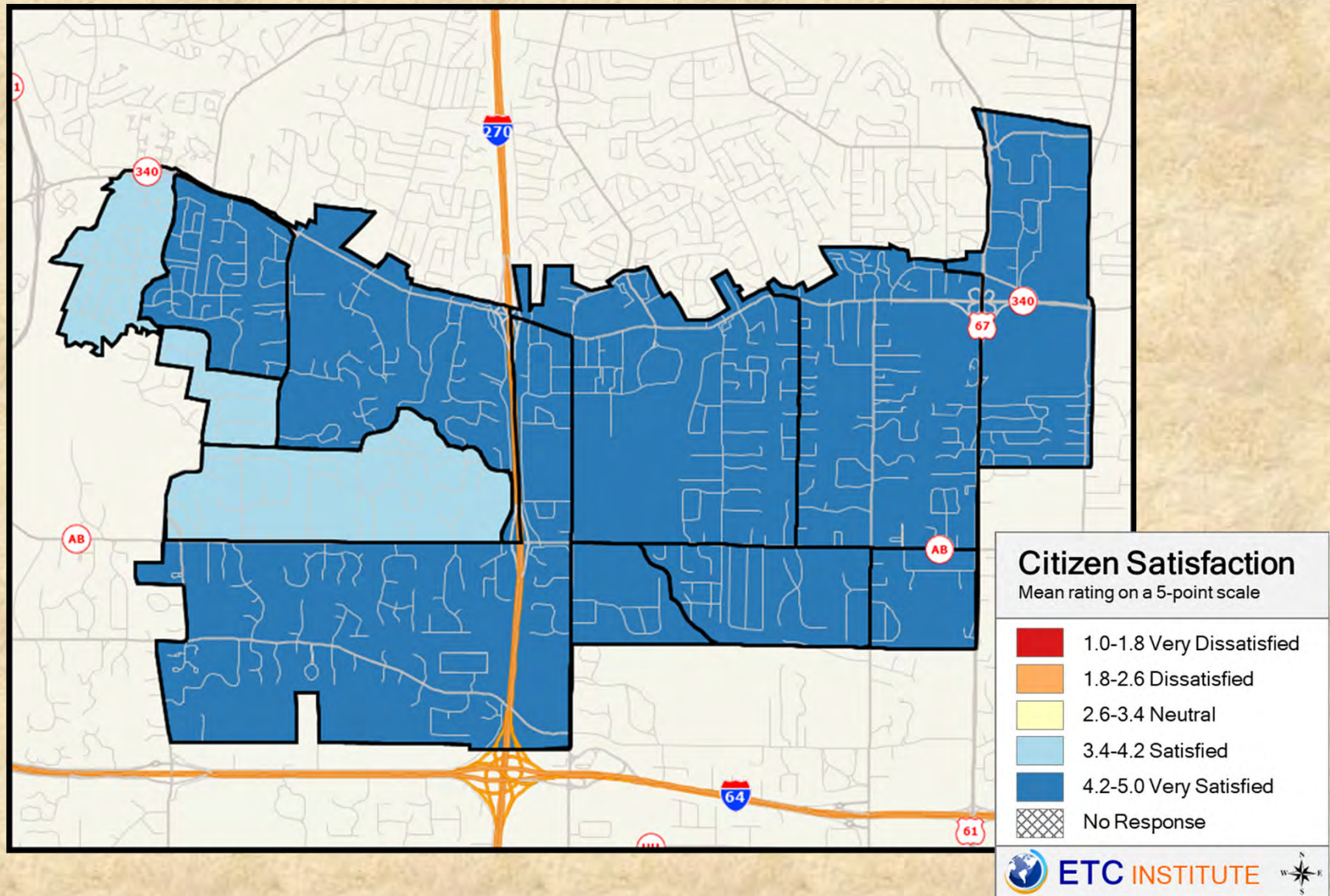
Q7-1 Satisfaction with City efforts to inform about important issues



2021 City of Creve Coeur, Missouri Community Survey

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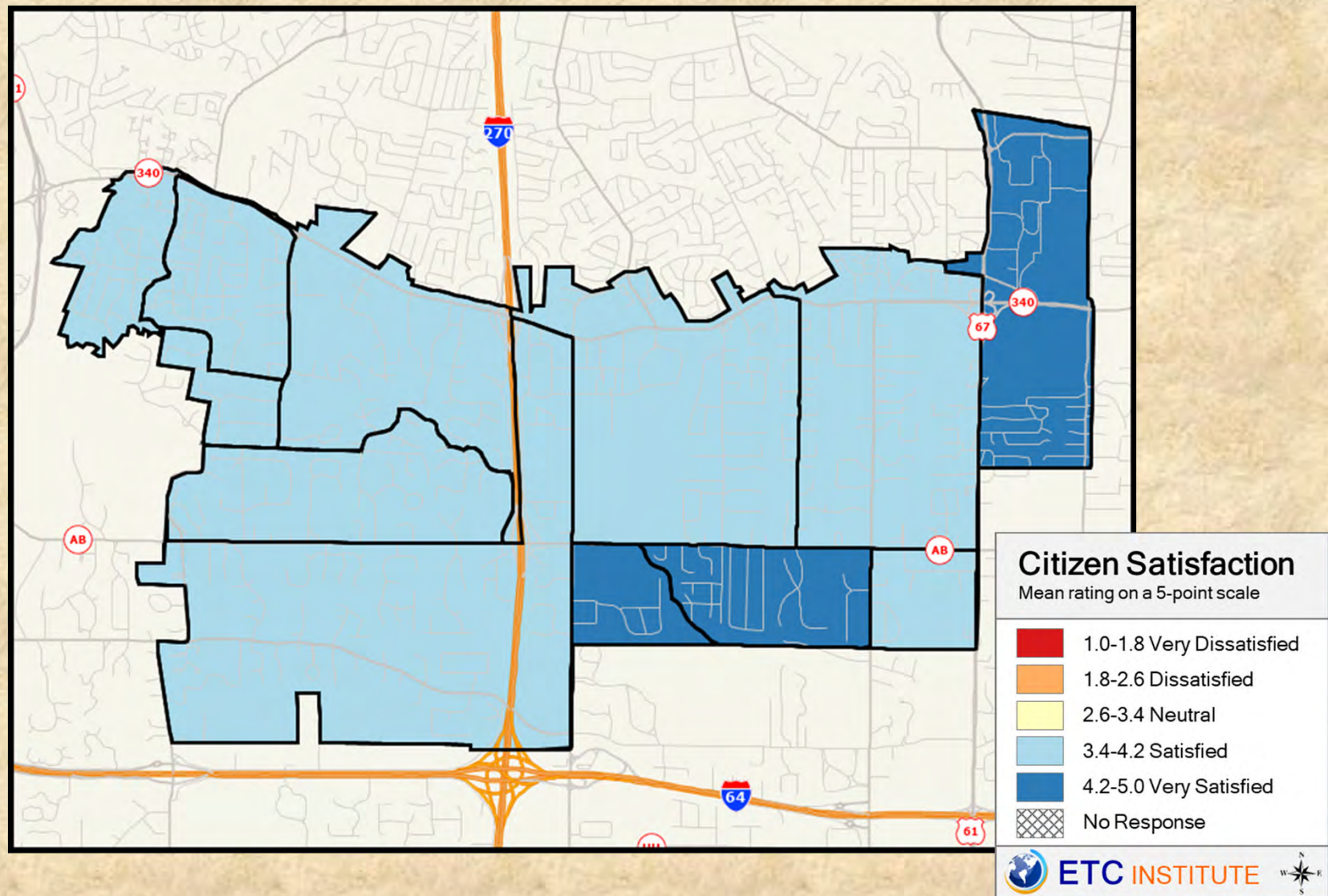
Q7-2 Satisfaction with the quality of the City's newsletter



2021 City of Creve Coeur, Missouri Community Survey

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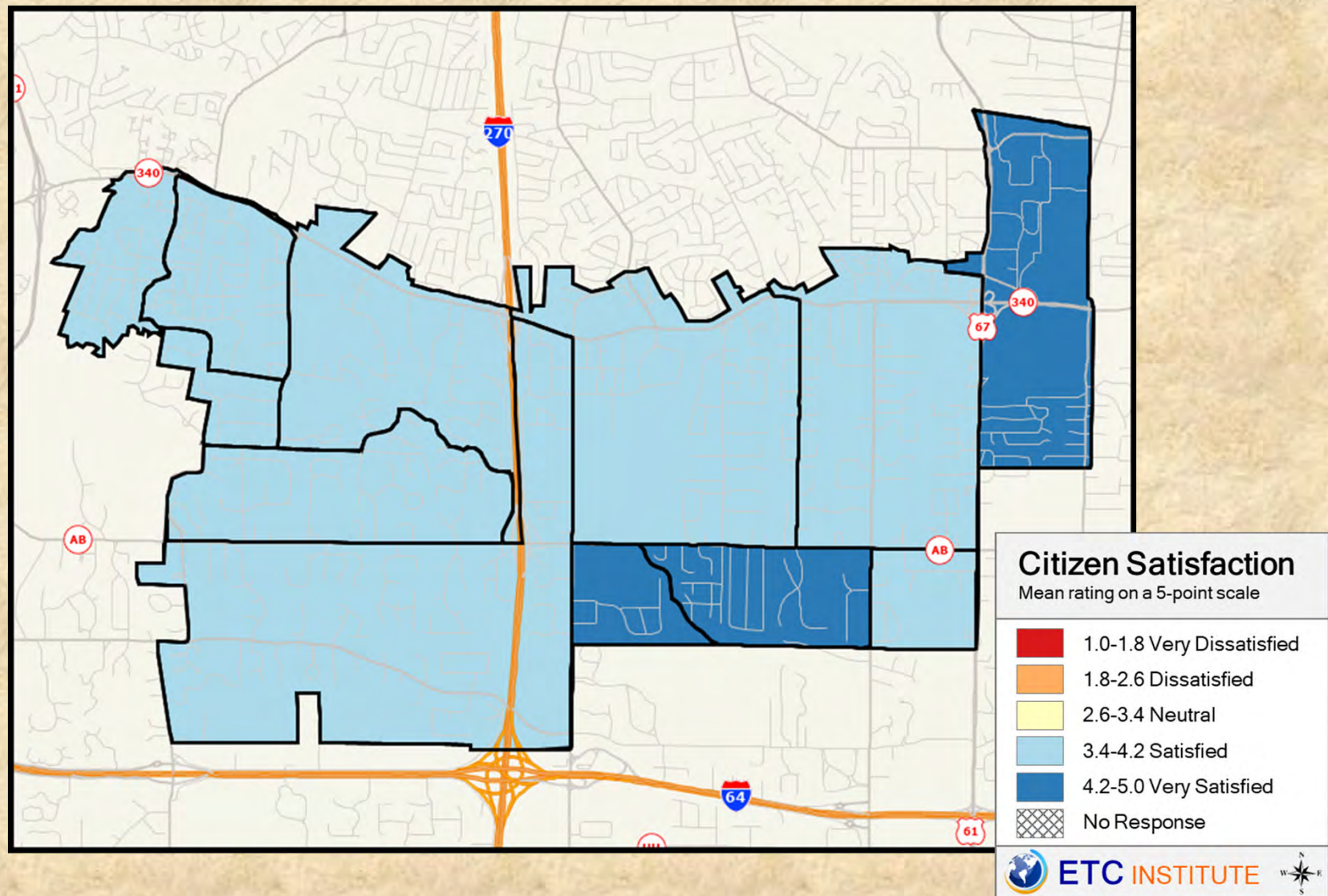
Q7-3 Satisfaction with City efforts to inform about planning and zoning matters



2021 City of Creve Coeur, Missouri Community Survey

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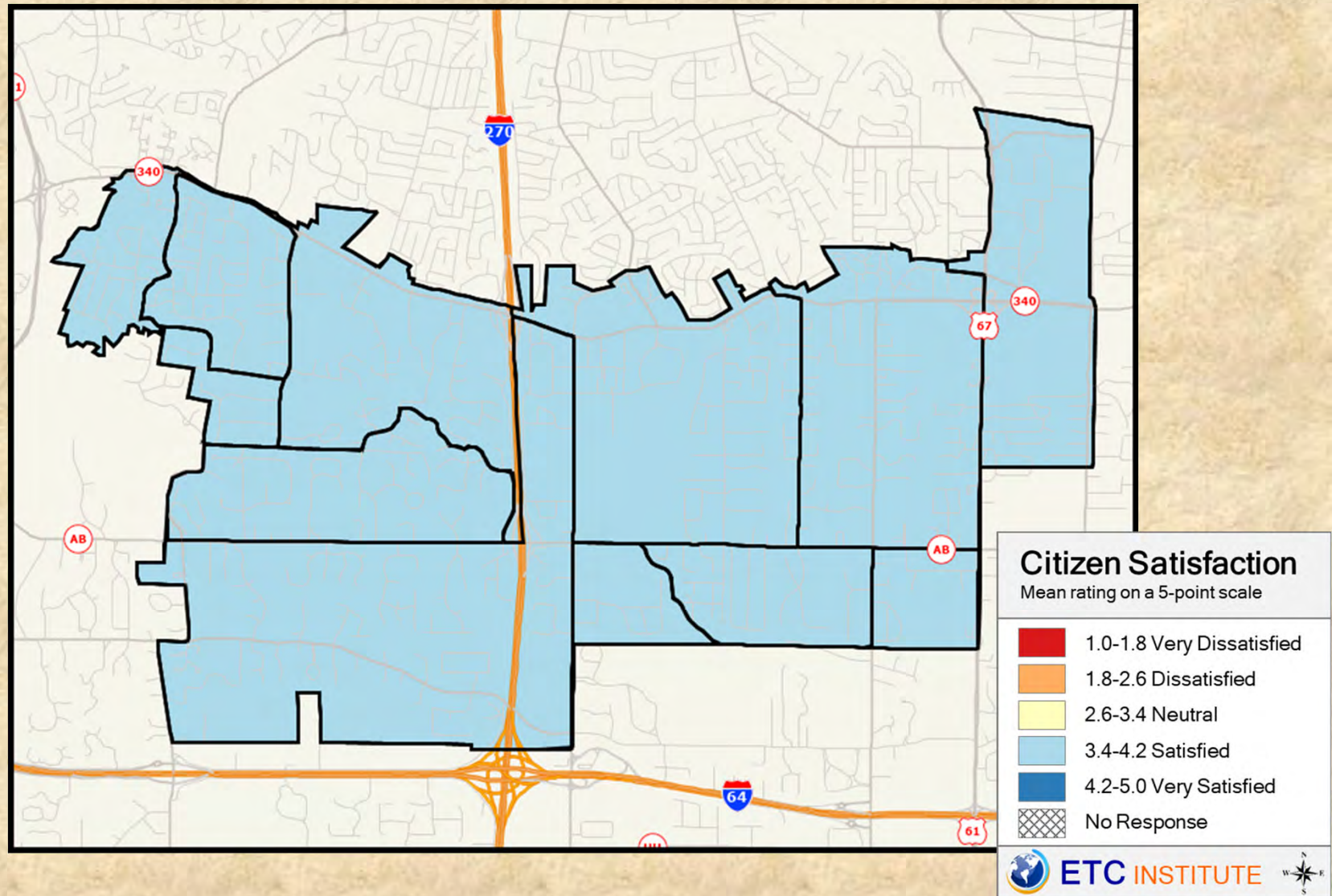
Q7-4 Satisfaction with the availability of information about City programs and services



2021 City of Creve Coeur, Missouri Community Survey

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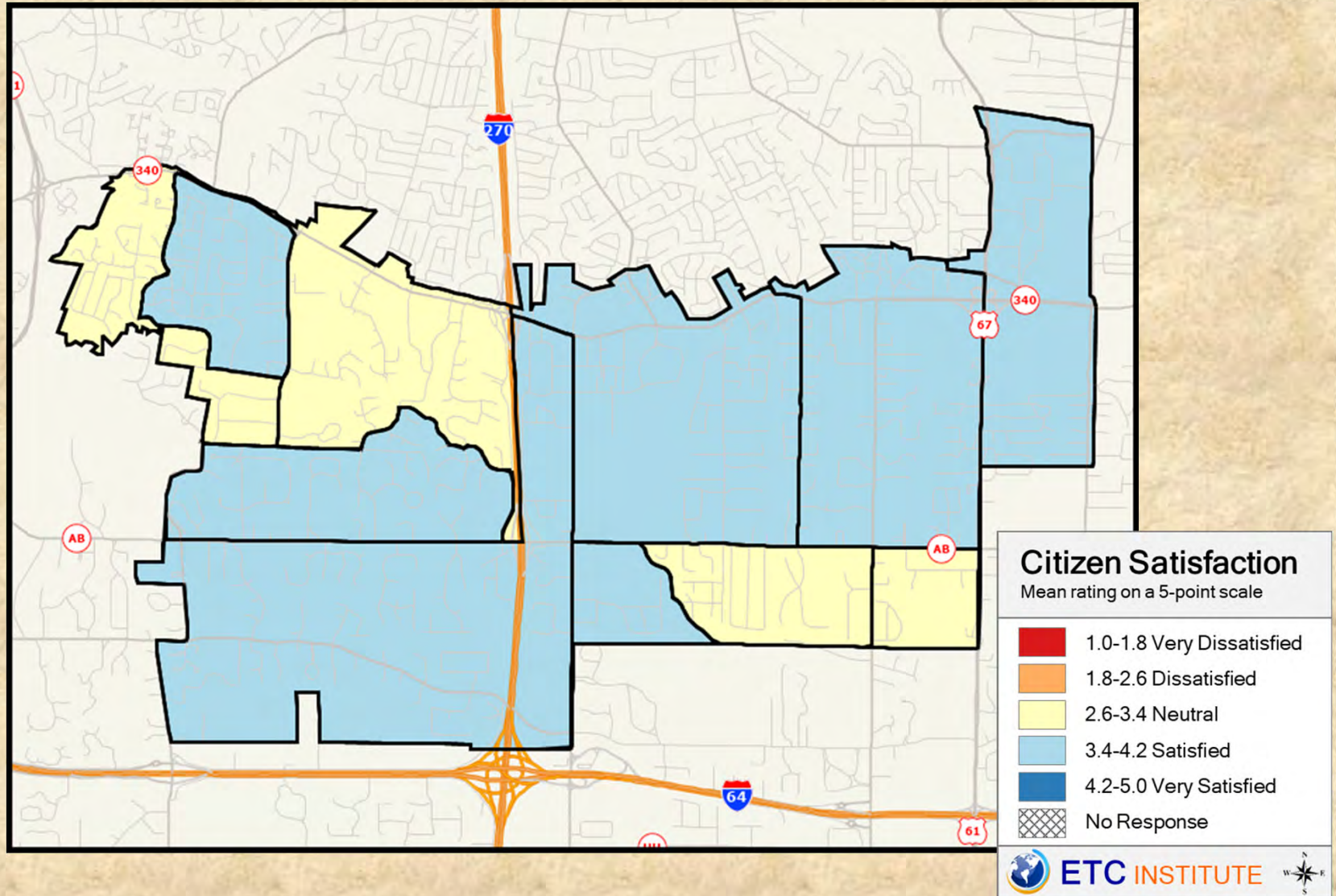
Q7-5 Satisfaction with the level of public involvement in local decision making



2021 City of Creve Coeur, Missouri Community Survey

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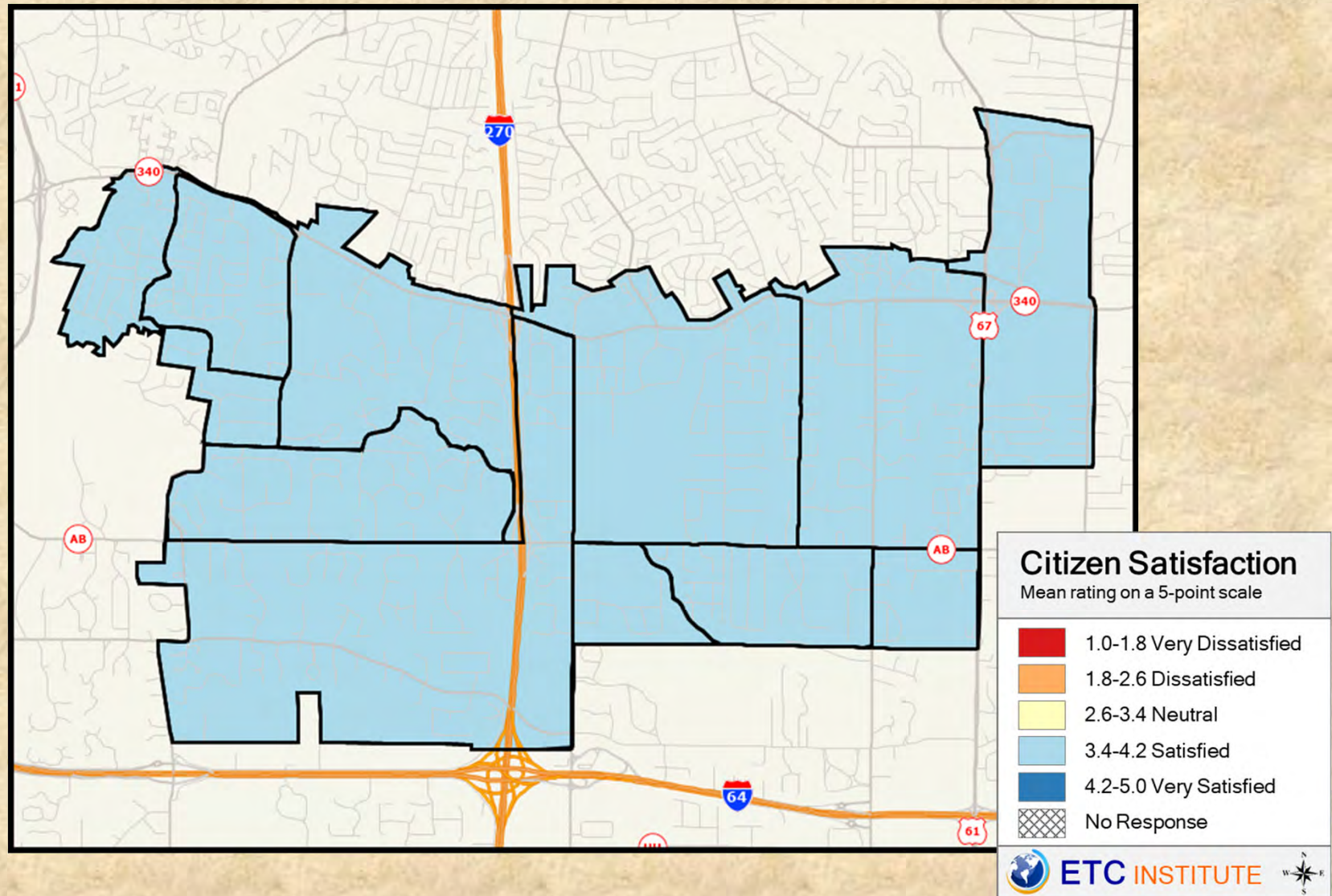
Q7-6 Satisfaction with the quality of the City's social media



2021 City of Creve Coeur, Missouri Community Survey

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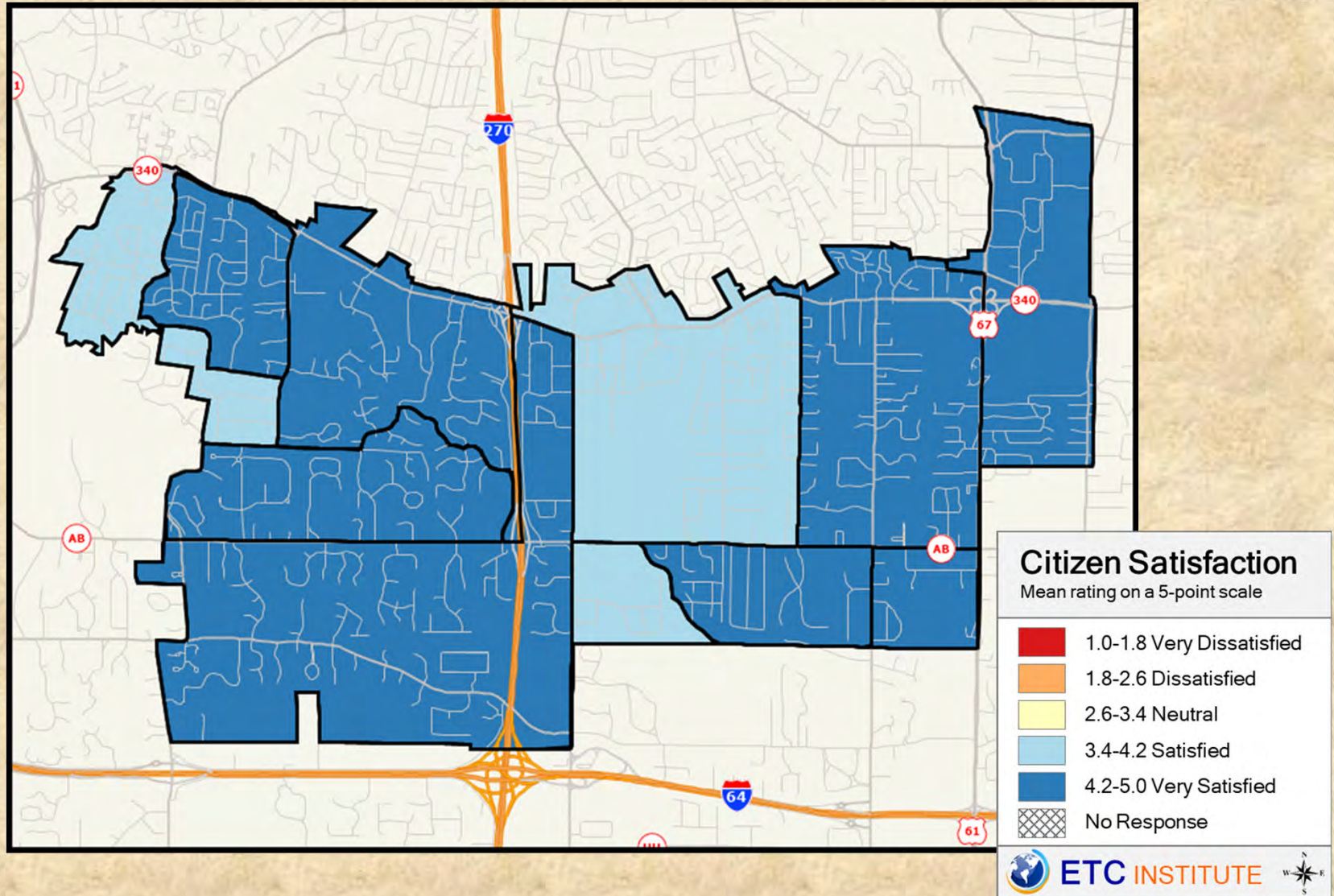
Q7-7 Satisfaction with the quality of the City's website



2021 City of Creve Coeur, Missouri Community Survey

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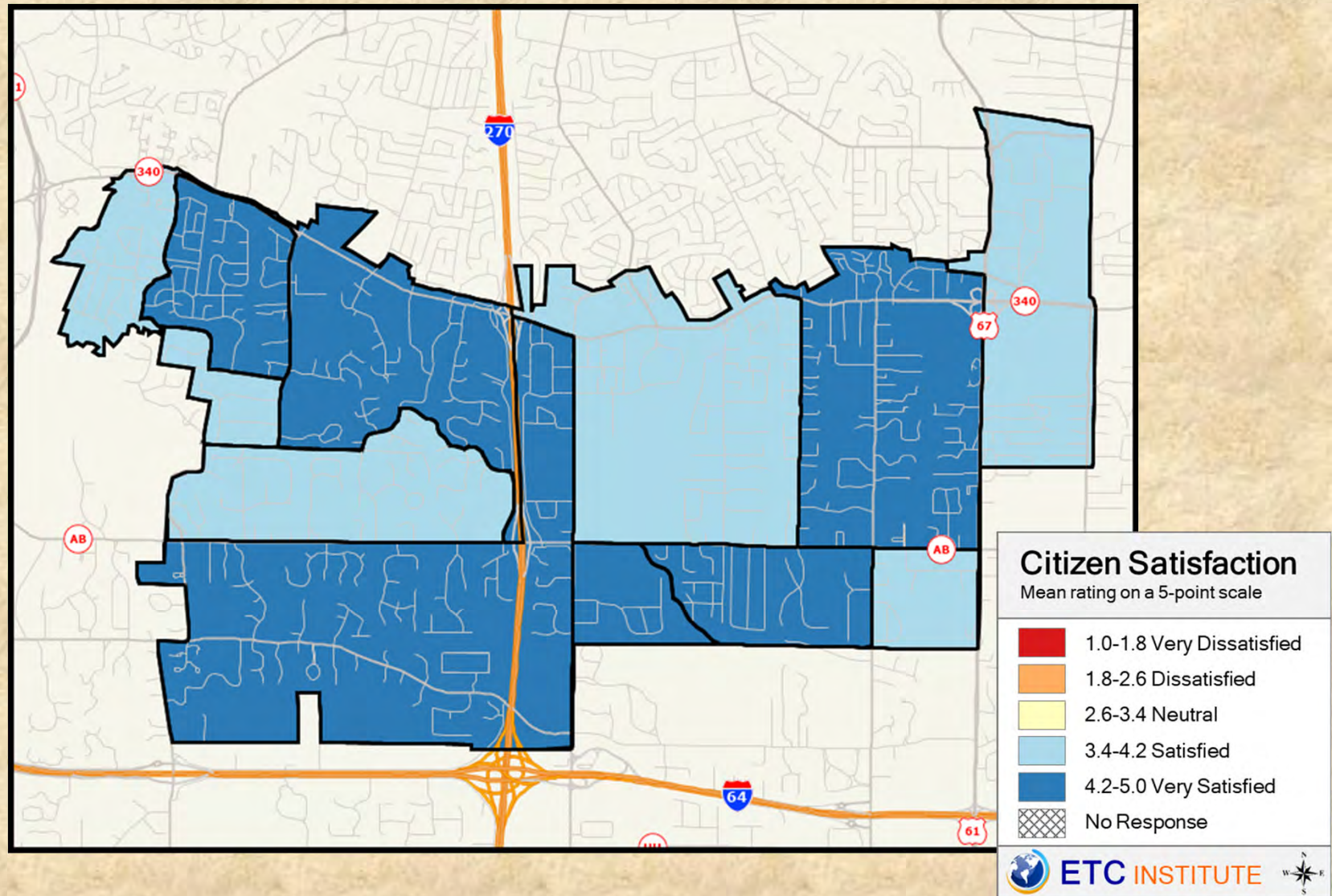
Q11-01 Satisfaction with maintenance of City parks



2021 City of Creve Coeur, Missouri Community Survey

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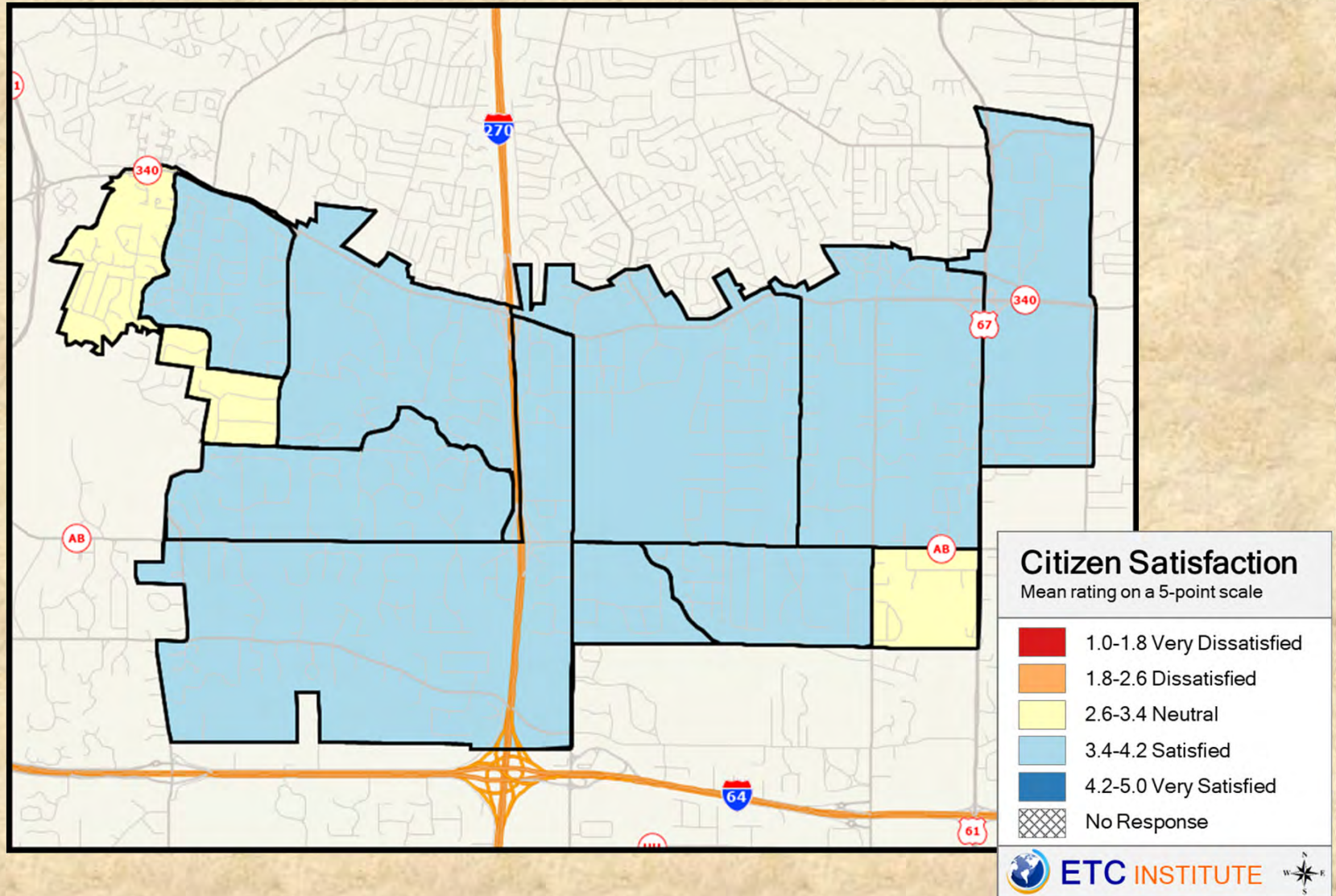
Q11-02 Satisfaction with number of City parks



2021 City of Creve Coeur, Missouri Community Survey

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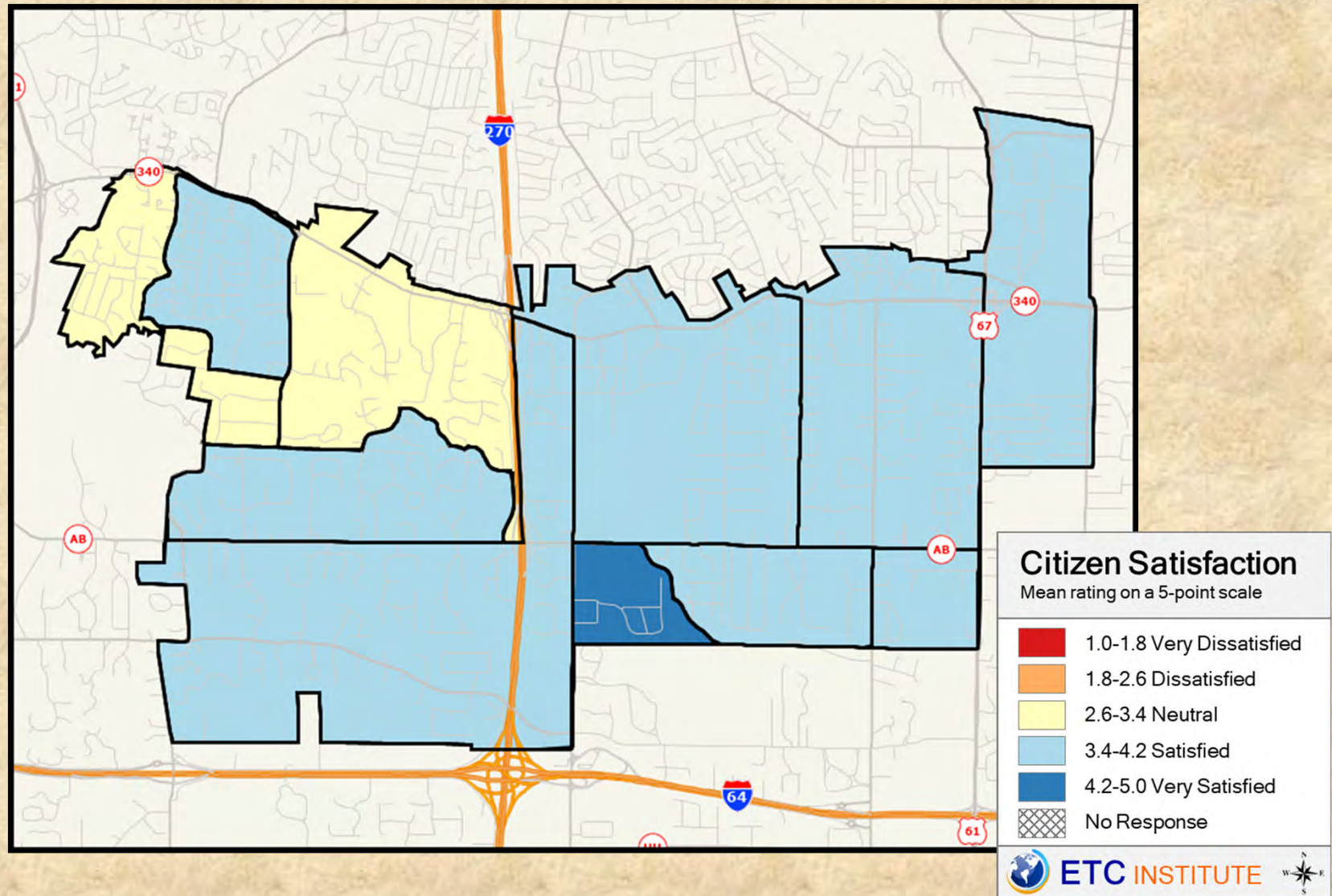
Q11-03 Satisfaction with number of walking/biking trails



2021 City of Creve Coeur, Missouri Community Survey

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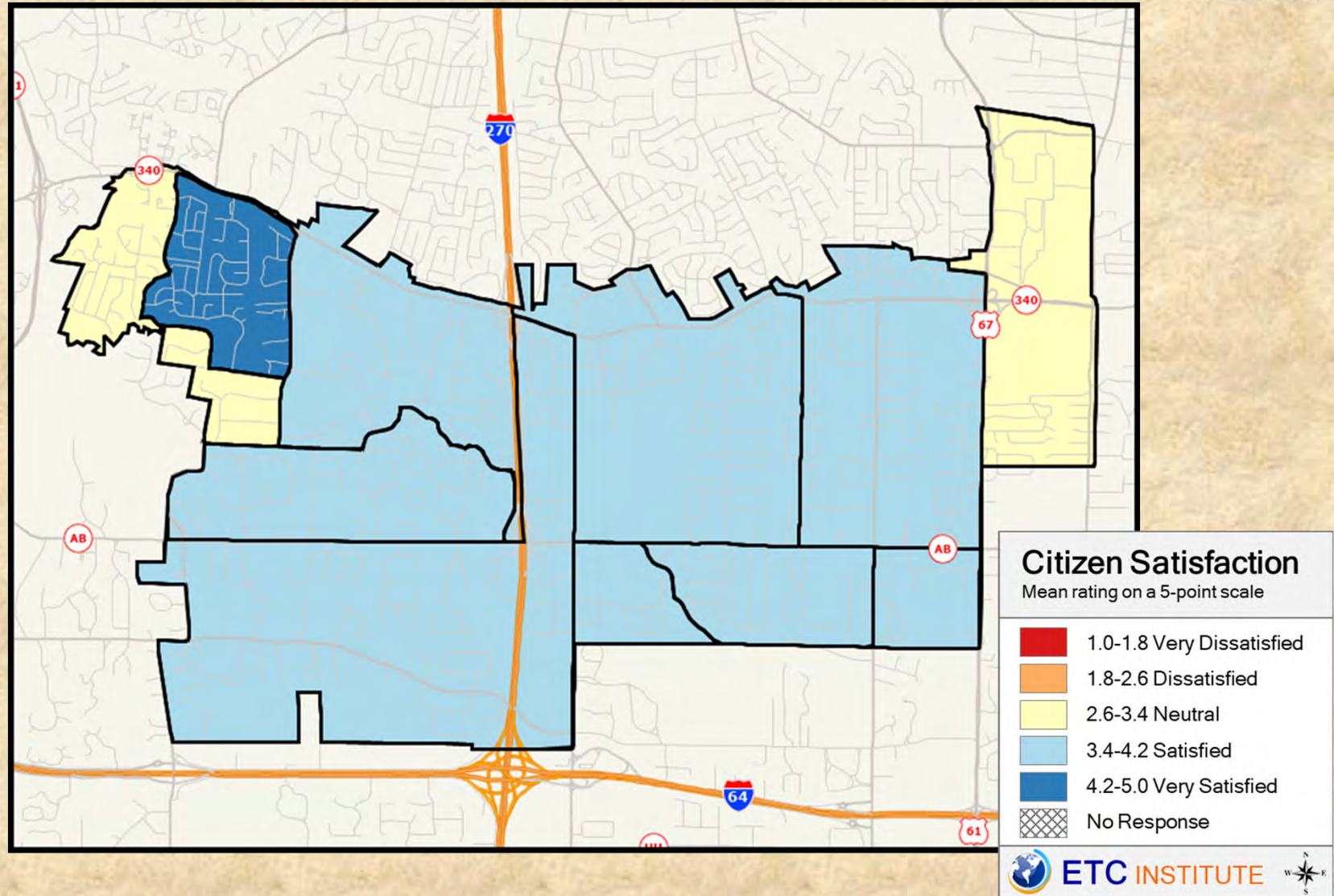
Q11-04 Overall satisfaction with the ice arena



2021 City of Creve Coeur, Missouri Community Survey

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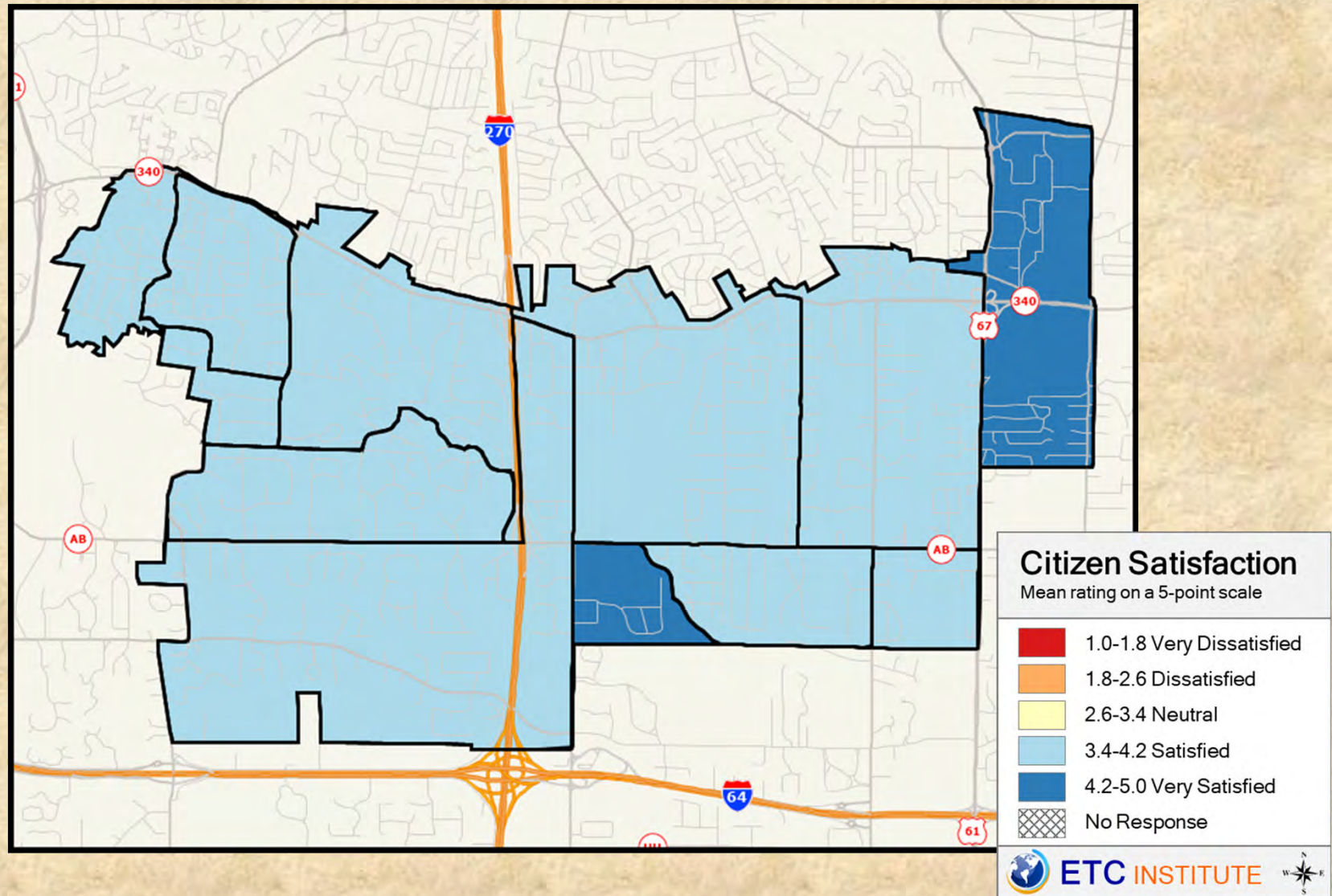
Q11-05 Overall satisfaction with the golf course



2021 City of Creve Coeur, Missouri Community Survey

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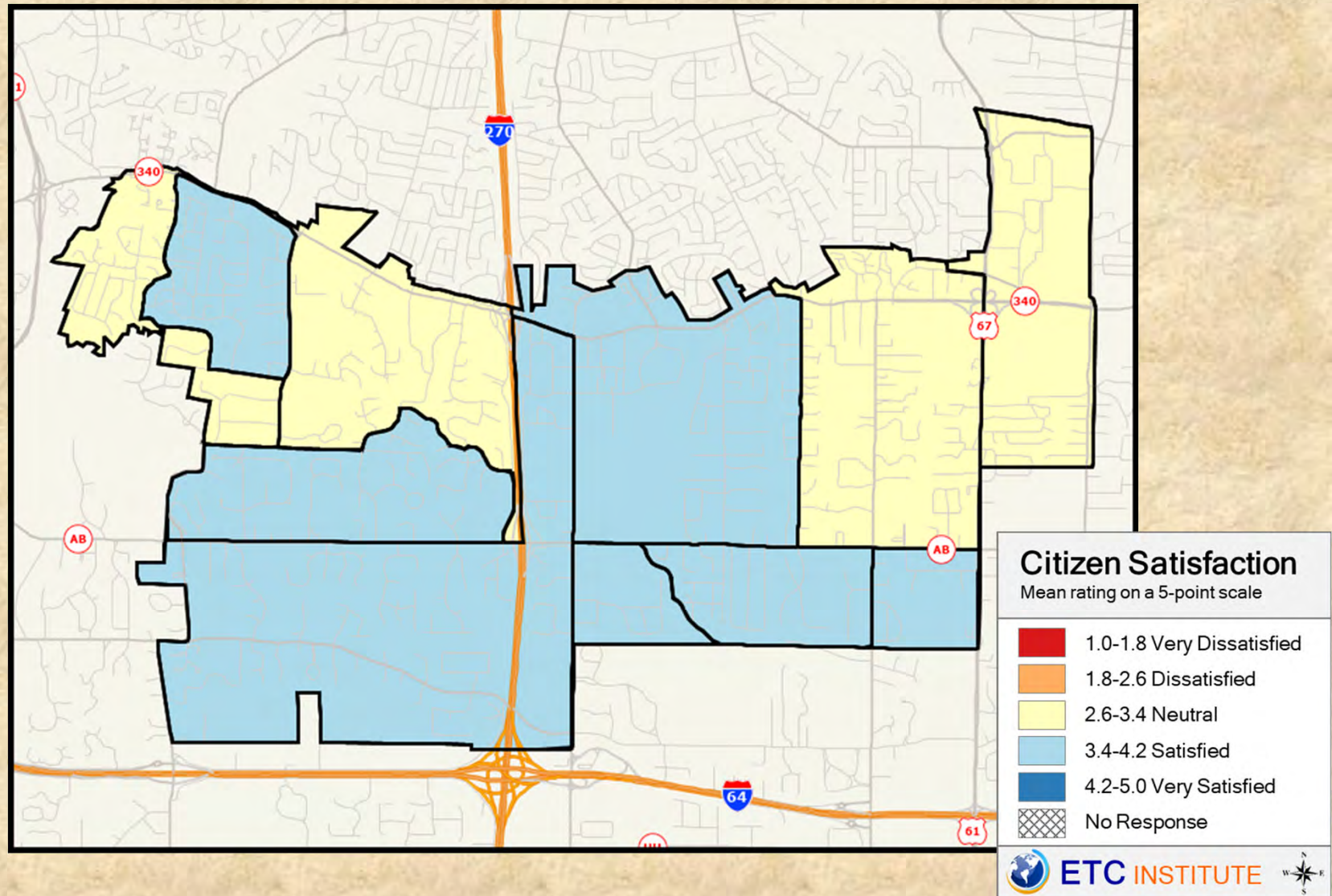
Q11-06 Overall satisfaction with the dog park



2021 City of Creve Coeur, Missouri Community Survey

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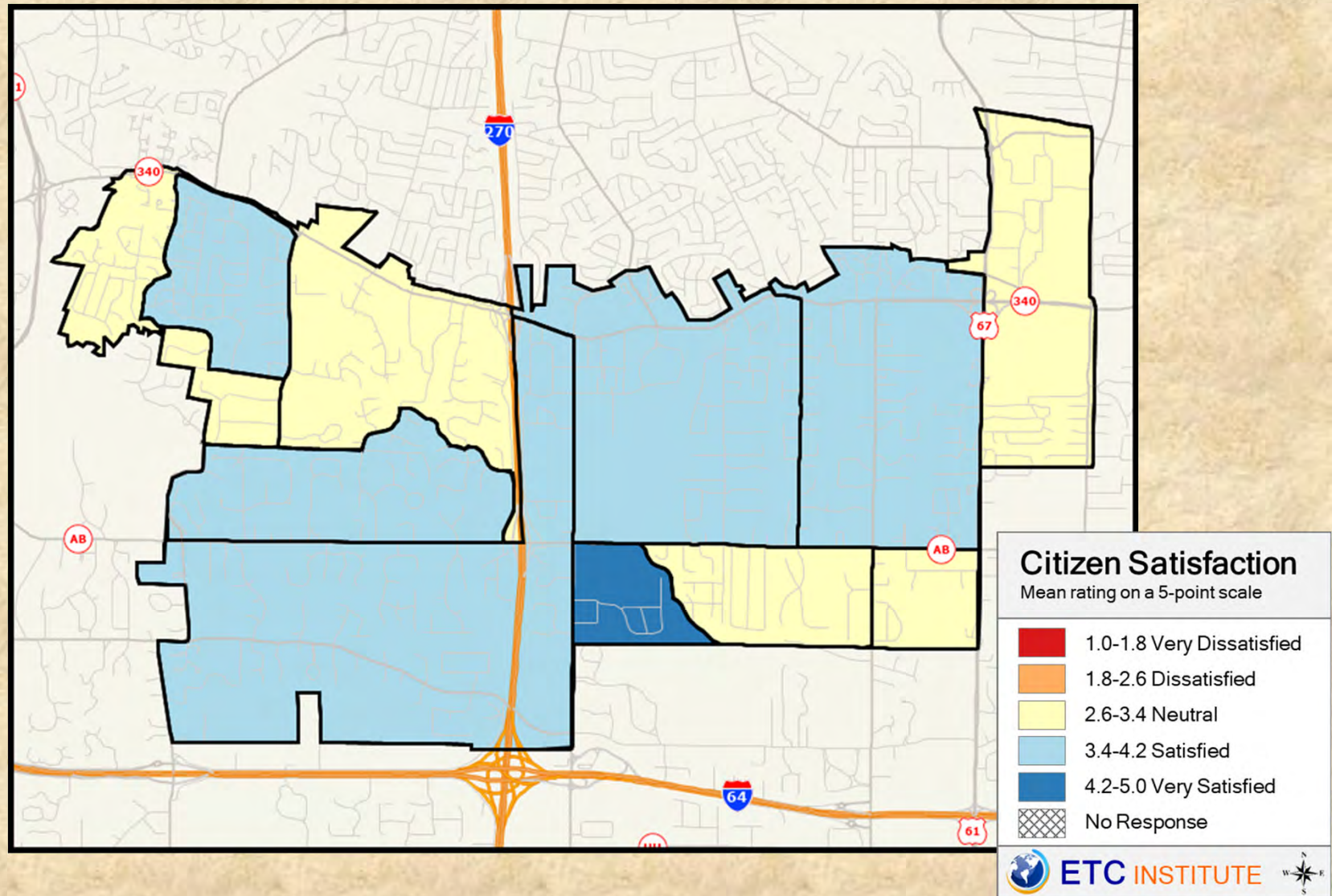
Q11-07 Satisfaction with youth recreation programs



2021 City of Creve Coeur, Missouri Community Survey

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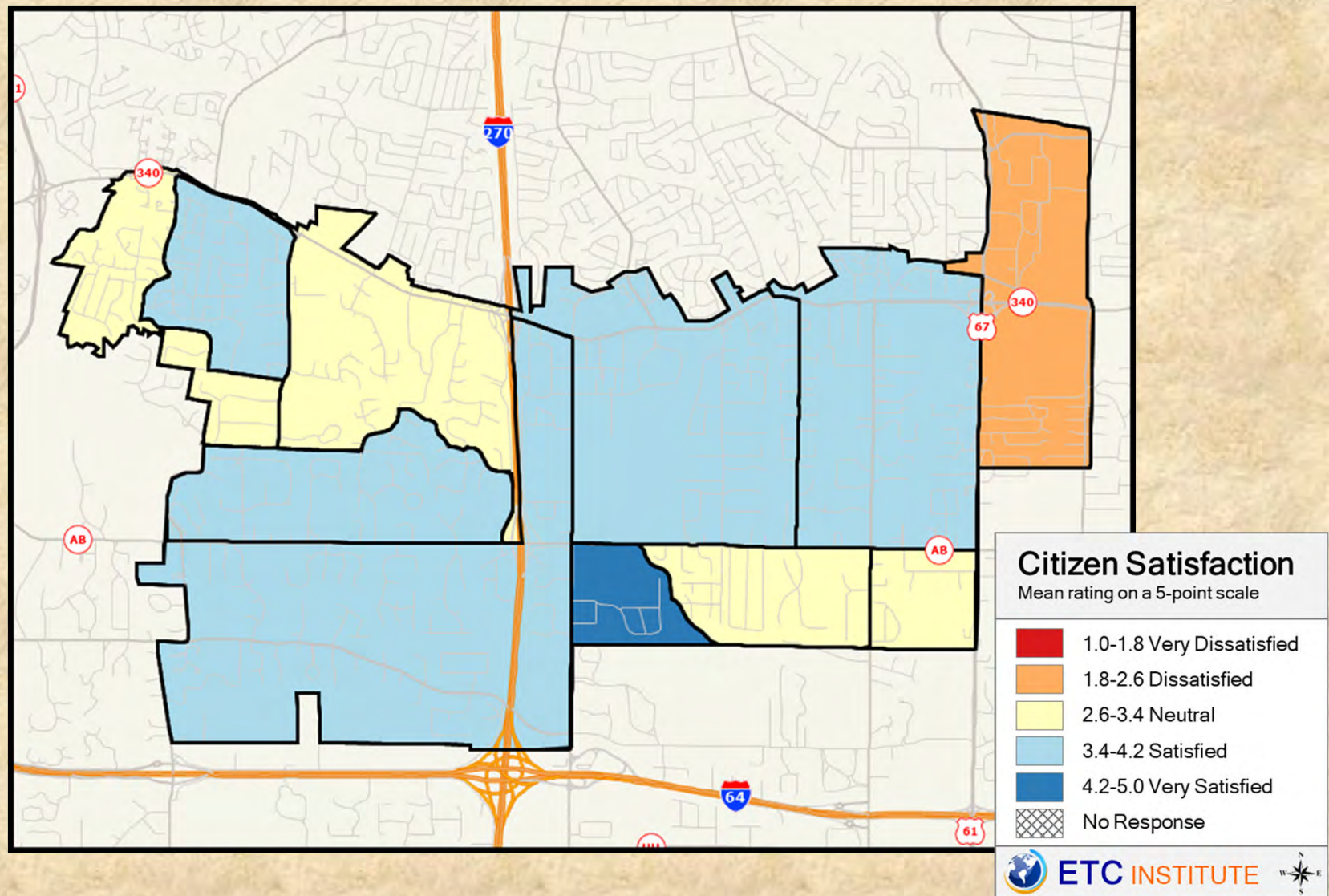
Q11-08 Satisfaction with adult recreation programs



2021 City of Creve Coeur, Missouri Community Survey

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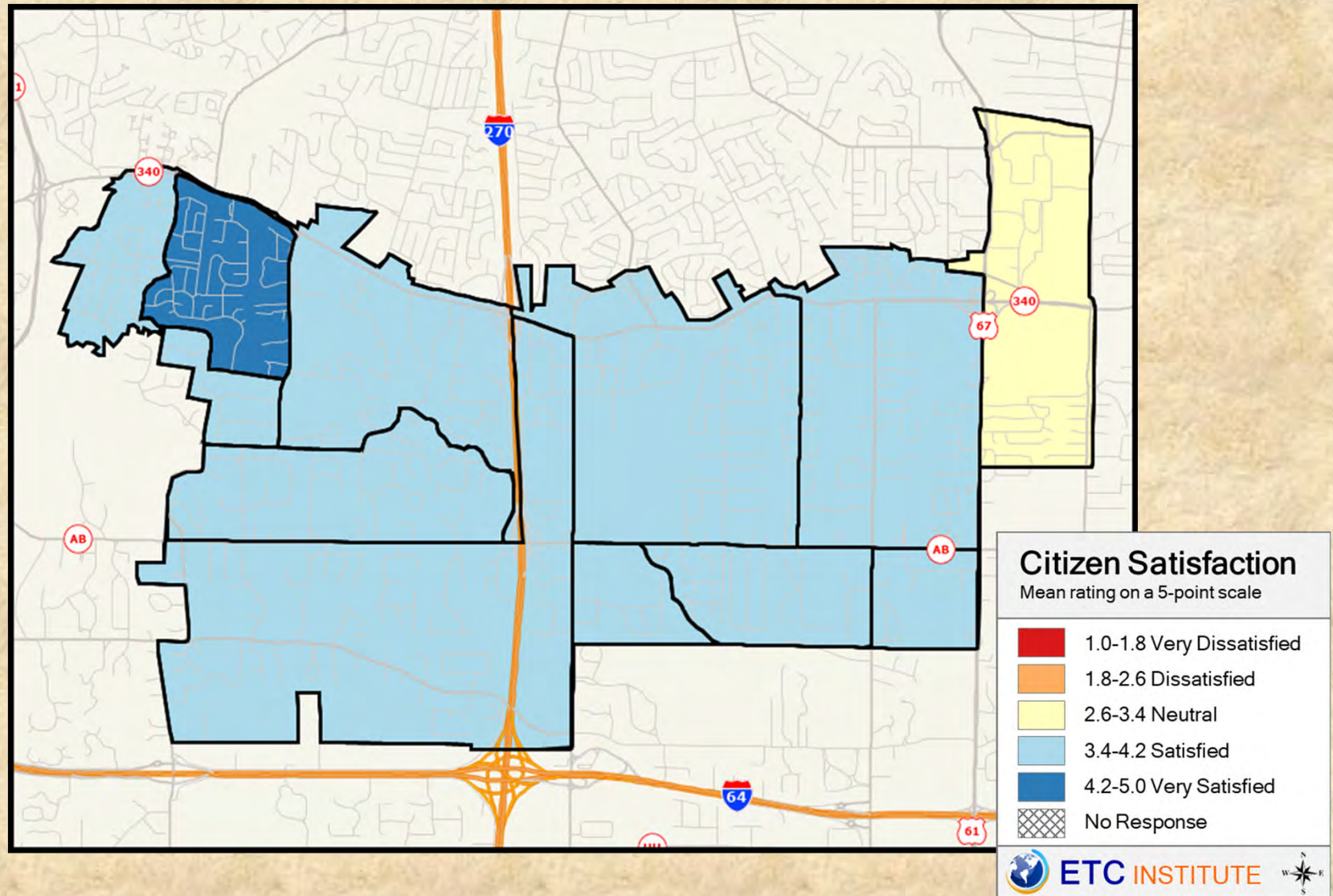
Q11-09 Satisfaction with senior programs



2021 City of Creve Coeur, Missouri Community Survey

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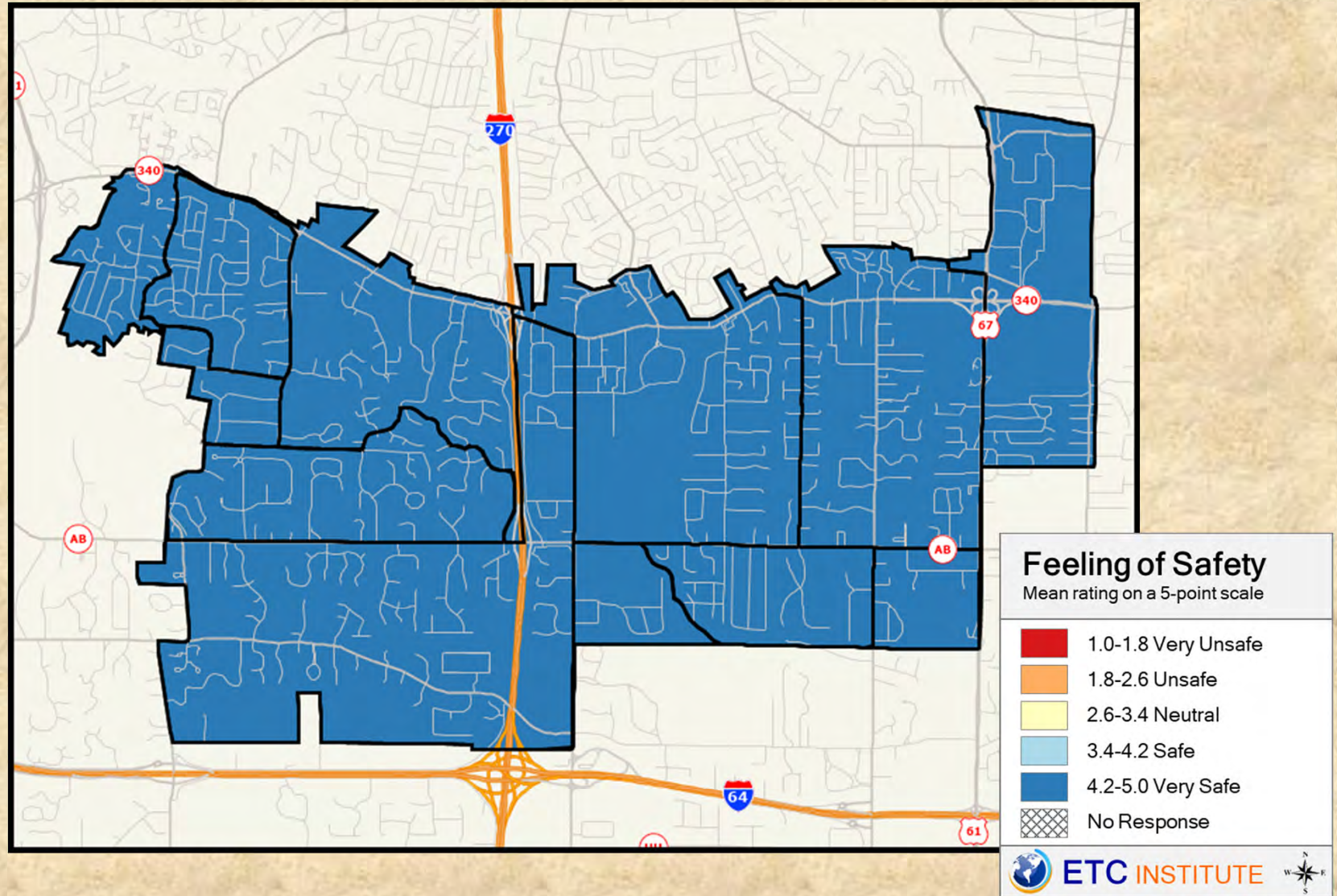
Q11-10 Satisfaction with maintenance of historic buildings



2021 City of Creve Coeur, Missouri Community Survey

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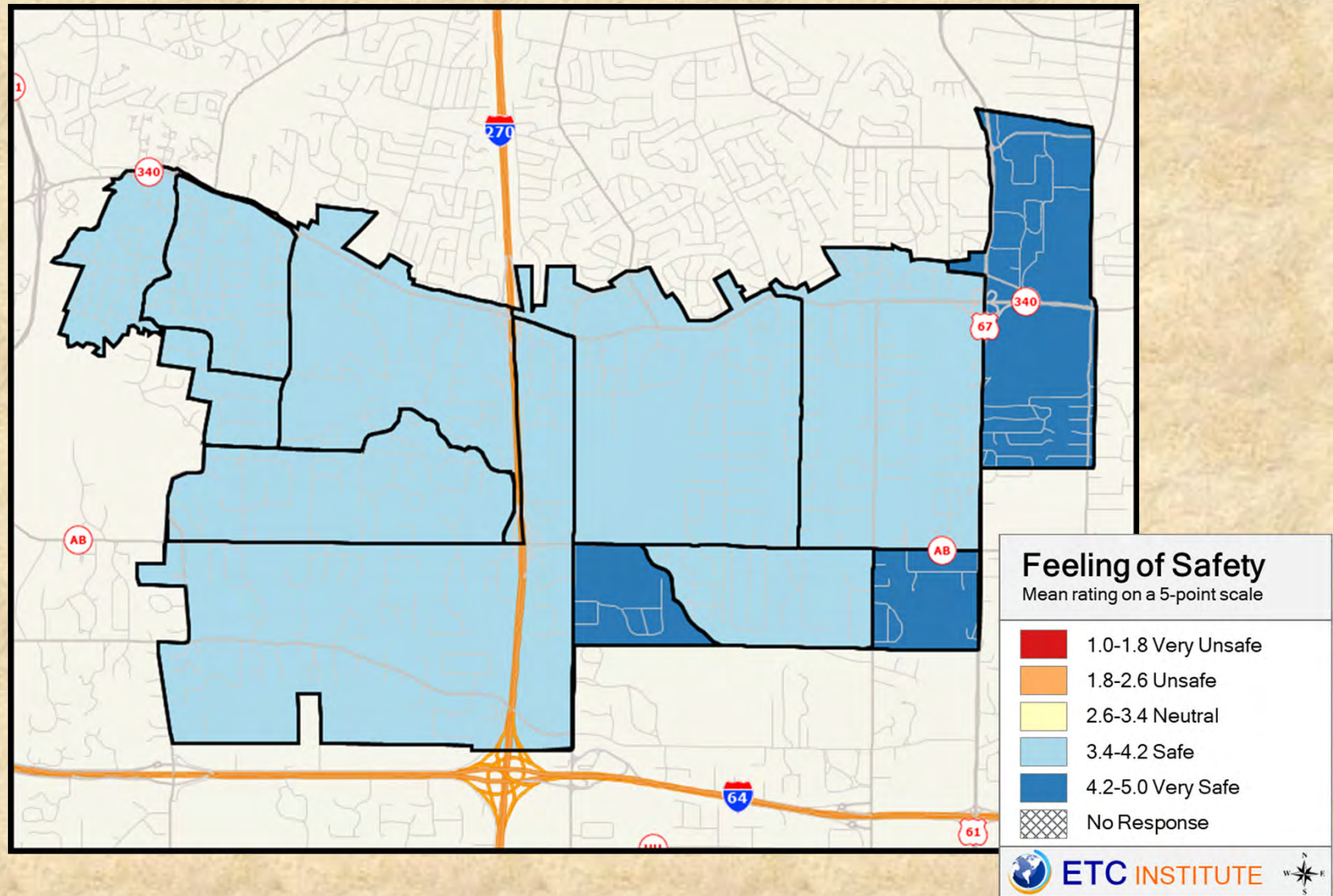
Q16-1 Feeling of safety walking alone in neighborhoods during the day



2021 City of Creve Coeur, Missouri Community Survey

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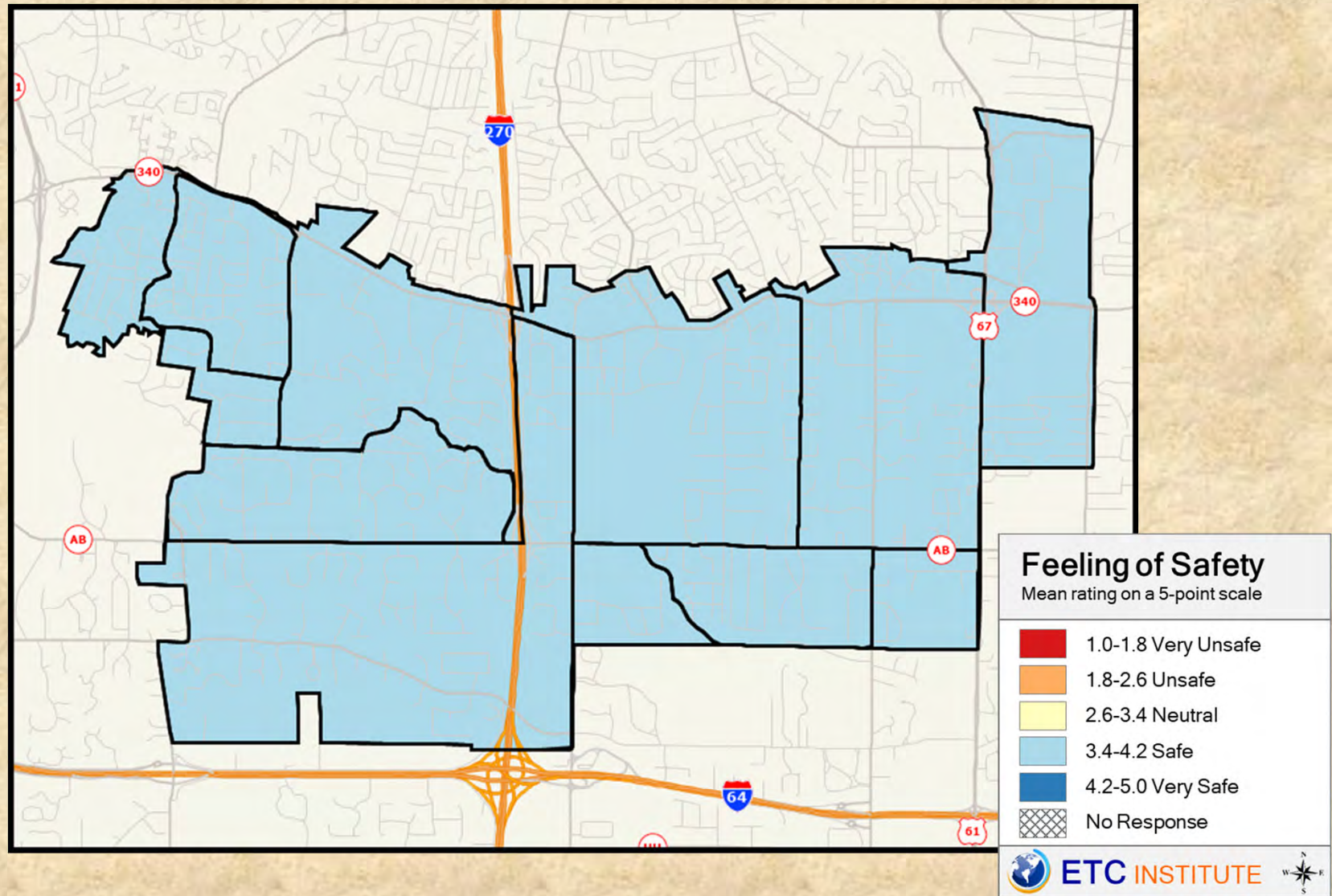
Q16-2 Feeling of safety walking alone in neighborhoods at night



2021 City of Creve Coeur, Missouri Community Survey

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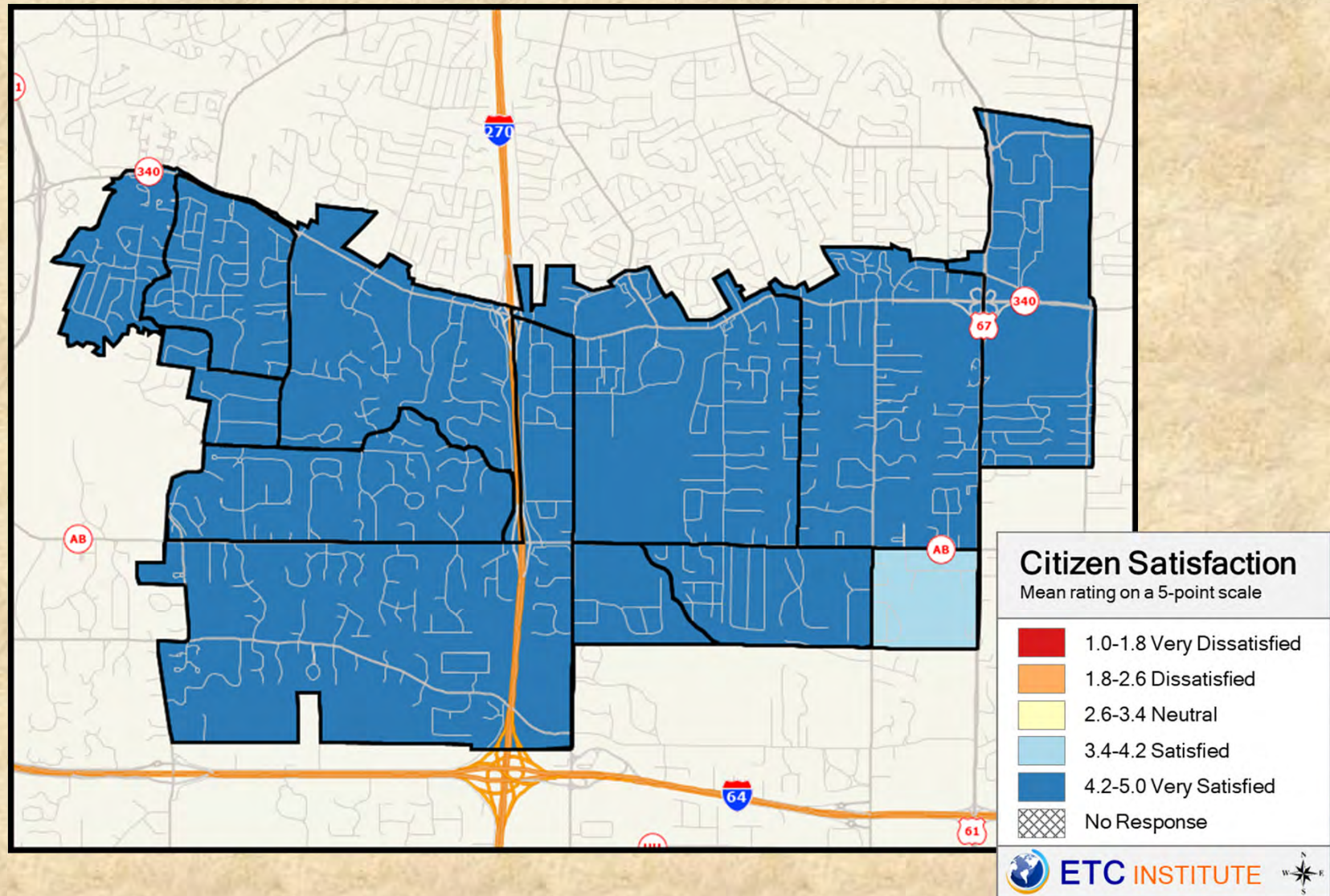
Q16-3 Feeling of safety in City parks



2021 City of Creve Coeur, Missouri Community Survey

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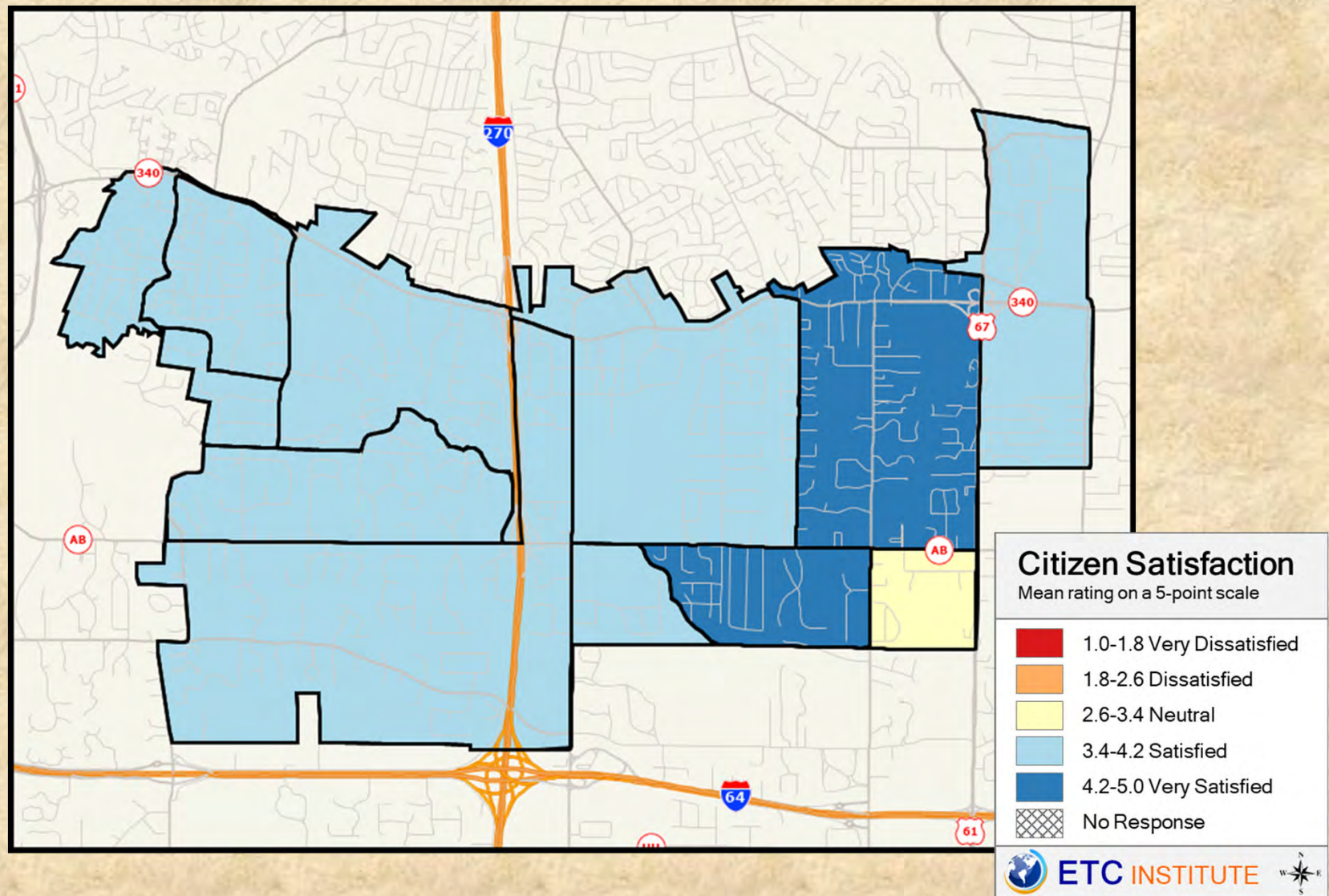
Q17-1 Satisfaction with overall quality of local police protection



2021 City of Creve Coeur, Missouri Community Survey

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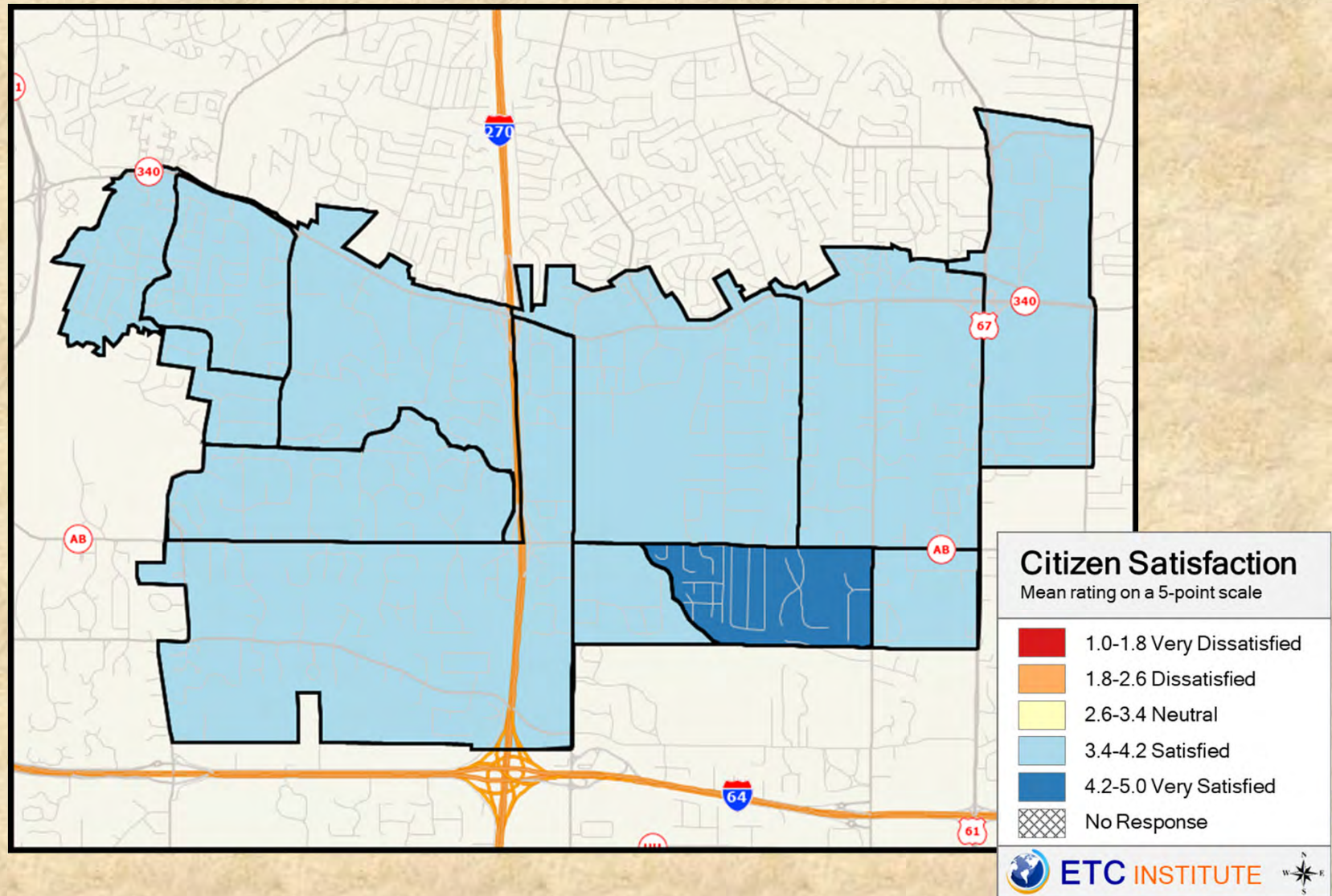
Q17-2 Satisfaction with visibility of police in neighborhoods



2021 City of Creve Coeur, Missouri Community Survey

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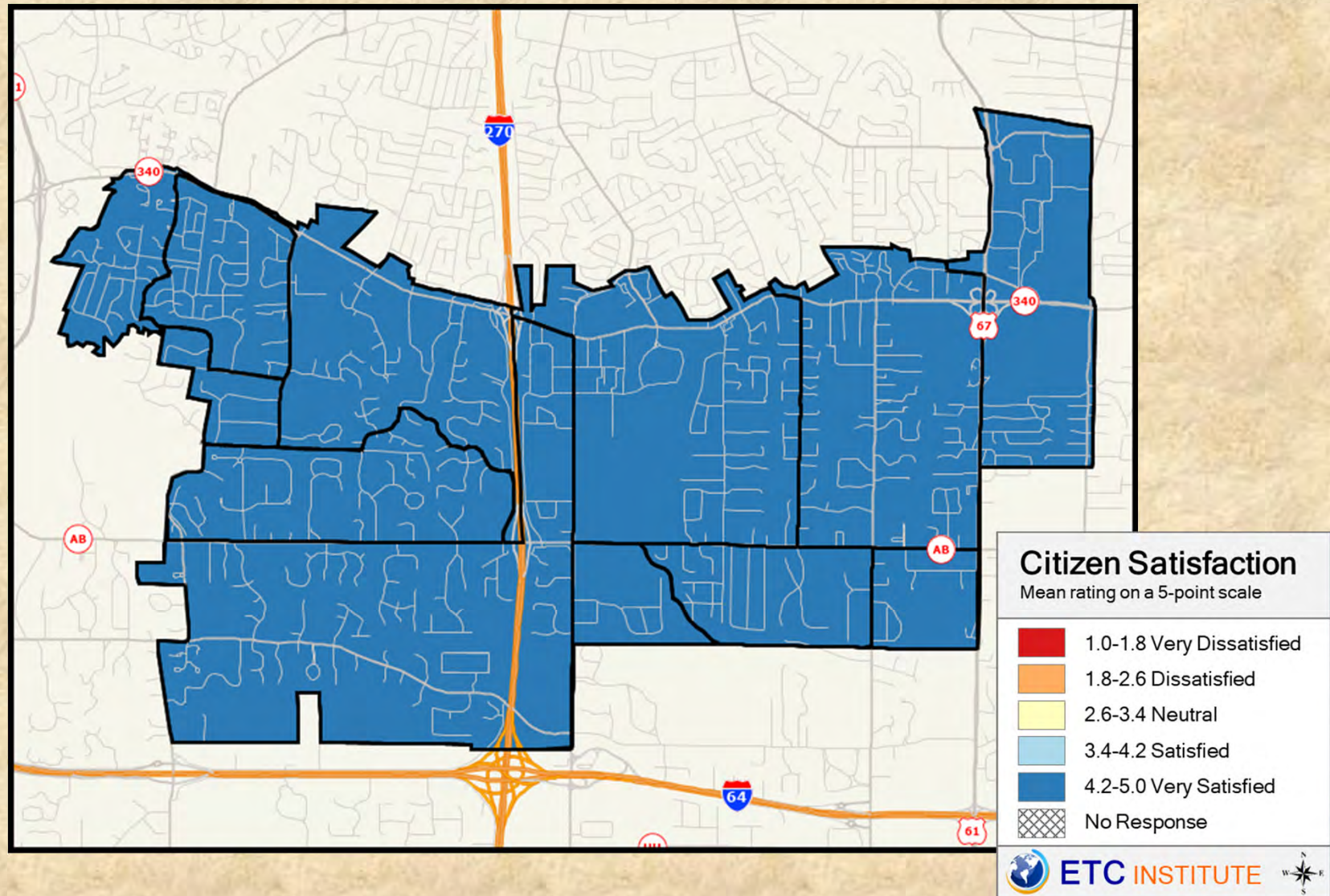
Q17-3 Satisfaction with visibility of police in commercial and retail areas



2021 City of Creve Coeur, Missouri Community Survey

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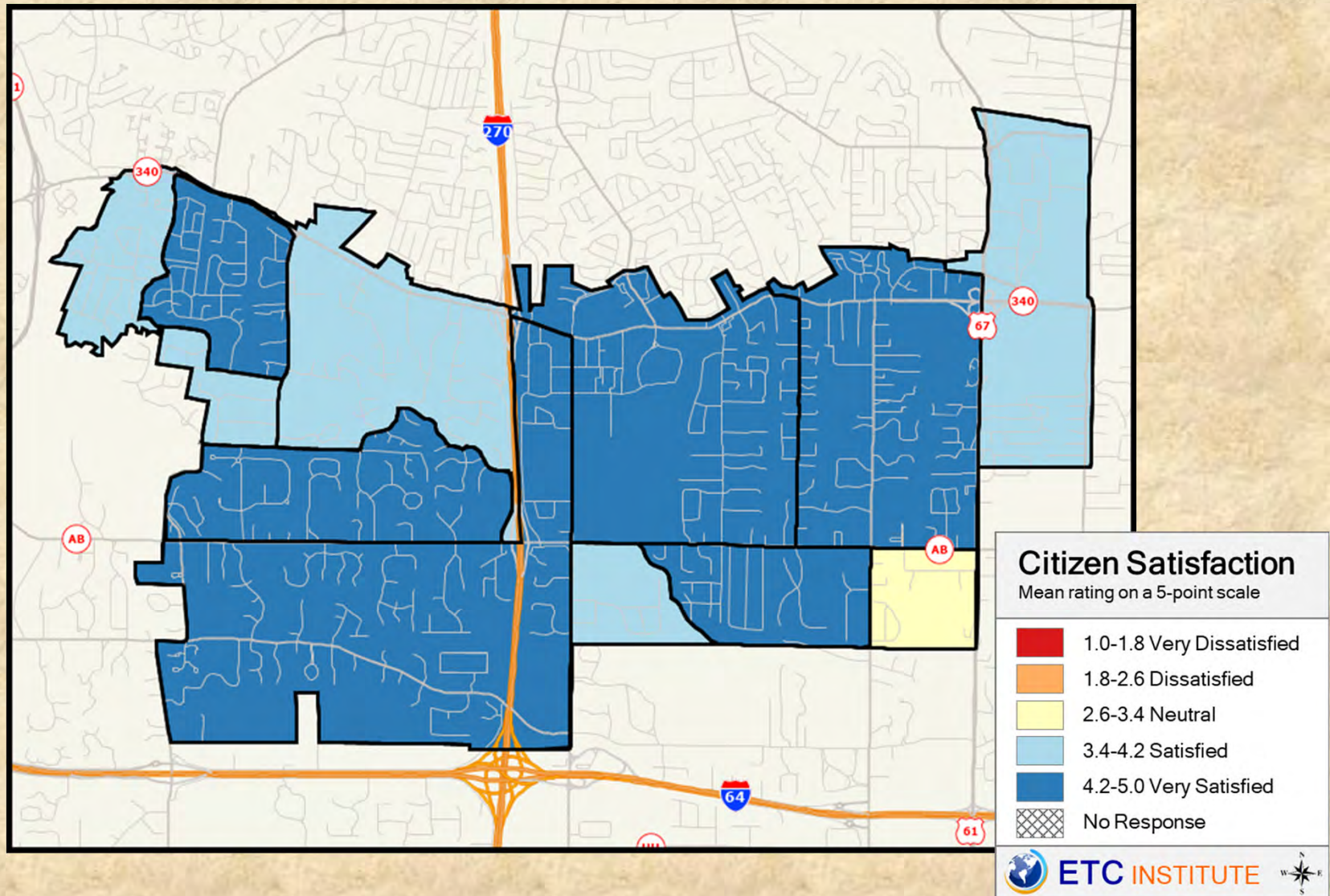
Q17-4 Satisfaction with how quickly police respond to emergencies



2021 City of Creve Coeur, Missouri Community Survey

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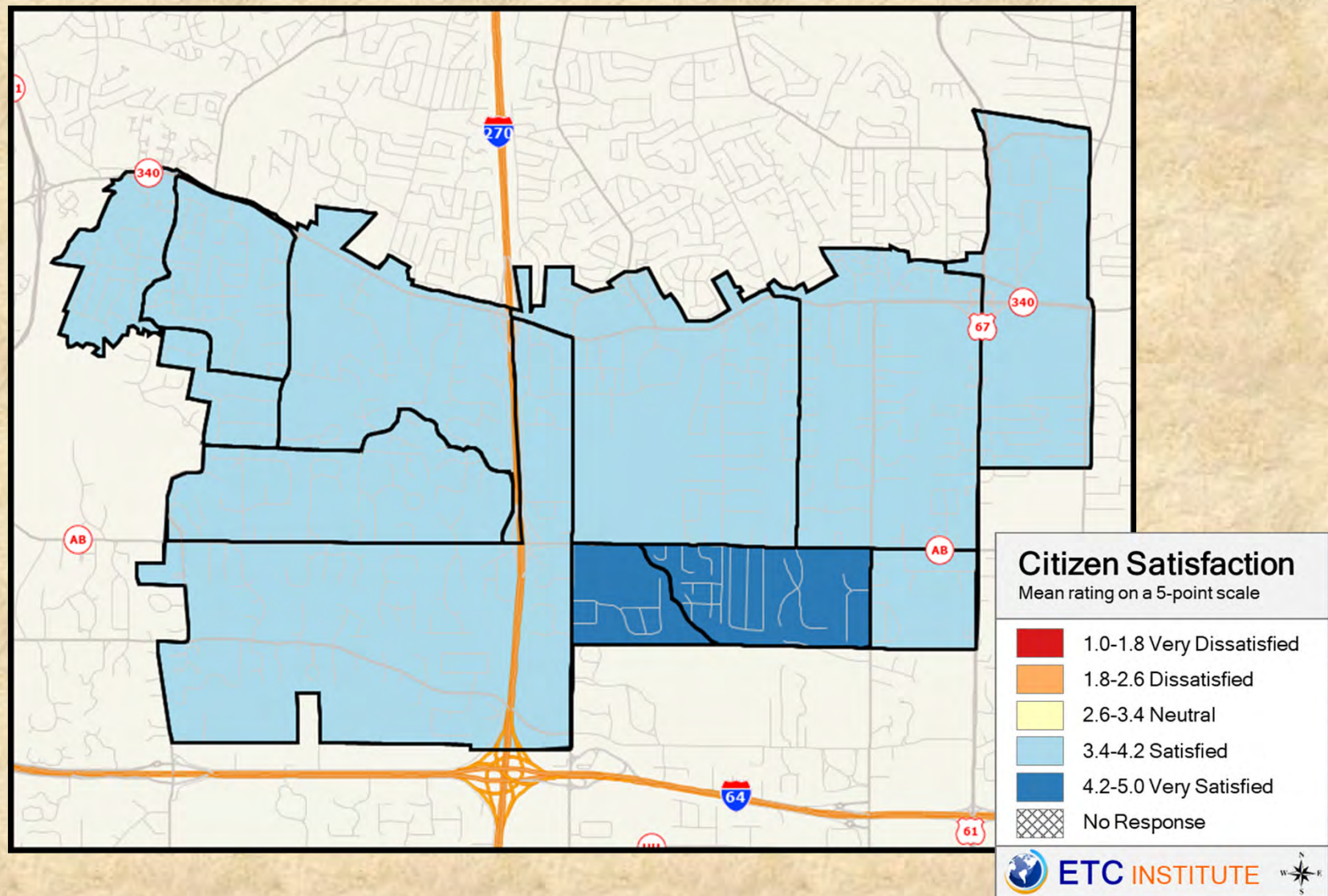
Q17-5 Satisfaction with efforts to prevent crime



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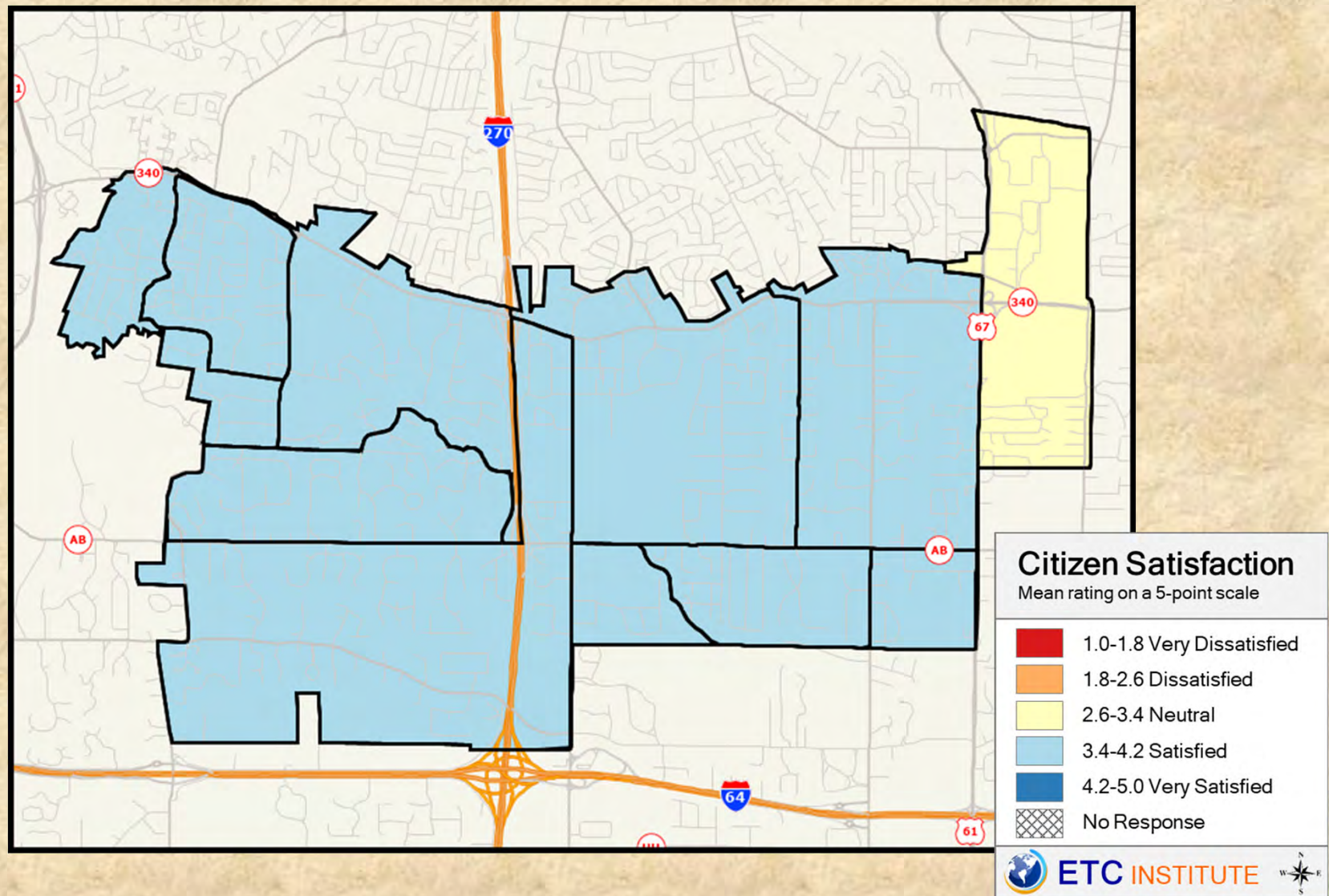
Q17-6 Satisfaction with enforcement of local traffic laws



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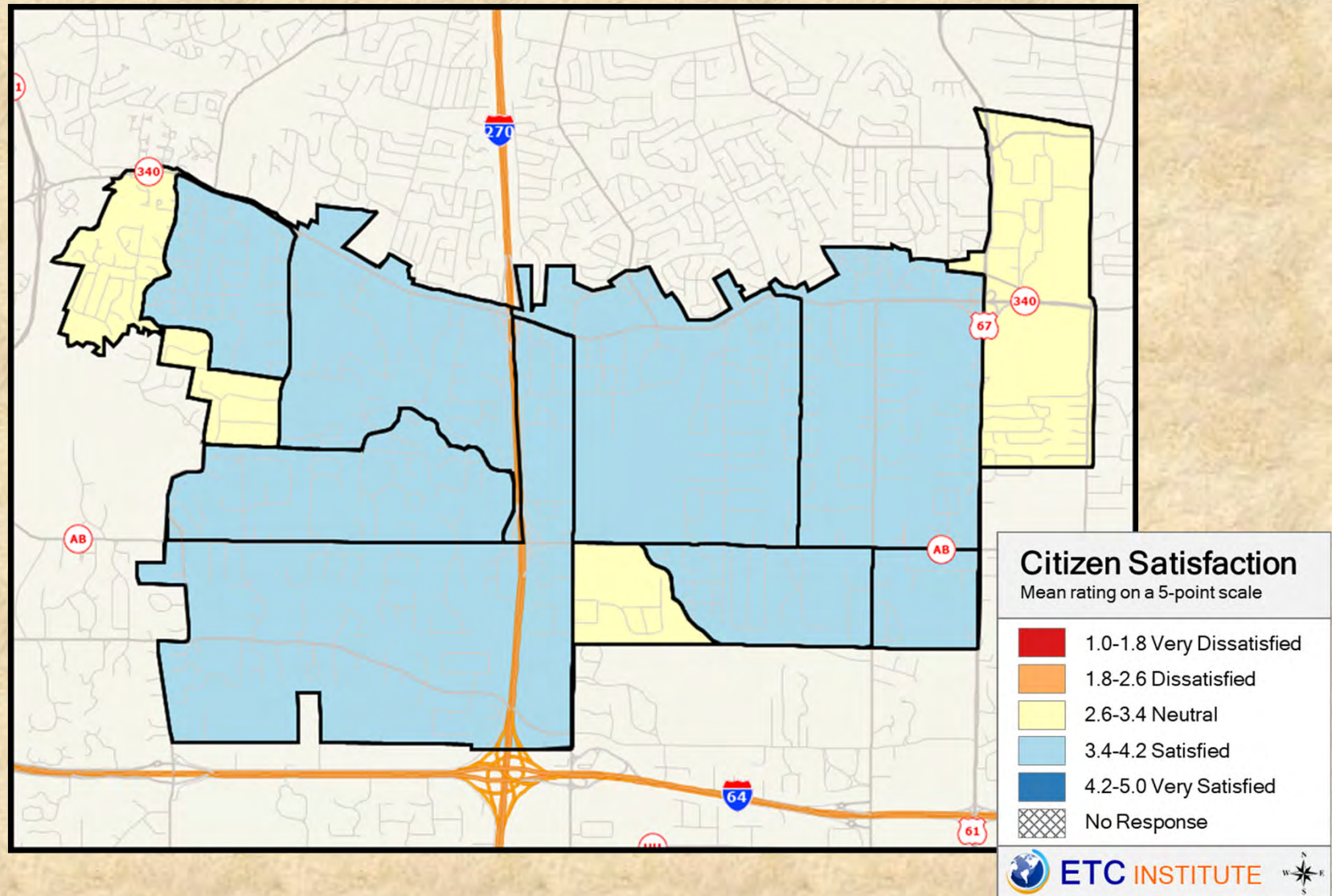
Q22-1 Satisfaction with enforcing the city's building code in the community



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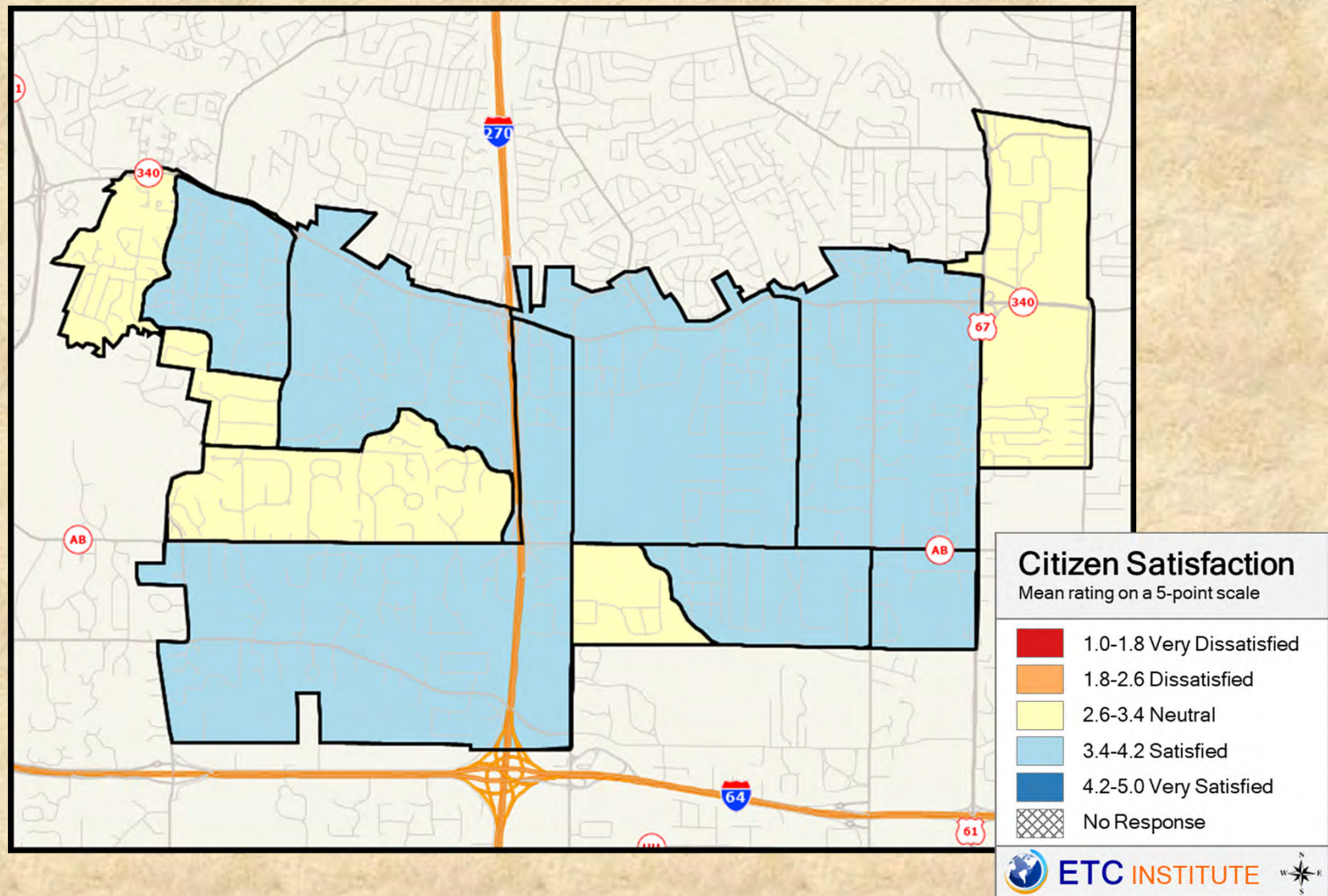
Q22-2 Satisfaction with enforcing the mowing and cutting of weeds and grass on private property



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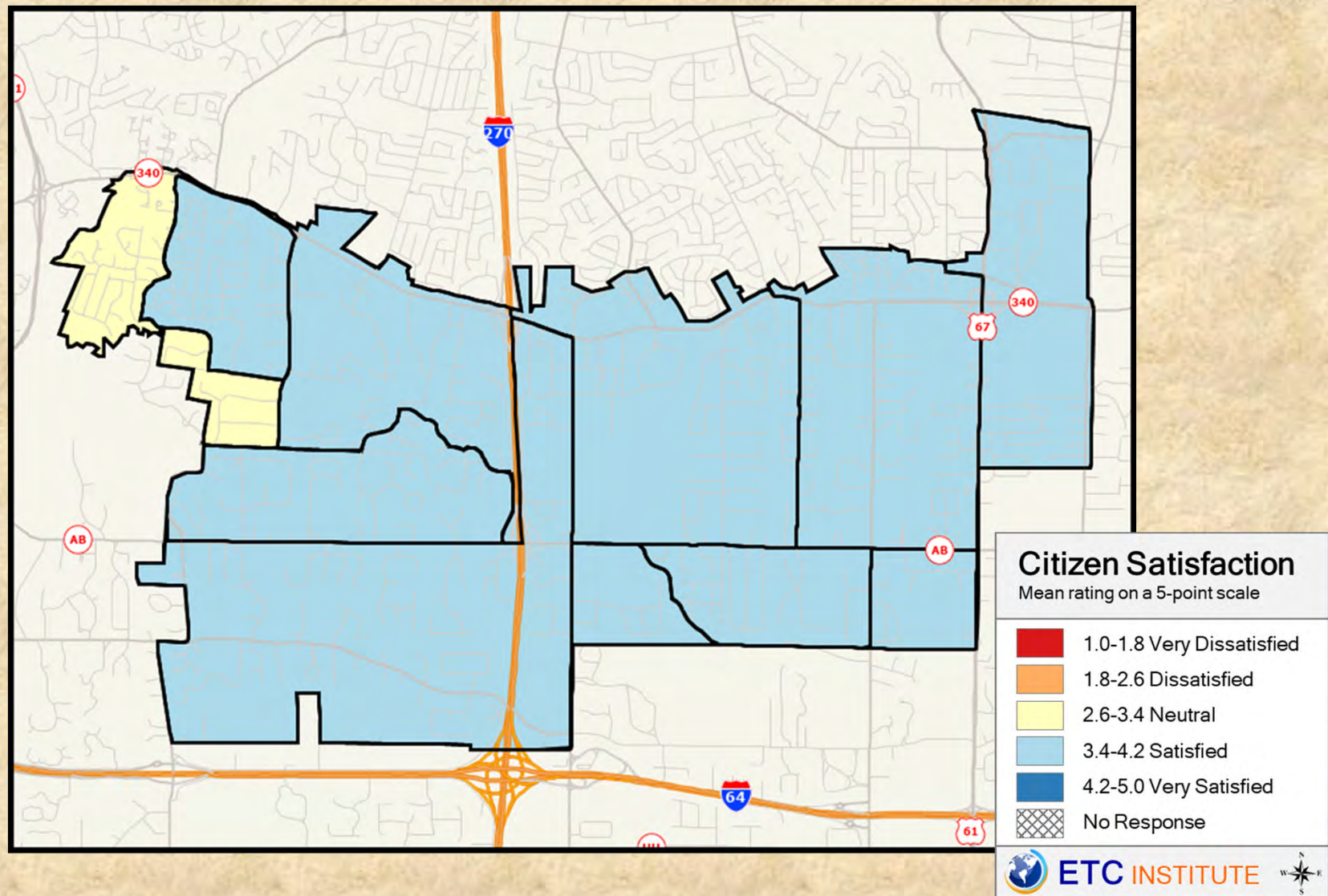
Q22-3 Satisfaction with enforcing the exterior maintenance of residential property



2021 City of Creve Coeur, Missouri Community Survey

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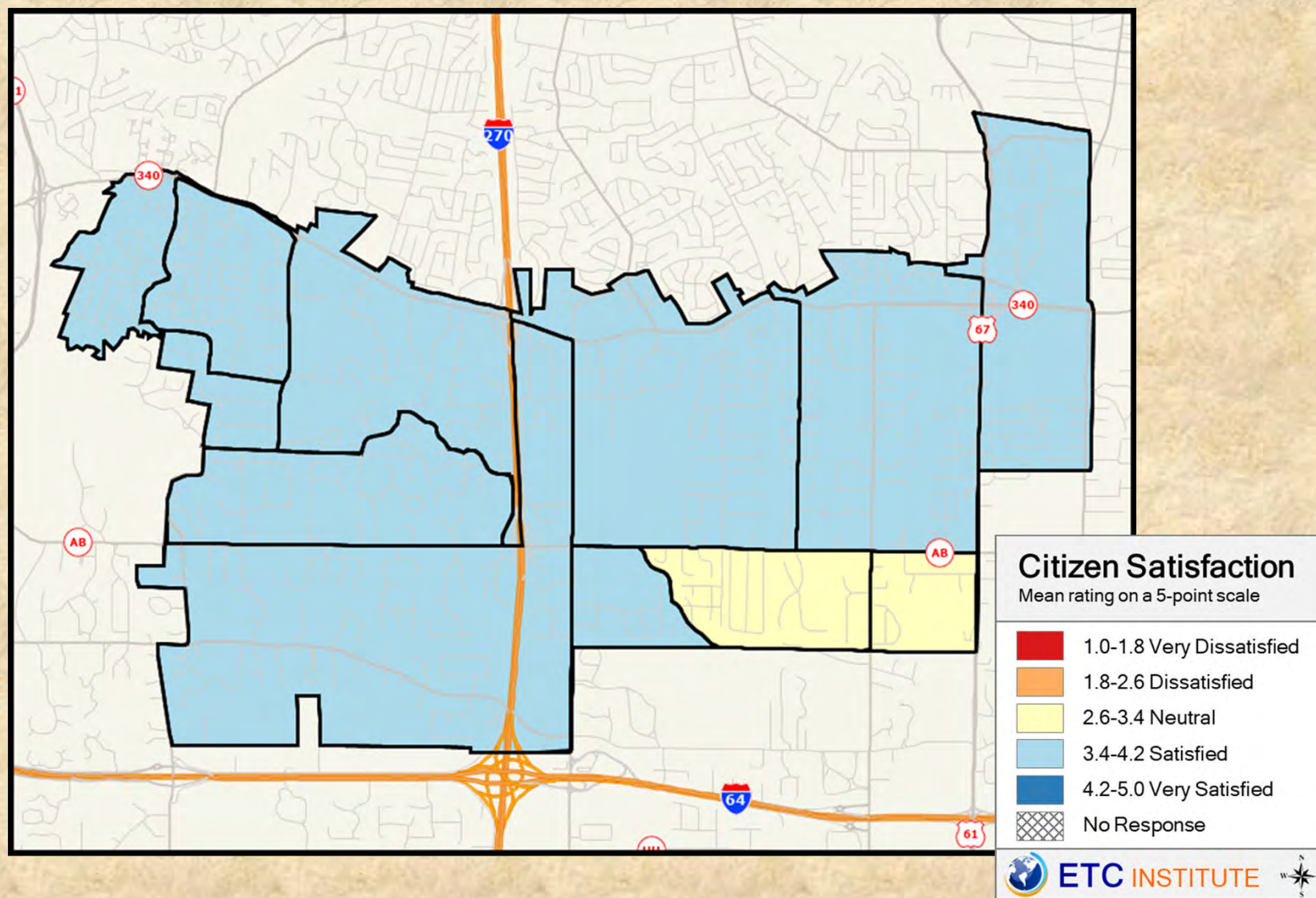
Q22-4 Satisfaction with enforcing the exterior maintenance of commercial/business property



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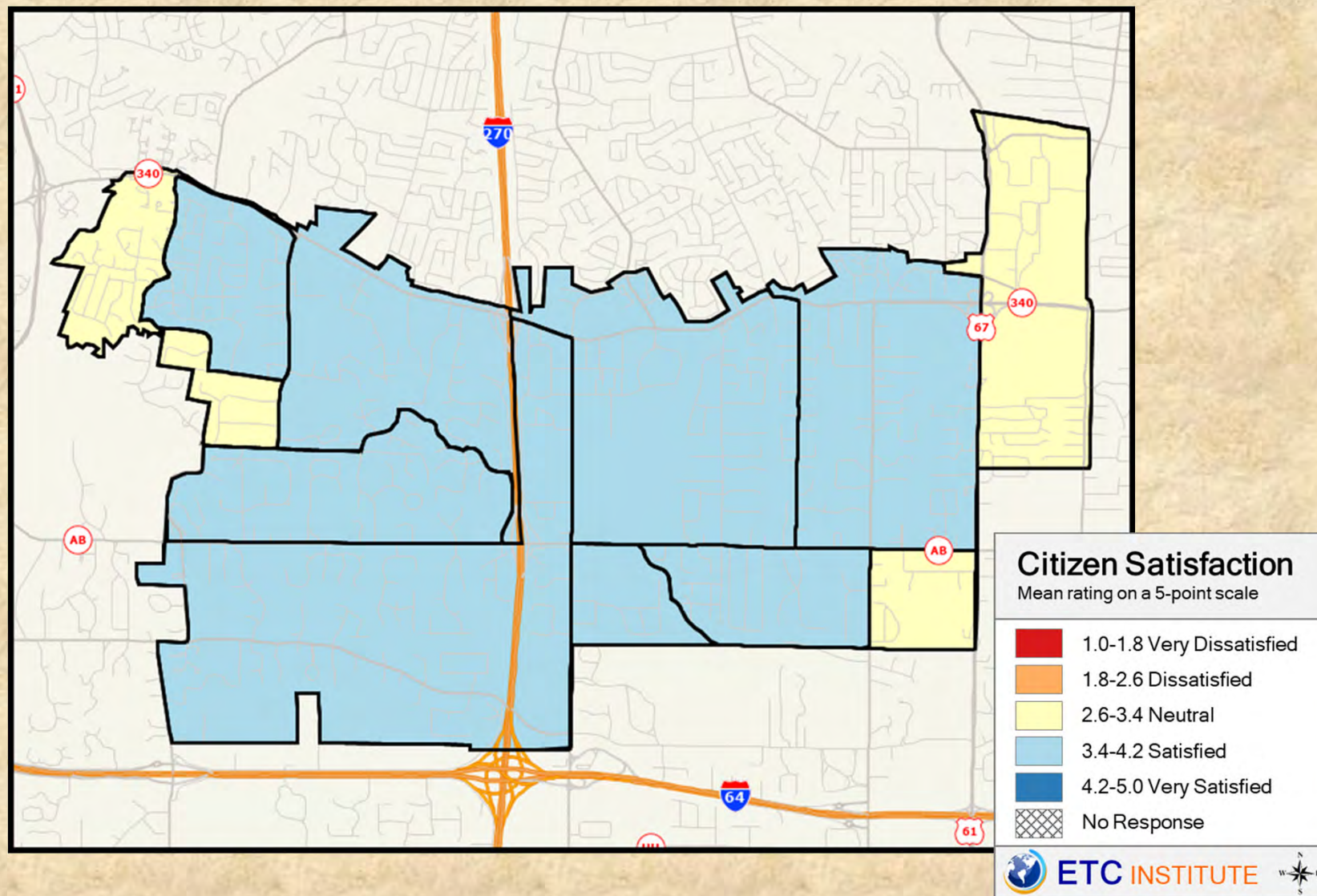
Q22-5 Satisfaction with overall quality of new residential development



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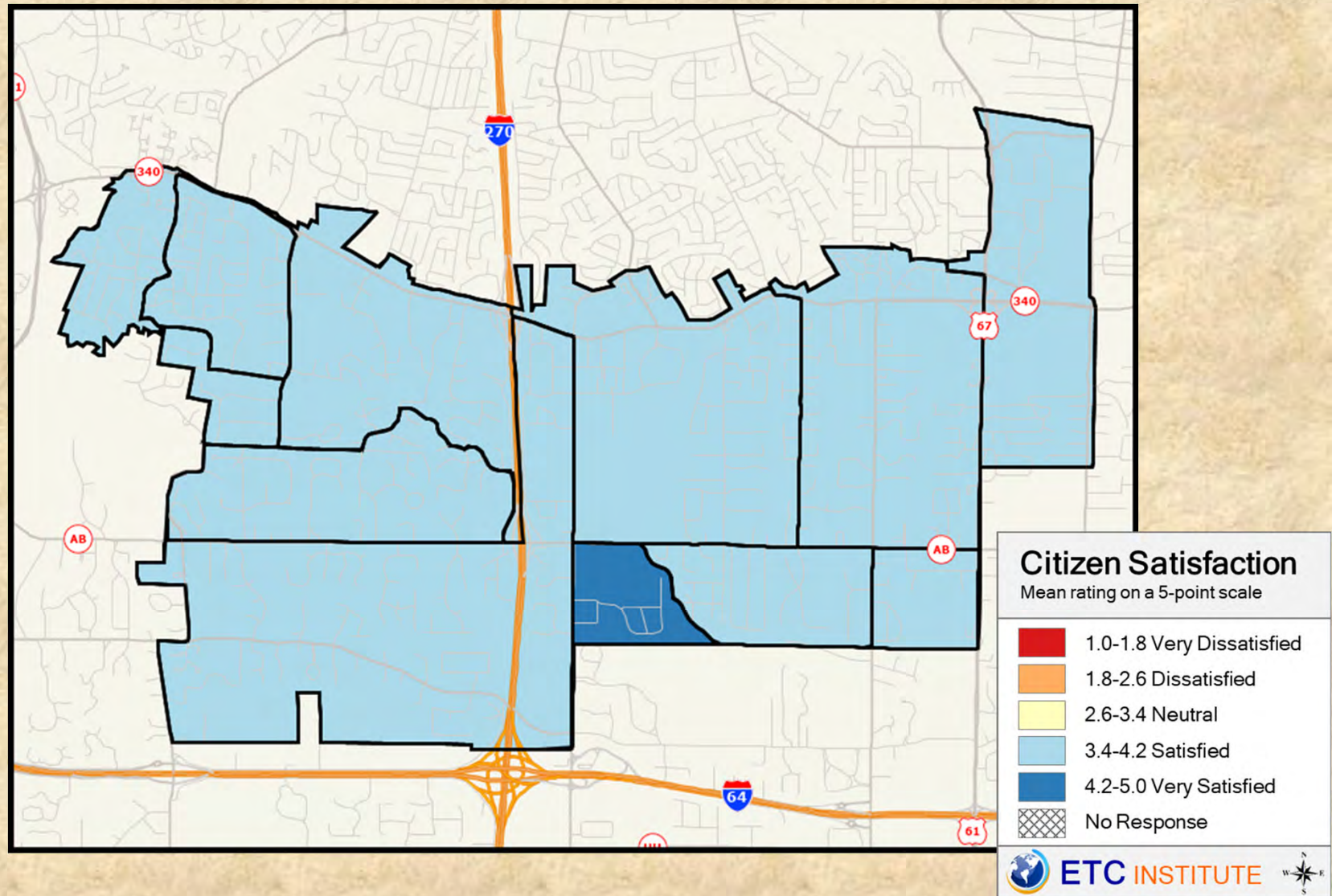
Q22-6 Satisfaction with overall quality of new commercial development



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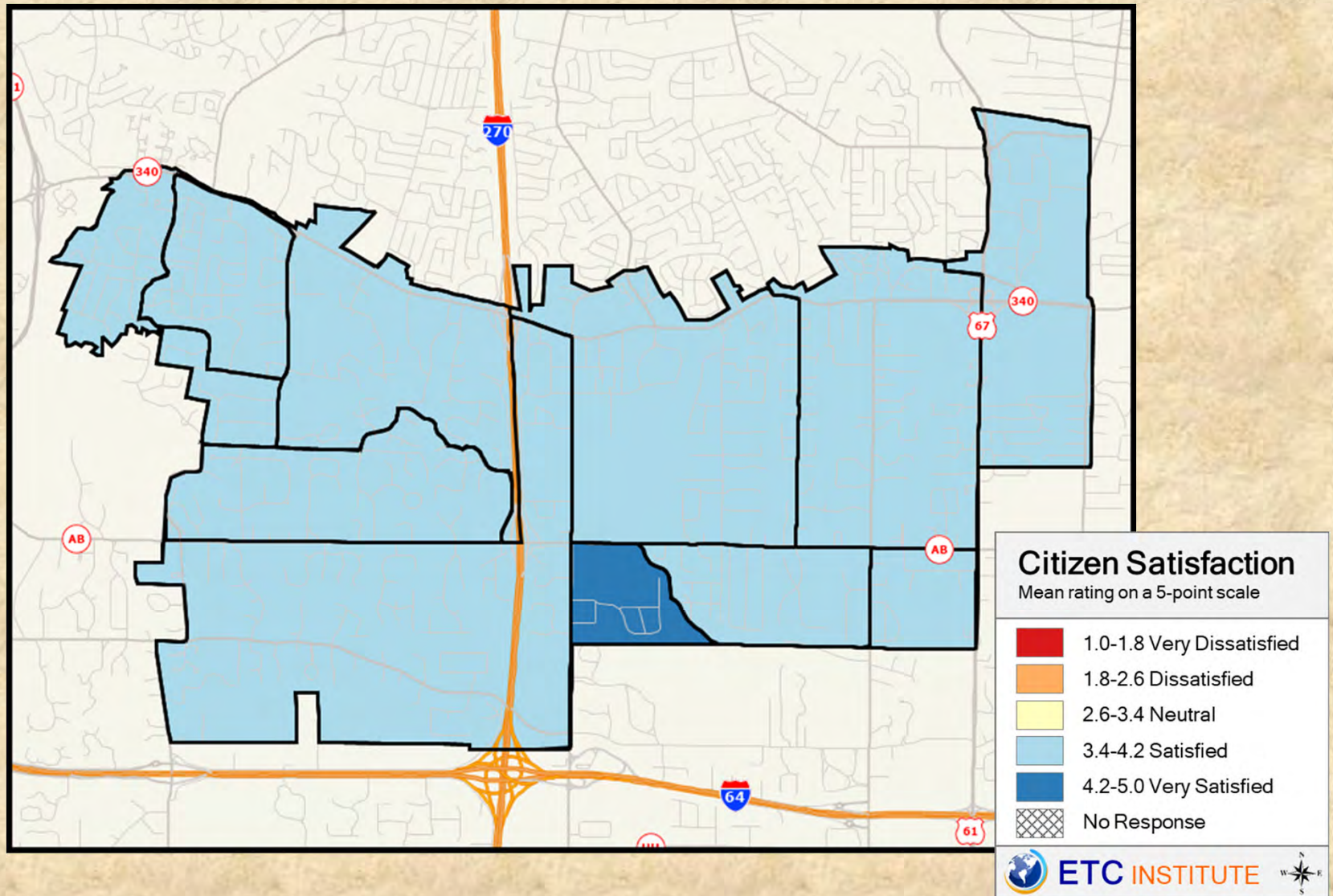
Q28-1 Satisfaction with maintenance of City streets



2021 City of Creve Coeur, Missouri Community Survey

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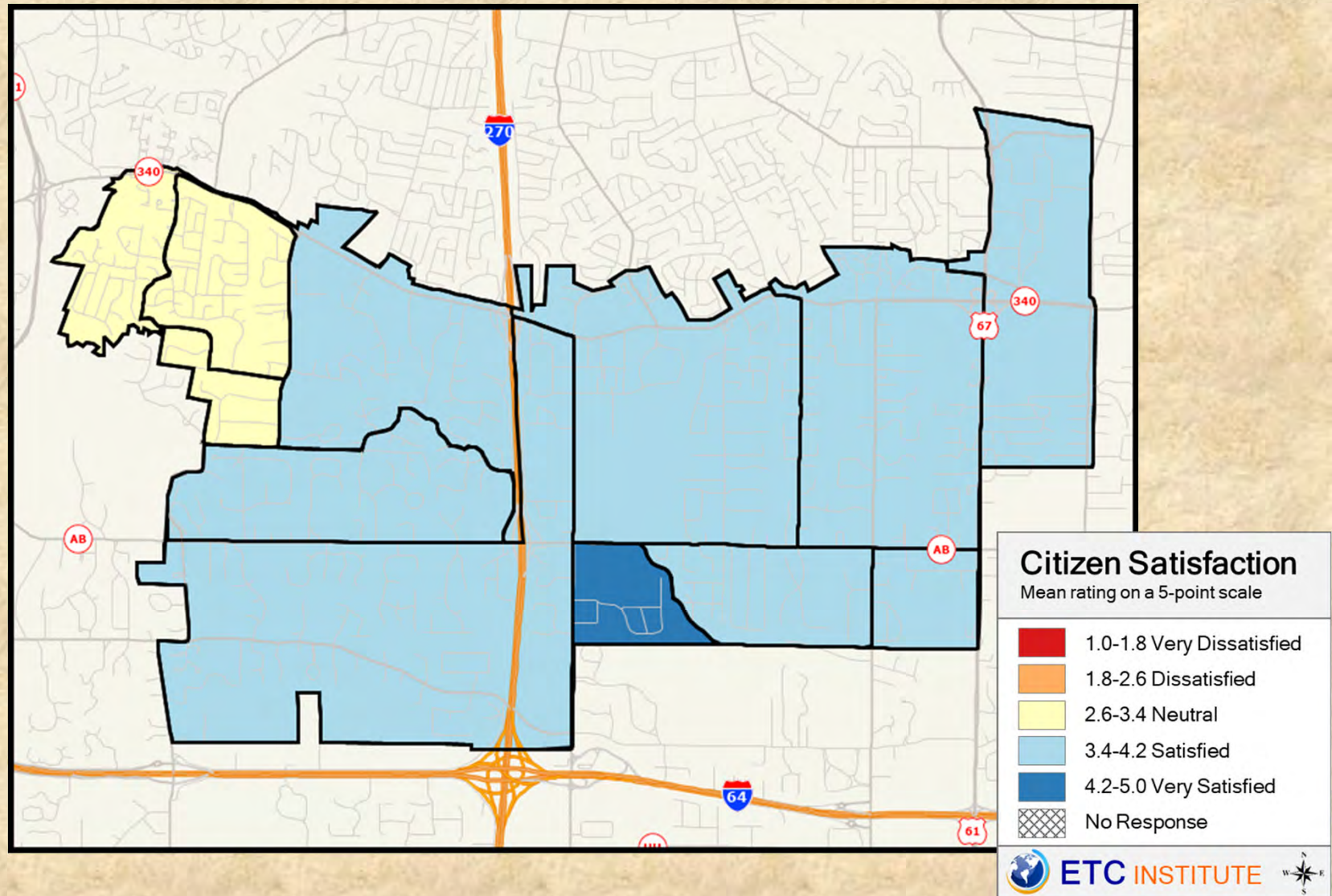
Q28-2 Satisfaction with condition of City sidewalks



2021 City of Creve Coeur, Missouri Community Survey

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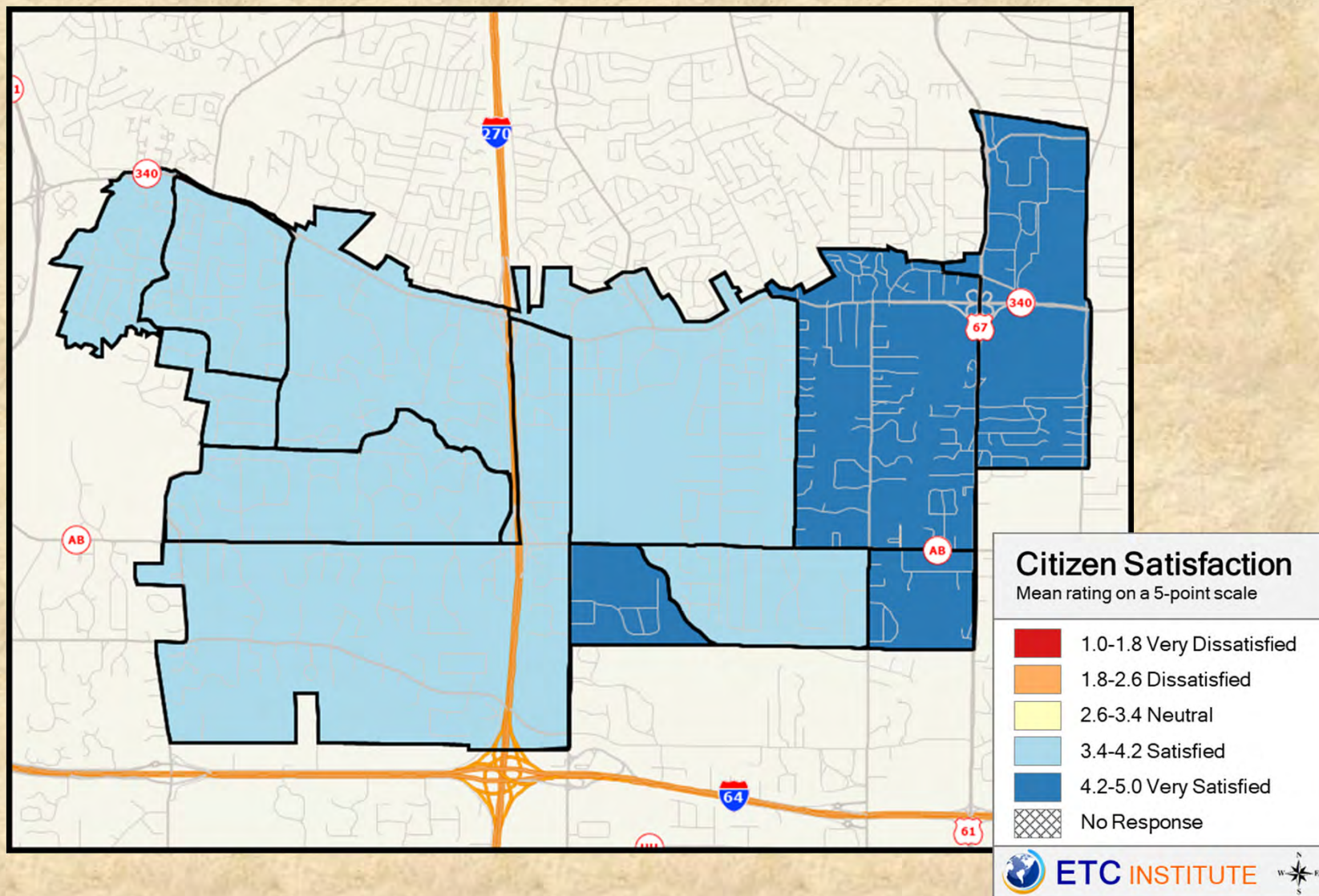
Q28-3 Satisfaction with adequacy of street lighting



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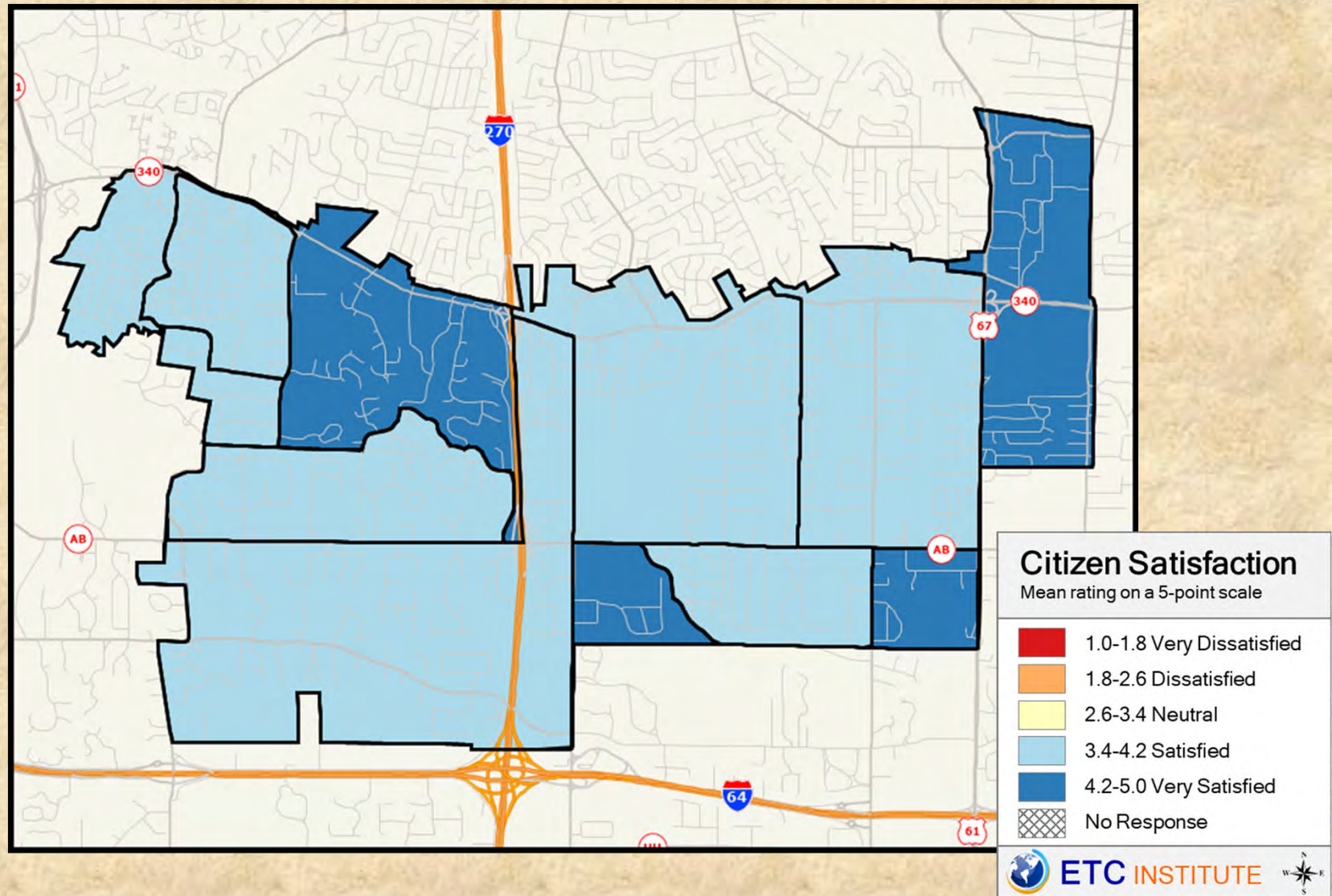
Q28-4 Satisfaction with snow/ice removal on City streets



2021 City of Creve Coeur, Missouri Community Survey

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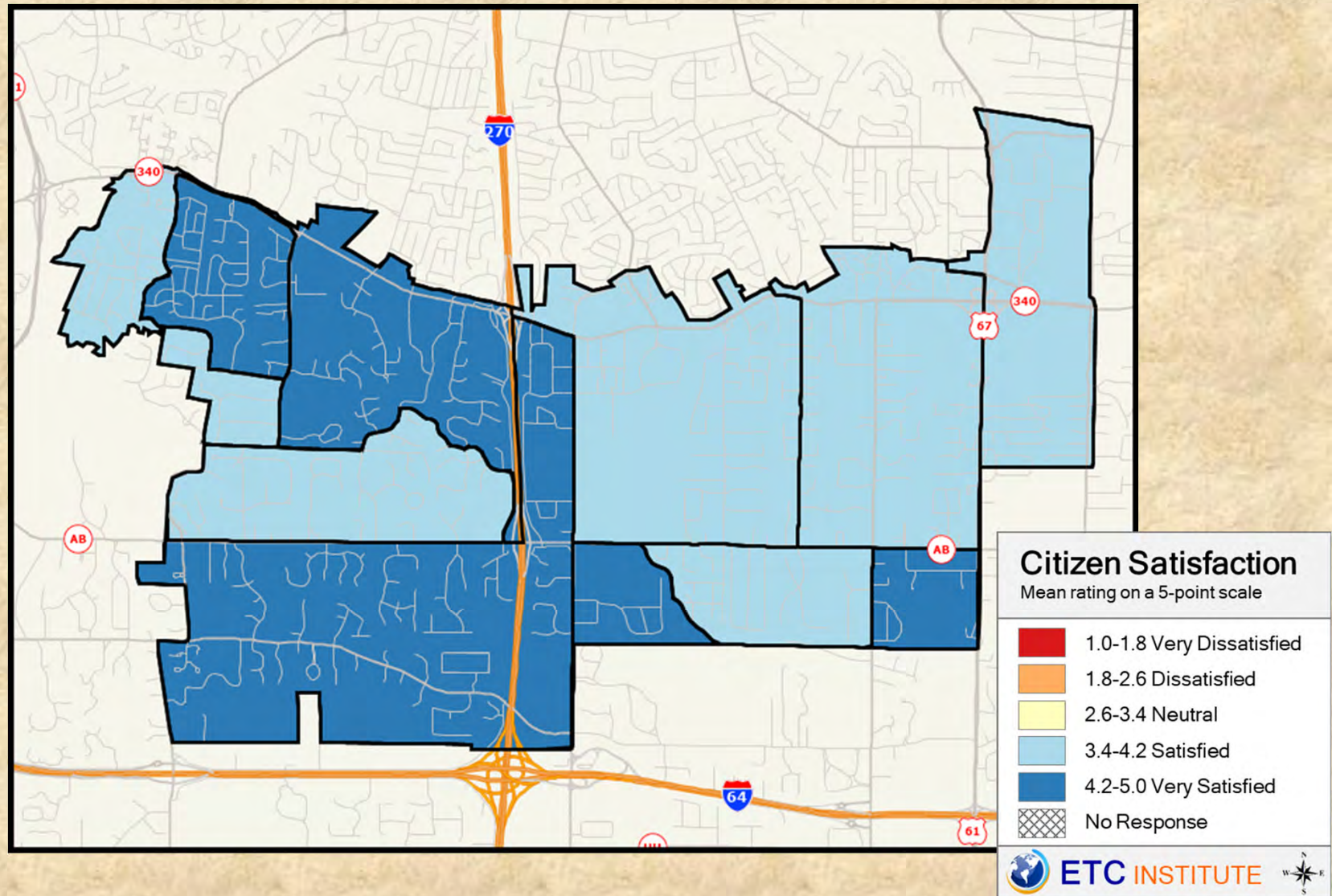
Q28-5 Satisfaction with appearance of landscaped medians



2021 City of Creve Coeur, Missouri Community Survey

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

Q28-6 Satisfaction with cleanliness of City streets



2021 City of Creve Coeur, Missouri Community Survey

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2021 City of Creve Coeur Community Survey Open-Ended Comments

Presented to the City of
Creve Coeur, Missouri
November 2021



ETC
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Contents

Question 5: *“What can the city do to improve customer service?”*1

Question 10: *“What can the city do to improve communication with residents?”*8

Question 15: *“If you could propose only one thing to improve City parks, recreation facilities, equipment or services, what would it be?”*13

Question 19: *“If you could recommend one thing for the City’s Police Department to do to improve its service, what would it be?”*20

Question 20a-6 [Other]: *“What type of contact have you had with the Creve Coeur Police Department most recently?”*26

Question 35: *“Do you have any other suggestions for the city?”*29

The “word cloud” below represents the comments from the above question. Individual comments are on the following page.



- A revamp of the website to include easy access to forms. For example, on the page that houses information about when/when not a homeowner would need a permit, the link to the permit should be a clickable link within that same page. I recently rented a pavilion for a birthday party and not only did I have to root around for the pdf form, but I did not get a response from the city, until I specifically called, because I hadn't attached the credit card authorization form. That specific form wasn't even linked on the page. I had no idea how to find it!
- Allow limb chipping for Pine Branches after storms. Install pickleball courts at parks
- Already good, get prompt attention
- Answer phone call with a person. Less robot voices.
- Be honest, hire competent people of all ethnicity.
- be more flexible and open minded. Creve Coeur is so restrictive and stuck in the past. Need more forward thinking.
- BE MORE FRIENDLY AND RETURN CALLS; UNNECESSARY PERMITS OR PROCESS TOO LONG; NO POOL
- be responsive to the needs of citizens
- better communicate plans
- Better employees that are friendlier and more polite and respectful.
- Better response time on building permits and inspections
- Bldg. inspections/permit process more resident friendly
- BRING CITY PERMITTING, CODES AND ORDINANCES IN LINE WITH REST OF COUNTY MUNICIPALITIES-LOWER EMPHASIS ON ENERGY CONSERVATION ENVIRONMENTAL PROTECTION-RIDICULOUS
- building permit process feel primitive from the start
- Building permits and inspection process is very painful.
- Building permits are hard to get.
- CC has a horrible reputation with contractors providing services to residents. They will not even bid on the job or would have a 20% upcharge because of the permitting process.
- CC needs to control the deer population. There are residents that feed them.
- City has a poor reputation for its inspections, making it difficult for projects vs other town.
- communication
- conduct a focus group, ask residents
- Continue as is.
- Contractors do not like to work in CC because the city has too many restrictions and make them jump through too many hoops. Just building a pool was a tough process.
- Customer service for inspections and permits if very poor. Staff are not helpful, slow to respond, and difficult to work with.
- Customer service has been acceptable.
- Customer service is fine but permits need to be easier and quicker.
- Easy accessibility to speak to person who can help.
- educate every employee on how/where to get updated info on any question and demonstrate energy and job satisfaction in phone conversations or emails.
- EITHER ENFORCE ORDINANCES (VIOLATIONS) OR REMOVE THEM FROM THE CODES
- Electric wire too old, we loose electricity too much and too long.

- Employees have been pleasant and efficient when applying for building permits.
- Employees need to be accountable for assigned work
- Enforce condition of empty properties. Mold and broken windows and hole in roof in garage at the end of Falaise by gate.
- Ensure that many services are available online as well as on paper forms. Continue to provide accessible customer service agents during normal business hours and emergency numbers where necessary.
- Every communication with city representative it feels like they are doing you a favor to talk to you
- EVERY INTERACTION WITH CITY EMPLOYEES SHOULD BE HIGH QUALITY
- follow the comprehensive plan made years ago, Make CC more family friendly with better (more) restaurants and shopping experiences.
- Follow up on maintenance, seems some neighborhoods gets precedence over others.
- For older citizens, better "Telephone" access to a person to help deal with their issues.
- Get rid of any dispensaries near residential areas.
- Get rid of eye sore at N.W. corner of Ladue & Ballas. Leave EMS alone. It is superior.
- Great customer service, especially buildings and inspections, Mr. Botts give a big raise or bonus
- Have a central number and email that the residents can utilize to find out who they need to contact about a particular question or problem. Hopefully with the new person in charge of building and code enforcement the attitude of the employees in the department will improve in dealing with residents.
- Have a dept "open house" 1x a year for each dept.
- Have city engineers work directly with residents to address problems with storm water management and erosion of yards in relation to MSD.
- Have good listeners who are able to think outside the box for individual situations and needs. Be kind.
- Help new residents understand services, communication & build a strong sense of community.
- hire & retain quality employees
- Hire more employees.
- Hire more police officers. Hire more city inspectors.
- I am not familiar with it.
- I did not receive good information regarding zoning and ordinances updates. My neighbor is building a back yard project that what we know from zoning group. The project should be reviewed better
- I do not feel you should have to get a permit to install a new toilet in your home.
- I have always been pleased with the quality of customer service I have received.
- I have had excellent customer svc when emailing or calling
- I have had only positive experiences.
- I have no suggestions
- I have rarely needed that service.
- I would love to see more recreation options that are inclusive and culturally progressive/sensitive.
- If limbs or leaves are not picked up, leave a note as to why.

- I'm satisfied overall
- Improve permitting process. Contractors do NOT want to work in Creve Coeur due to its history of delays in permitting and inspections. Inspectors don't always show up when they've indicated they will.
- Improve subdivision roads they control beyond those where politicians have influence like Chaselk.
- Inconsistent enforcement of codes, lack of coordination with county codes, these add extra costs to homeowner projects and make it difficult to find builders.
- Increase communication
- Increase hours available for employees to help us
- Increase on detailed communication.
- Increase planning to maintain and improve pedestrian access, revenues, and recreational services for residents.
- Increase the frequency of limb chipping and leaf vacuuming.
- inspections. tough to work with. feel like city just want to earn a buck, inconsistent on requirement from one visit to the next. costly and frustrating. we have friends that will not move here due to this.
- investigate private/govt contractors to reduce cost of public services. Increase walking trails
- ITS GOOD NOW
- Just knowing which group to call for a specific service.
- Keep doing what you have been doing in the past.
- keep street trustees updated
- Leaf vacuuming is too slow so the leaves stay on the grass near the curb and the grass dies.
- Leaf vacuuming needs to be later. The trees are still dropping leaves in December.
- less voice messages, speed, timely permits
- Like the changes on permits, would appreciate having same inspector at every step.
- Limb and leaf pick up needs one more pass each year.
- Limit permits and checks.
- Lower property and all other taxes.
- Make building inspections and permits hassle-free. We could not get gas logs installed from a Manchester store because they won't do work in Creve Coeur. My daughter moved to Olivette because she couldn't get her builder to tear down her old house and build a new house on her Creve Coeur lot. A Spire employee told me they tried to avoid doing work in Creve Coeur because getting permits was so arduous. We understand having standards and safety, but the permit process makes us wonder if some are getting preferential treatment, perhaps from financial consideration? This is a very troubling matter.
- Make sure that all issues brought to city employees (i.e. police dept.) attention are resolved honesty & correctly. When an issue is not able to be resolved there needs to be clear, open & honest communication as to the specifics.
- Make website easier to navigate and find items.
- More efficient and fair permit process. We have had 2 permit instances that were poorly handled.
- more flexibility in home improvement projects, work with the residents.

- More informative newsletter about businesses, and stores moving in, so I could use them.
- More online options and information, more clarity on permit/inspection process.
- More parks.
- more police visibility in neighborhoods, esp. after dark.
- more regularly scheduled leaf vacuuming and limb chipping
- more senior services
- More ways to obtain CC ID card.
- Most construction companies will not work here because of the difficulty , time and expense required to get a permit
- Need more effort and detail when they pick up the limbs.
- Need pickleball courts not just gold and ice skating
- NEIGHBOR HAS TRAILER IN FRONT OF HOUSE-NOTHING HAS BEEN DONE
- No complaints, always helpful when I call.
- no quick-trip, ugly houses Ballas & LaDue. Improve communication of status of vacant sites.
- offer some after hours services on a regular schedule
- Pay attention to building permits
- Permits are a nightmare.
- POLICE enforcement of out of date tags U-Turns at Olive & Cross creek
- prompt appearances for inspections. Excessive requirements for homeowners wishing to update property. Appreciative of limb shipping and leaf vacuuming
- Provide composting and yard waste removal services in addition to garbage and recycling. I have to pay to have a yard waste bin and there is not option for composting.
- PROVIDE CUSTOMER SERVICE REPRESENTATIVES FOR TRASH/RECYCLING SERVICE REPUBLIC SERVICES. OFTEN OVER ONE HOUR HOLD TIMES OR NO RESPONSE
- Provide environment where contractors don't want to avoid working in Creve Coeur.
- Provide phone numbers on the City's website.
- Provide the ability to communicate using digital channels: Facebook messenger, What's App, SMS, Instagram.
- Put a lot of emphasis on developing Creve coeur as the ag-tech capital of the world with promotion and tax credits for new businesses.
- Reduce permits and code rules. These are very difficult and expensive.
- REDUCE SIGNIFICANTLY CITY CODES AND ORDINANCES SPECIFICALLY RELATED TO HOMES, HOME IMPROVEMENTS, REPAIRS, REPLACEMENTS
- reply to on-line requests. I reported a street light issue months ago, no reply and light still not fixed.
- respond back after leaving a message
- Respond time and work toward a solution.
- Respond timely to inquiries. Return calls promptly.
- Return phone calls in a timely manner.
- ROUTE PHONE CALLS THROUGH ONE SINGLE POINT OF CONTACT NUMBER. CONTINUE TO EXPAND ONLINE SERVICE OFFERINGS
- Routine inspections. Drive by regularly.
- SEND STREET CLEANER MACHINE ONCE PER QUARTER TO BEAVER DR

- service is very good
- Some, not all of the employees of the building inspections were rude and arrogant. Additional training should be done.
- Speed up permit process and inspections , be more in line with other cities, very difficult to work with. Support neighborhoods with complaint issues. Dead tree in yards, poorly maintained yards and signs and flags
- STOP BULLYING THE RESIDENTS. Buildings and Inspections department needs improvement in every way. The department wields much power and some of its employees know it. When a resident goes to Creve Coeur Government Center and the building contact person terrifies the resident concerning permits and "we'll find it" and "you'll probably have to do that too", it's ridiculous. I hope by now a resident can install smoke detectors with County permits. It is ridiculous that the City just pushes the detectors to ensure the detectors are working. Relinquish this chore to the County. Also, allow a resident to obtain permits for just smoke detector installment. I was told I had to do smoke detectors with another project. When I asked if I could just do two projects (smoke detectors as FIRST project) as the cost may be an issue for me to do both projects at once, I was told "NO." Is there any logic to "all or nothing" requirement? Reasons were not provided, but the Creve Coeur employee sure was happy pushing me around. Finally, allow one challenge per year FREE OF CHARGE for residents who disagree with the Buildings Department's decision on building permits. The City is a bully for not allowing a resident to challenge a decision without being told the resident must pay the board for their time if they find in favor of the City Building department.
- Suggest investment in recreational complex like other munis in STL
- support homeowners trying to make property improvements.
- TAKES TOO LONG TO CIRCLE THE CITY-SOME YEARS THE GRASS UNDERNEATH THE PILES OF LEAVES AT THE CURB DIES AND I HAVE TO RE SEED THE AREA
- The city has a well-deserved reputation for being hard to work remodeling inspection.
- The city needs to do a better job maintaining the sidewalks, especially around the elementary schools.
- the codes and ordinances are excessive causing unnecessary schedule delays, increasing costs, and driving contractors away from CC which is bad.
- The ladies at the window are excellent.
- The limb clipping guys will not take anything if it will not all fit in their truck.
- The permit inspection process is over the top. The inspectors enforce requirements that are way beyond code requirements. The inspection process is by far the most cumbersome in the County.
- The permit system is quite excessive here.
- The permits are cumbersome for contractors, so some avoid CC. One inspector is very arbitrary and confrontational.
- The public area of the police building should be manned 24/7. I went there last week during the business day and no one was around. There was a sign on the records office "Not available until 1 PM". I thought this to be unusual.
- They could do a better job of communicating with HOA's.
- They seem understaffed. People aren't always available, whether in person or via phone call, to handle questions about business permits and registration or notarizations.

- Try to minimize use of money coming in.
- UNDERSTAND THE SITUATION AND THE PERSON
- Way too difficult to gain permits. This is driving away business. Loosen up and focus more on big picture.
- When an issue is phoned in, provide name of responsible contact for follow up issues or status.
- Work with building inspector to be more reasonable. Support neighborhood challenges with dog owners.

The “word cloud” below represents the comments from the above question. Individual comments are on the following page.



- A number to call about concerns. Especially interested in trash and debris on streets.
- allow 5 min and special longer presentations to council by citizens
- Be honest!
- Be more transparent about how decisions are made.
- BE MORE TRANSPARENT ABOUT SCHOOL AND BUSINESS MASK POLICIES AND THE ORIGIN OF THOSE POLICIES
- Being up to date on city activities like the farmers market, parks, park events and local activities that people can attend last minute. We also often hear about the city asking for advice, but then we often don't hear about the results. Would it be possible to record and post on youtube? or use the social media channels to highlight common questions and answers that the mayor may give during his coffee chats?
- better communication regarding water and power outages
- Better explanation of how street improvement funds are allocated.
- Better website, more information in the newsletter about new businesses and services that Creve Coeur offers to its residents.
- Better website, more signs advertising events.
- broader hours , weekends, evenings
- challenging for all organizations b/c people get so much info from so many places.
- COMBINE EMAIL UPDATES WITH LINKS TO MORE DETAILS ON THE WEBSITE
- Continue in manner already in operation.
- Continue texting & emailing important information to residents including URLs leading us to the details in a timely manner.
- Continue to offer virtual meetings (Zoom). They are easier to attend than in person meetings.
- Continue to update and stay focused.
- Didn't know we had a newsletter. I live in an apartment and now I feel left out.
- doing a good job
- email newsletter
- Email newsletter or if a zoning request is in. Email garbage collection changes.
- email of newsletter and updates
- Encourage people to look at the website. Perhaps advertise with posters in public places.
- Ensure that everyone has an avenue to communicate with the city, via online services or by phone.
- even more expansive newsletter
- Everything is OK with me.
- Excellent as is.
- Explain the ordinances up for vote in the newsletter & ways to express comments on upcoming issues.
- Explain what is happening with major zoning fights. Immediate neighbors know, but the rest of the city should know as well.
- Feel you do a nice job here...
- Good job in this area
- Have a quality website that is easy to maneuver.
- Have a stronger and more frequent Facebook presence.

- Have special reports on pending issues, like Quick Trip.
- Hold or participate in more community oriented public events, if possible. National Night Out is an example.
- how about a happy hour at a local restaurant once a yr. or quarter to discuss issues with mayor
- How about letting people have a say where a dispensary is 2 blocks from our home and not a word mentioned to anyone.
- How to better inform on large planning and zoning matters.
- I am new to CC so do not know yet.
- I believe the city should communicate directly with homeowners on important issues, rather than sending information to trustees, specifically with zoning issues.
- I feel like the vocal minority drives council decisions on issues like the QT on Olive. My guess is if you surveyed a wider swath of Creve Coeur, the majority of people would favor it versus what sits there now.
- I like the coffee with the mayor, more neighborhood meetings with council persons
- I like the newsletter and have signed up for email regarding limb chipping. Encourage more residents to do the same.
- I like the newsletter, don't use social media.
- I subscribe to the email lists to be notified about the limb/leaf collection and from the police department and find this very helpful. I admit I don't know what else is available but I think this kind of list would be good for other information, for example, zoning issues within a ward or the entire city, agenda for council meetings
- I think communications are good
- I think you do your best.
- I typically go to the Creve Coeur website to gain information that isn't in the newsletter but too often I am unable to locate the needed information. Optimally the scheduling of trash, recycling, limbs, leaves would be readily available along with recreational services in an easy to navigate and read format.
- I would like to know more about zoning & development issues that impact residential areas i.e. QuikTrip at Graeser. How can a court override the wishes of Creve Coeur residents and council? I read this in the Post Dispatch.
- IF THE CITY HAS PROGRAMS ETC THAT PEOPLE ARE INTERESTED IN THEM THEY WILL SEEK THEM OUT
- Improved use of social media and website. Don't waste money printing the newsletter when people can view it online.
- Increase communication through direct, concise, to the point documentation.
- Inquire feature on website can be improved.
- it is very good
- It's excellent except on building codes and permits. Again hopefully that will change with a new leader.
- ITS GOOD NOW
- Keep emphasizing important issues in the newsletter.
- Keep in mind not all residents use social media.
- Keep residents informed about P&Z matters that effect all.

- keep residents informed of zoning and empty lots (Sunswept)
- Keep the website updated with recent news as well as FAQs.
- keep up present efforts
- keep website up to date and easier to navigate
- last newsletter(Oct 2021) seemed like big change in quality, not a lot of news compared to previous
- Let us know about new businesses opening. Explain why decision on QT?
- Listen to concerns, be kind.
- MAILERS AND SIGNS
- maintain mayors meetings
- Make CC newsletter less expensive. Print newsletter on B & W newspaper stock.
- Make programs more known.
- Make website more user friendly.
- meet us where we are. TikTok videos. More events for city residents. Improve farmers market
- monthly email newsletter
- More communication about city projects, citizen complaints, planning efforts, etc.
- more emails with links on upcoming issues, less paper
- more frequent newsletters
- more frequent updates
- More informative newsletter.
- MORE PUBLIC EVENTS
- more public involvement, or at least suggested ways of getting more involved.
- More pushed social media presence. Email newsletter.
- more tweets
- Newsletter in email.
- newsletter is all fluff, publicize what will be topics of council meetings
- Newsletter should state what is going on in all districts, not just one.
- newsletter
- Occasionally hold afternoon or evening coffee with Mayor.
- Optional automated text message once per season.
- P and Z updates are difficult to understand. Need them in plain English, not technical language
- Partner with HOA leaders to share discussions of importance within their wards. Incentivize civic engagement.
- promote signing up for text or email notification about everything that is going on and create a "weekly highlights" email letter.
- public forums
- Put more info on social media platforms.
- Put more relevant and honest information in the newsletter. Creve Coeur has turned away many businesses who wanted to open in the city and the residents deserve to know why. The newsletter has a lot of fluff pieces and does not publish much about important issues.
- Reduce taxes.
- Reduce the amount of PR statements in the newsletter, particularly in the mayor's and councilperson's columns.

- Reduce the amount of time between communication between city and residents.
- Revamp city web page.
- Satisfied
- send communication to businesses as well
- send emails
- send emails about important local decisions and ask for feedback
- Send emails about the city.
- Send out information through emails. I did not receive mail at appraisal appeal this year. Send this through emails.
- SEND POSTCARDS
- send reminder whenever communication occur
- Set expectations. better newsletter, welcome info package, establish social media pages for wards & city as a whole.
- show maps of areas when referring to zoning and planning issues
- Sometimes the newsletter is difficult to read with the printing on the background.
- SURVEY PERIODICALLY
- Tell us why the city tolerates the Disaster on the corner of Ladue Rd & Ballas.
- texts or emails, I suggest an emailed newsletter and charge for a paper form
- the city should listen to residents. Ask for more feedback.
- The city's website is not intuitive and needs to be user friendly. It usually takes several attempts within the website to find the information I am looking for.
- the only communication is the newsletter. Make it more readable, it all runs together
- Think of ways to expand
- Town halls. Get the newsletter out on time. It usually arrives days late.
- Update on crime activities and prevention measures.
- Use digital channels to communicate.
- Use newsletter. Social media not _____ to us. Personal communication is better.
- Use some logic. When a school or business wants to make an improvement and those affected most may not be immediately adjacent and within the proper distance that REQUIRES notification, go beyond the call of duty and inform residents that will be most affected. Look at a map and figure it out.
- very happy with communication
- very satisfied
- We have lived here 6 years and do not receive the newsletter. Did not even know there was one. I would be happy to receive it electronically or by mail.
- We see very few Facebook posts. (We don't use Twitter.)
- Website and newsletter are far too "corporate". More for appearance than the residents. Drop newsletter.
- well done.
- would like to know more about crime situations.

The “word cloud” below represents the comments from the above question. Individual comments are on the following page.



- Accessibility
- Add a driving range to the golf course.
- Add a municipal outdoor swimming pool for CC residents. We have to drive to Chesterfield Family Aquatic Center and pay non-resident fees.
- ADD A POOL
- add more bike lanes, sidewalks. would love a more walkable outdoor community
- Add more walking and running trails.
- Add pickle ball courts at Lake school as planned and then at Venable Millennium and Malcolm Terrace. Popular sport without enough courts in the metro area.
- Add some covering to Millennium park apparatus as the kids can't even get on it when it is sunny as it is too hot.
- add tennis courts
- Add walking trails on Spoele Road and widen sidewalks.
- Another golf course.
- Attention to upkeep and maintenance. Update equipment.
- Bathrooms and lighting.
- Be more proactive regarding on going maintenance.
- Better communication.
- better community center
- Better info on the website about city parks, particularly trails.
- Better landscaping in parks. Remove invasive plants and more emphasis on softscape.
- Better or more cycling lanes and trails. Better pedestrian pathways to ,from and through business/entertainment districts.
- better walking trails(no paved)
- bike trails, Creve Coeur is a bike Unfriendly city
- biking/hiking trails
- build a recreation center
- Build rec complex like the Heights
- CAMERAS/PATROLS OF PARKING LOTS TO DETER BREAK INS
- CC needs a pool.
- Change ice arena to a community center.
- Charge more for non residents to use facilities.
- cheaper rates for residents for golf
- City parks.
- Clean up the sidewalks. There are lots of trip hazards and weeds. The new sidewalk opposite the golf course is lovely. I just wonder how quickly the utility people will paint direction codes on them.
- Cleanliness
- close golf course and ice arena
- Close the ice arena.
- Close those that are not self supporting
- combine walking trails with storm-water improvements. See city of Chesterfield, MO success with this.

- Construction of a city recreation center to include indoor pool, workout equipment, indoor walking tract, basketball court, etc. Something similar to the Maryland Heights facility. Room for senior related exercise and recreation programs. A facility that can engage all age levels in the community
- Continue adding walking/bike paths. You can never have enough.
- Continue good maintenance of the golf course.
- de-fund ice rink. reduce the number of parks. Apply those funds to resident services rather than reduce those services.
- Defund the ice rink and golf course.
- Des Peres park is beautiful and has so many people using the park for various activities. Use this as a model for updating the parks in Creve Coeur.
- Do not take for granted.
- Does the ice arena provide profit to the City? Your question is jaded.
- easier way to rent/reserve fields and or pavilions
- Encourage more recreational businesses to open in Creve Coeur.
- enforcement of leash laws in Conway Park
- Ensure safe environment.
- Equipment
- Equipment Millennium playground.
- Events
- Every park except pocket parks should have a playground.
- Faster snow removal.
- find area for another park and make a lake where children and adults can fish.
- Focus on maintaining and improving facilities and equipment
- Focus on the golf course and ice arena, it can be a jewel in our community for the long haul.
- FREE EXERCISE CLASSES FOR SENIORS
- Get rid of the ice arena. Too much money spent of it for very few residents.
- golf course
- Golf course is a major City attraction, it should look it's best at all times.
- good cleaning of streets during snow & ice
- Good quality, safe sidewalks, hiking trails and good lighting.
- Ha-ha. I wish Conway Park and the dog park weren't so close to the highway. It is the only neighborhood park we have close by and it isn't very peaceful. I also wish that we had more bike lanes on the streets (i.e. a more visibly bike friendly community).
- Have a community center similar to Bridgeton or Maryland Heights.
- Have more programs/events/services for our parks & facilities that center around and draw in families of all ages.
- I wish every neighborhood had sidewalks. It is hard to walk with small children and no sidewalks.
- I would love more trails/paths
- ice arena
- If the ice arena was well used, I would support it, unfortunately that is not the case. Parks are very important to those with families.

- Improve ice arena
- Improve ice rink and DO NOT provide more parking at Conway Park. To tout more parking as an "improvement" is ludicrous.
- improve restrooms
- improve signage and onsite maps
- Improve the ice arena. There is not enough ice for the kids in St Louis to play ice hockey. Chesterfield's new ice arena is amazing and attracts visitors.
- improve the quality of the walking/biking trails
- Include ice skate rental at the arena.
- increase more lights and safety
- increase programs held in parks, nature speakers, walk-training sessions, talk on the city and what is happening, art shows, etc.
- Increase the number of hiking/walking trails. I rarely use the Creve Coeur parks and drive elsewhere for walking/hiking due to the lack of resources here. The dog park is completely inconvenient to us and thus we don't use it but would like to if it was closer.
- Inline rink-outdoor like Brentwood and Lindenwood Park in the city.
- INTEGRATED TRAILS
- invest in the ice rink and the golf course, both need significant improvements.
- Just returned from Chicago area and there are a few toddler parks, fenced with latches, equipment for < 5 years old. The parks are small and located in neighborhoods. Might want to look to see if something like this could fit in CC. Would need to check the demographics.
- KEEP AND ADD MORE CONCERTS AND MOVIE NIGHTS
- Keep bathrooms open all year.
- keep the golf course
- Keep the ice arena going.
- keep them well maintained.
- Keep up the good work
- Keep up the ice rink and maintain the tennis courts.
- Keep walking trail asphalt repaired.
- Keeping the golf course open.
- Let private ownership run the ice rink.
- Let the people that want an ice rink pay for it.
- LONGER WALKING PATHS WITH OPTION FOR SHORTER WALKS
- maintain and care for trees in the parks, they need trimming, some are dead
- maintain and improve and add trails like at Malcom Terrace
- Maintain ice arena and golf course. They are an asset to Creve Coeur.
- Maintain Malcolm Terrace trails, create more and better bike paths and street lanes.
- maintain tennis and pickleball facilities
- Maintain the Dielmann Complex. It is a nice place for residents to use for meetings, etc.
- maintain the playgrounds at the parks better
- Maintenance.
- Make a community recreation center that has a gym in it.
- More adult and senior programs

- More bike & hiking trails.
- more bike and hiking trails
- More bike paths.
- More bike/walking trails.
- more community gardens
- More concerts in the park
- More developed hiking/biking trails
- More diverse community, building activities, dance lessons, game nights, language lessons.
- more dog parks
- More events in the park (outdoor movies, etc.)
- more free programs for residents who are seniors on a fixed income
- More golf leagues.
- More improvement on walking paths and a list of where they are, maybe with maps.
- More information
- More investments in historic preservation.
- more parks. More sidewalks in the city
- more playground equipment
- More playgrounds for handicap children.
- more programs
- more restrooms
- More shade. Play equipment for younger children at all parks, water play at parks
- more sidewalks/running trails
- More soccer fields and walking/biking trails.
- more things for seniors and get the word out
- more trails
- More tree plantation, Native plants and flowers
- more use of historic structures. Why not a local art show inside Tapp mega
- more walking and biking trails
- more walking paths
- More Walking trails
- More walking trails and possibly a lake or some other more outdoorsy activity.
- More walking trails. Get rid of Ice Arena. Make it a community center for classes.
- MORE WALKING, RUNNING AND BIKING TRAILS; MORE SIDEWALKS ALSO
- more walking/bike paths to connect them.
- More walking/bike trails
- MOVE TRAILS
- NEVER AGAIN REQUIRE PEOPLE TO WEAR MASKS OUTSIDE TO UTILIZE PARKS, PATHS OR PLAYGROUNDS
- nicer playground equipment, for older adults and adult fitness things
- No parks close to where I live, would like one closer to us.
- open bathrooms
- overall city infrastructure and services, i.e., streets and lighting etc.
- Parks

- Pickleball courts. very inexpensive and convert from tennis so they can be used for both sports.
- PICKLEBALL
- pickleball courts, most popular sport today and yet this city does not have a place to play
- plant more evergreens, loblolly and pitch pines, magnolias, eastern pines for year round aesthetics
- Plant more new trees in Venable Park.
- Planting native garden
- Playground equipment improvements in City parks.
- Please work on appearance of streets, weeds and trash are not acceptable.
- prepare for increasingly extreme weather
- Prioritize use for residents first.
- Put in some free pickleball courts.
- Put in the needed investment to keep what we have nice and add more slowly as we can afford it. It is a great place to live.
- Quantify use of parks by people (residents and non residents) and celebrate usage in communications.
- recreation facilities
- recreation facilities, ice and golf building needs to get more attention. The building is old, unimpressive.
- Recreations.
- Remove geese disposal as soon as possible.
- Repair cracked walking paths. Make the playgrounds all ability, for disabled, autistic, etc.
- Repair log cabins.
- Re-purpose the ice arena for something that appeals to more people i.e. soccer, golf driving range, indoor shooting range.
- restroom access year round
- Restroom cleanliness.
- scheduled activities
- security
- sell ice arena
- SELL THEM
- Senior activities.
- senior center
- SENIORS CANT USE ICE ARENA BECAUSE PUBLIC SESSIONS ARE FULL OF JUMPING FIGURE SKATERS-HAVE A SENIORS ONLY SESSION OR RESTRICT FIGURE SKATING PRACTICE TO ONE AREA ONLY
- signage
- Something needs to be done about the bikers, they need to follow the law, riding in packs is not safe for them or drivers.
- Support the farmers market.
- Surrounding communities have pickleball courts. This is not only for Seniors, but for all ages. I drive 11 miles 4 times a week to play pickleball in Manchester and Ballwin.
- Swimming pool.

- Take out dead trees and dead limbs.
- The city committed to addressing stormwater issues, honor that commitment before spending more on park changes.
- The ice rink should be able to support itself, if not be profitable, due to the interest in hockey and ice time.
- The rental of hockey and skating clubs should cover the cost to maintain the ice arena. If the demand is not there, then operation should be questioned.
- tie in to a neighboring community recreation center for use indoors
- Turn the golf course (which has been a losing proposition for years) into something that would be a money maker. This would require selling off a large portion of the golf course for multi family development. The main focus would be to leave as much of the property as is with trees and then using the existing cart paths as walking and biking trails that all residents of Creve Coeur to use.
- Turn the golf course into a park, it makes more sense.
- up to date improvements
- Updated splash pad for kids on hot summer days!
- upkeep of facilities
- USE THE PARKS FOR COMMUNITY EVENTS, LIKE FARMERS MARKETS, SHOWS, PERFORMANCES, ETC
- Walking and Biking paths!! PLEASE. Living on the west side of 270 feels completely cut off from the east side. On top of that, my family has been going to Millennium Park at least 4 times a week, every week, for over a year. We drive the 3 minutes to the park every single time (I live in Country Forest Neighborhood). Having more sidewalks that connect neighborhoods together so I don't have a kid under 2 and a dog along a busy road would be incredible. Its also just more enjoyable to walk through neighborhoods and meet people than have the only option be hiber/mason.
- Walking trails
- walking trails connect parks to the center of the city (Wildwood would be a great example.)
- We do not need so many parks, you just a tax increase for parks, what a waste if you have bigger budget issues
- we need a recreational complex like all the other cities, no pool, work out facility, etc.
- We walk a lot, I would like to see sidewalks improved so we do not have to walk in the street.
- Widen the walking paths, especially in Conway Park where there are a lot of dogs trying to pass each other on the narrow path.
- Wild life habitat.
- With the exception of the confines of the Dog Park keep dogs on a leash and pick up dog poop.
- Would like to see budget.
- Would love to see a pool/ rec center for our community. We pay high taxes and we should not have to share.
- Youth recreation facilities, including basketball, baseball, swimming, we need a lot of improvement in youth programs.

The “word cloud” below represents the comments from the above question. Individual comments are on the following page.



- Add more police officers to the force.
- Additional commendation of individual officers.
- Atten block parties, get out and talk to residents.
- Be kinder to city residents when stopped for minor problems like lights not functioning and other minor infractions.
- Be more active against shoplifters.
- Be more visible in neighborhoods near private schools during restricted driving hours
- Be more visible.
- Be more visible.
- Be visible in areas that maybe more susceptible to crime.
- Beef up overnight patrols of neighborhoods and businesses. My understanding is overnight criminal activity is on the rise and the criminals are not from this municipality.
- Better dispatch coordination between responding police and dispatch.
- Better traffic enforcement on Cross Creek/Falaise roads.
- Bike patrols in commercial areas.
- COMMUNITY OUTREACH AND EDUCATION
- Continue to enforce driving laws.
- Continue to patrol stop sign at Williamsburg subdivision . People barely stop at st sign , very dangerous
- Continue to provide great service and protect us from criminals. I appreciate the police and fully support being strict on crime.
- Crime prevention.
- Do everything possible to prevent crime & keep our communities safe.
- Efforts to improve crime
- Enforce license plate expiration, enforce stop signs.
- Enforce the traffic laws on Olive especially where the areas are marked as no u turn.
- ENFORCE TRAFFIC LAWS ON SPOEDE RD
- Enforce traffic laws, speeding on Olive, Mason, Ladue
- Enforce traffic laws. Check to ensure all crossing lights are working properly.
- ENFORCE TRAFFIC/DRIVING/SPEEDING VIOLATIONS
- ENFORCEMENT OF TRAFFIC AND MOTOR VEHICLE LAWS
- Every communication I see about our police force is very lacking in diversity. This makes me feel less safe when considering our police force.
- Feefee and Olive, the BP gas station is not safe at night
- Find a new spot to issue speeding tickets, Lindbergh Blvd. is getting old.
- Fix the problem that causes drivers to run the red light at Olive/Fern View going east.
- Frequent patrol of neighborhoods.
- Get more involvement from volunteer organizations like C.E.R.T., Boy Scouts and other non-religious groups.
- Give them a raise. we love our police
- Greater visibility in commercial/retail areas.
- Hang in there, as public is not always on their best behavior. We need police services.

- Happy with the police interaction. They are great to work with. They need all the support we can give them.
- Have a more visible presence in commercial/retail areas like Schnucks and Dierbergs.
- have an open house at the police dept to improve communications between police & citizens.
- I AHVE NEVER SEEN A PATROL CAR GO BY AND I WORK FROM HOME. PLEASE PUT US ON YOUR ROUTE: CLION THANK YOU
- I hate it when people pass on the right when I attempt to leave the left lane.
- I love our police force so the only thing I would recommend is to give them a pay raise.
- I rarely see a police car here. More random patrols may help, especially in areas where crime has happened or in secluded and non- thru streets
- I would like to see their presence in commercial areas verses sitting in neighborhoods catching speeders.
- Improved visibility in the community. Loved the idea of having the new police dog out in the community to meet the people
- improving identity theft, cr card fraud, and other online scam efforts
- Include crime statistics and police response in the monthly newsletter so that police are more appreciated. I think that people have a false sense of security because they are unaware of the unlawful activity that occurs in Creve Coeur. Neighborhood crime is often shared by word of mouth. More transparency would lead to more awareness.
- Increase man power.
- Increase patrolling in residential neighborhoods.
- Increase police outreach in all areas of Creve Coeur. Get to know the residents and encourage residents to know the police - trust has to begin somewhere.
- increase police patrol esp. in the middle of the night with all the noted auto break-ins and criminals prowling around.
- increase speed enforcement on SPoede rd
- Increase staffing and equipment
- Increase visibility, especially in school areas.
- increased visibility
- increased visibility, less time on speed traps
- INTERACTION WITH RESIDENTS; I WOULD ALSO LIKE THE POLICE DEPARTMENT TO PROVIDE THEIR POLICE REPORTS-THEY COME IN MY EMAIL BUT YOU HAVE TO LOOK THEM UP AND I AM NOT COMPUTER SAVVY
- it is very good
- Just continue to be a guest at our neighborhood annual picnic. It is appreciated and the kids see that our police are really people to look up to.
- Keep staying visible throughout the day and night.
- Keep up nightly neighborhood patrol.
- keep up the good work!
- Know people on a personal level.
- less traffic enforcement
- MAINTAIN HIGH SUPPORT TO OUR OFFICERS
- maintain what we have. Vacation house coverage has been excellent.

- Make itself better known, such as visit my neighborhood.
- make police more visible, hardly ever seem them, would like to see them more.
- Mind their own business, no need to know what I do for a living, just because I am driving around in a Porsche.
- Monitor for speeding cars on our street in the evenings after dark(Mosley Road). 95% drive over speed limit, they do not stop at stop signs. Easy city revenue.
- more community outreach programs
- More coverage of Olive Blvd from Lindbergh to FeeFee Road
- More enforcement of speeding in neighborhoods.
- more neighborhood visibility
- More patrolling of neighborhoods at night.
- More patrolling through neighborhoods.
- more police officers and cars
- More police officers.
- More police on the street. Too much section 8 housing and low income housing.
- More police patrolling neighborhoods.
- More police presence through neighborhoods at night.
- More presence at parks, a few times I have not felt safe.
- more traffic stops
- More training in dealing with the public.
- More visibility in commercial areas.
- More visibility.
- More visible in the neighborhoods.
- My limited interactions have all been positive.
- neighbor outreach
- Nighttime presence of police in neighborhoods to prevent thieves from sifting through cars parked outside
- NOT BE DEFUNDED, HARASSED, BELITTLED OR IN ANY OTHER WAY PREVENTED FROM DOING THEIR JOB
- notification of crimes
- Olive Blvd. people not stopping at red lights.
- open house, ride alongs
- Our police dept is the best.
- Partner with leaders in our communities of color to accurately find out from those residents how they feel about policing in their community. Follow thru with improvements.
- patrol cars thru subdivisions on regular basis but random timing based on crime report stats.
- patrol neighborhoods and retails area more.
- Patrol our neighborhood more often.
- Patrol our subdivision streets more often.
- Patrol residential neighborhoods more frequently, especially around Conway Rd and College Park (Missouri Baptist University entrance). Further, set up speed traps during business rush hours. I'm not sure what you accomplish at 10:00 AM with your speed traps.
- Patrol subdivisions, especially at night.

- Police are the best part of the city.
- Police need to monitor speeding on Conway Road.
- Police patrol our neighborhoods more often.
- Police should be visible and friendly.
- post city fines on stop signs for those who continue to run them, raise fine to 250.
- Presence on park trails.
- prevent people from driving in the bike lanes!
- Probably see Police in the neighborhoods; I've never seen them in our subdivision.
- Provide advice about how to stay safe from the coyotes.
- Provide more education and training, drive around the parks and community for safety
- Provide more resources and training to deal with citizens with mental health issues and in need of support.
- provide police with support to do their jobs
- Put an officer on Mosely from 5pm to 6:30 pm, cars drive way too fast.
- quit worrying so much about speeding and concentrate on crime
- re-enforce speeding on the roads! it is constant & dangerous.
- remind the police to be friendly with people until the situation warrants stern attitude.
- Remove panhandlers from exits at HWY, tired of people asking form money when jobs are available. They leave trash, don't live in the area but want our money
- RESOURCES TO HELP WITH NEIGHBORHOOD WATCH PROGRAMS
- ride up and down the local subdivisions to be more visible.
- Speeding in neighborhoods and illegal street parking are big problems in my area
- Stay visible and associate with the residents.
- Stop the incoming crime to the north of the City. Part of the "Ring" community it is getting worse each week.
- Stop the road racing on Olive between Lindberg & 270.
- TELL US HOW WE CAN PARTNER WITH THEM TO PREVENT CRIME AND REPORT PROBLEMS THEY NEED TO HEAR ABOUT-HELP US LEARN
- thank them
- The police department is good, just need to lower cost by improving efficiencies.
- The police department's current efforts should be highlighted.
- the police dept needs no improvement, the citizens do!
- They are great.
- They do a good job
- They have a new building, vehicles and a gun range, they should be good for a while.
- Ticket speeders on lower speed limit streets (Conway, LaDue, Ballas)
- Training to handle non-criminal/non-lethal situations, de-escalate training.
- Visibility
- Visibility in my neighborhood, especially busy hours of the day.
- Visibility in neighborhoods.
- Visibility. Communication with the residents.
- watch for people running traffic signals at LaDue Lane at Emrson
- we should lose Walgreens due to too many robberies.

- YOUTH PROGRAMS FOR CHILDREN.

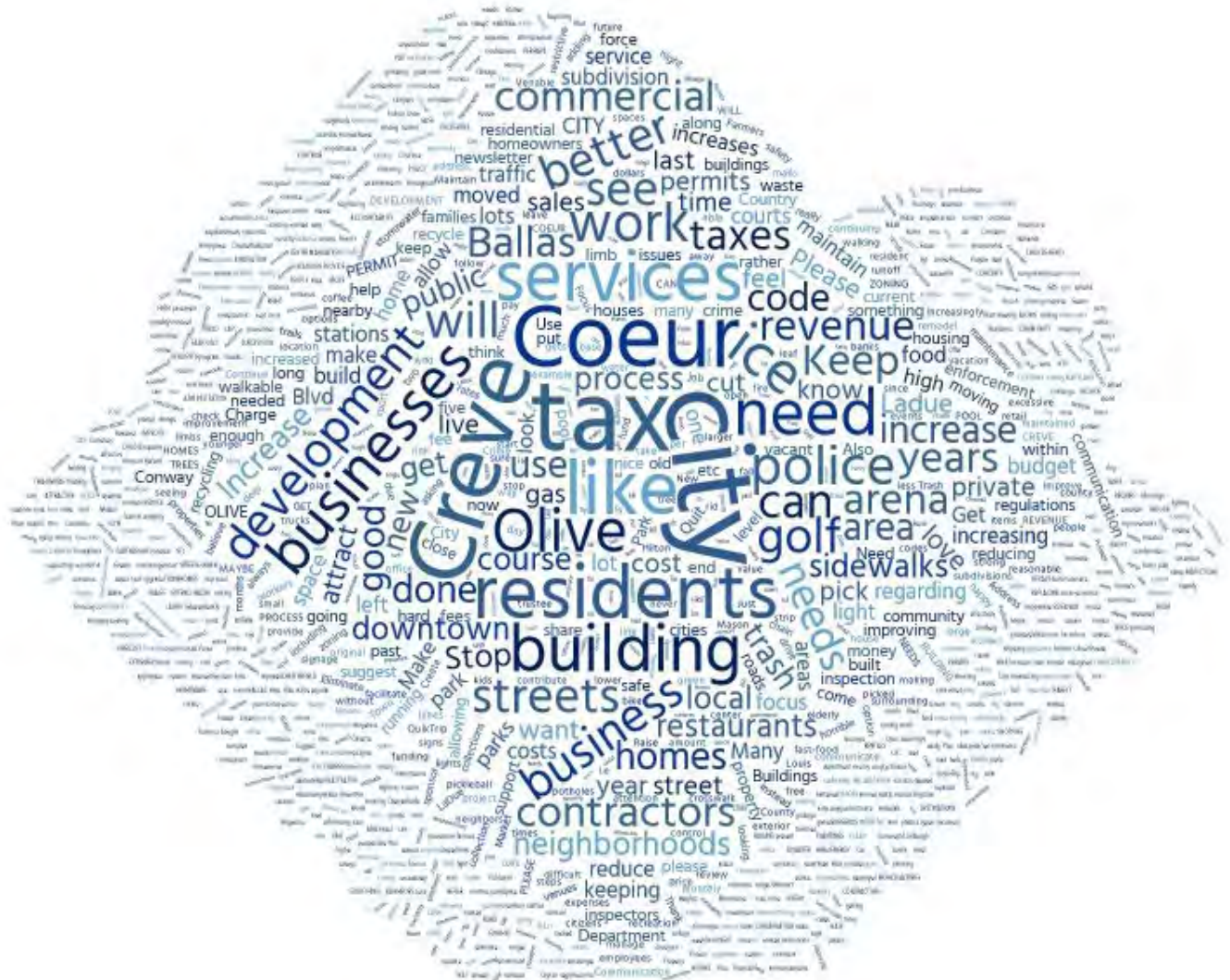
The “word cloud” below represents the comments from the above question. Individual comments are on the following page.



- 911 for a fall
- A person with dementia wandered into my backyard. At the time, I had no idea who was in my backyard. The officer and I determined she was a resident of Dolan Residential Care Home on Conway Rd.
- accident
- animal control
- Asked them to keep an eye on my home while I was on vacation.
- assault
- Assistance to ambulance call.
- attorney
- casual conversation at Starbucks
- Chatting during neighborhood patrol.
- Check on house while on vacation.
- Collision by a driver running a red light - police and EMT were especially responsive and helpful
- Conversation with patrolling officers
- Coyote sighting in neighborhood.
- dead deer
- death in home
- EMS calls
- Filing a noise complaint
- follow up after auto crash.
- Greet with K-9 in the park
- Greeted officer patrolling neighborhood.
- Handicap parking issue.
- HELPED MY DISABLED DAUGHTER-POLICE WERE GREAT
- I asked a police officer that was parked near a home that had burned if the couple was OK. He replied that they were because he hadn't received a report on his iPad with regard to an injury at the home.
- I fell in my garage and the police responded immediately.
- I found a wallet and turned it in.
- I had a question about locksmiths.
- Illegal parking in residential area.
- In a dispute between neighbors, I was told that the police had been involved - I called to confirm. The instance cited was more than a year ago - no further action was needed.
- Information about an ordinance.
- injured deer
- interview about a car break in
- Local noise complaints.
- mail box was hit
- Met the new K9 at Veneable Park
- My daughter hit a street sign and I met with an officer. She was professional and very nice.
- My property damage.
- Neighbors Night Out

- Noxious odor and smoke coming from storm inlets.
- Obtain accident report.
- Officer attended a neighborhood meeting.
- officer collecting info for re-break in.
- Officer stopped to chat with us while we were on our walk, he was very nice.
- Officer was at our subdivision meeting.
- Person was illegally dumping on Ameren right of way property.
- Police wrote a note for us to close our garage door.
- protecting our home
- Provided video for a crime.
- REALLY LIKE THEIR VACATION PATROL SERVICE
- REMOVAL OF ABANDONED MV
- Report #19
- report 2 accidents
- report an incident
- report found items
- report I.D. theft
- Report noisy neighbor.
- Report vacation absence.
- responded to an alarm.
- response to emergency calls
- Security coverage at our house of worship.
- Speaking with them while on a walk.
- SPEEDERS IN NEIGHBORHOOD
- Stopped by our block party, good customer contact.
- Stopped to chat in neighborhood.
- they came to our home to investigate an incident on our street
- they stopped by to check on status of returning to work in our building
- vacation checks
- vacation monitoring
- vacation notifications
- "Warning" about our dog not being on a leash but in our front yard- complaint from walker.
- water main break
- Witnessed officers assisting a resident.

The “word cloud” below represents the comments from the above question. Individual comments are on the following page.



- 1. Crime prevention should be a top priority. Crime has moved to West County making me feel increasingly unsafe. I no longer go out at night. This means that I don't shop or dine at local businesses except in daytime. Motorists are increasingly discourteous and disregard traffic laws. I suggest increased funding for police and public safety. 2. I suggest that the city should communicate with residents about the unsightly housing at Ballas & Ladue Rd and what steps are being taken to hold the developer accountable. The city should use leverage to force him to change the exterior design on future homes that are more in keeping with the surrounding neighborhoods.
- A "fall festival". More farmers markets. More trails(running, biking). Power outages are increasing. please demand that Arieren cut trees around powerlines, maintain the lines better
- A cluster of homes in our subdivision loses electricity for extended periods of time without any reason. This needs to be investigated and fixed.
- A downtown area is needed, like in Webster or Kirkwood. Seems like this has been a discussion for a long time and nothing happens.
- Add more police to areas with high crimes.
- Address the deer problem
- Address the over population of deer.
- against raising taxes or increasing fees or reducing resident services. would rather see funds redistributed from park & recreation or other sources rather than reduce residential services.
- Allow more commercial development to increase tax revenue. Forget the walkable idea. Close golf course and ice arena, possibly build duplex housing there.
- assist with reducing use of plastics and fossil fuels. Solar energy info sessions or partnering for solar suppliers, reducing plastic waste
- Be more transparent with budget and financing. Would need to see plan details.
- Build a downtown please.
- CAN WE PLEASE GET SOME RESTAURANTS THAT ARE NOT CHAINS? MOM AND POP PLACES? WE RARELY DINE IN CC SINCE THERE ARE FEW GOOD CHOICES-RENTS ARE TOO HIGH
- CC has it's share of corp businesses, but all the budget issues seem to focus on the residents. How about getting Bayer to sponsor the ice arena? Have Plaza Auto sponsor parks. They need to support their share of higher costs and demands.
- CC needs to get a pool. I have to drive to John Wayne Kennedy Rec Plex in south county to go swimming and they are only opened for 2 months of the year.
- Change limb collection routes to monthly. Snow plowing and excessive salt is ruining the streets. Only treat the hazardous areas when the snow is light.
- Charge a fee for trash annually. Leaf collection should start in November. Sooner is a waste of money.
- Charge for trash based on usage. Limit free pick up to small tote. Chip limbs one time only a year. Eliminate ice arena, too costly.
- city ordinances/ codes are too restrictive. Suggest relaxing code or provide reasonable exception process.
- Clean up Ballas & LaDue, road development. Do something with Sunswept/Lindbergh land. No Quick-Trip. two gas stations are enough.

- Communication regarding large trash item pick up. If not a city service, consider adding it.
- Communication regarding community spaces for private events and parties. Continued recognition of racial inequities and steps to address (i.e. Venable Park).
- Condemn some of the vacant houses that are an eye soar.
- Continue review and need for existing scope of building permits, remains a bit excessive for some minor items when compared to other cities., driveway repairs. I support ensuring safety and code, but do not need city to check workmanship of contractors I select.
- Continue to communicate opportunities for citizens to get involved in committees
- Create ADA signage for deaf residents.
- Create more flexibility with the budget, so that in times of reduced revenues, people and finances can be delegated to "needed" services away from "wanted" services.
- Creve Coeur sales tax is excessively high
- Cut costs, cut rules and regulations.
- don't know
- Don't sideline farmer's market and historic buildings for golf & ice arena.
- Due to housing increases, I feel I will not be able to afford to live here.
- Ease the restrictions for permits. Many contractors refuse to bid because the process is so difficult. We were told that adding an addition to our home would take over 2 years to get permits done.
- Either get builder to complete N.W. corner of Ladue Rd & Ballas or condemn the horrible "World War II" "Quonset Huts" on that prime location.
- Eliminate golf course and ice rink.
- eliminate signs for "office space for rent" on commercial buildings. reduce price and plant a city tree. Increase public art. Tell post office to clean up their property/landscaping.
- Entertainment in our city is limited. More bars and restaurants allowing live music. Chesterfield is kicking our *** with the amphitheater and their concerts. Quit being so stodgy.
- Fewer number of limb & leaf collections. Once a month.
- Fix the pavement at the intersection of Olive and Mason, left turn lane is a mess and has been for years. We could use more gas stations.
- Focus on attracting "new normal" business practices and improve your code inspection process in order to going from "Creve Coeur code inspectors are a pain in the ..." to "Creve Coeur code inspectors have the city welfare as their primary mission yet they work with our citizens to come up with a reasonable solution."
- For code enforcement, there should be a routine inspection of trailers, boats and campers, in driveways. Also mold on exterior of homes, weeds in unkept flower beds.
- From my perspective, there is no downtown Creve Coeur. Stores/businesses on Olive are not a downtown. Make a more compatible relationship with contractors so they will work in Creve Coeur.
- Get out of the golf course and ice arena business . . . allow those to be private enterprise.
- Get rid of areas that require irrigation and stop running water to end up puddles in the roads. Such a waste.
- GET RID OF RIDICULOUS CLEAN ENERGY, GREEN CONSERVATION INITIATIVE

- Get the crime moving in under control. People will start moving away if it is not safe to live here.
- Have panhandlers so elsewhere or if they remain in the area , they should be arrested, their fine would be to pick up the trash designated by the police dept.
- Having more drive-thru food options would be incredible and continuing to support local businesses and food venues. I love the rich food scene we've created here and it's one of the important reasons I stay. Now it would be nice if I could walk/bike to them easily.
- High hopes for more walkable districts. Thank you for Venable Park
- Hire employees that care and spend money wisely.
- I appreciate city employees, police and fire. Would like to see better roads, lighting and traffic enforcement too many careless drivers on roads.
- I DO NOT THINK THE DEVELOPMENT ON BALLAS AND LADUE ENHANCES THE IMAGE OF THE CITY. MAYBE I WILL CHANGE MY MIND WHEN IT IS FINISHED. I HAVE NEVER SEEN SUCH UNATTRACTIVE HOMES AT THIS POINT. IT WAS A SHAME TO TAKE DOWN THE HOMES THAT WERE THERE. I BELIEVE IN INNOVATION BUT IT SHOULD HAVE SOME REDEEMING CHARACTERISTICS.
- I feel that if Creve Coeur wants to be on the scale of Ladue, Town and Country and Des Peres then it needs to focus on improving the area. Many of the buildings and strip malls look old and run down. This is a city with many high priced houses and the city does not look as nice as many of the neighborhoods. The city needs to do something to attract more of a variety of businesses. If I want to go shopping, then I have to leave Creve Coeur. Many businesses and contractors do not want to come to Creve Coeur because the city is so difficult. I have had contractors deny bidding on a project at my home because they do not want to work with the city since it is so unreasonable. The city does have a way of taking the fun out of doing a home improvement project. I feel that Creve Coeur could put their focus on improving the look of the city and not be so worried about someone's kitchen remodel.
- I recently moved here from Columbia, Mo where the city had several locations to recycle what won't fit in bins. Creve Coeur should have a recycle location so that they don't end up in trash. Events like moving or spring cleaning, downsizing creates lots to recycle , materials that we don't want to end up at the dump.
- I recommend seeing how other cities manage budgets and expenses. We need to do better. Our property taxes have increased substantially over the past 3 years. I just do not know why the city cannot manage increased revenue and expenses better.
- I think a downtown and pool/rec center would do a lot to make Creve Coeur more desirable for families and neighborly feel.
- I think it is a lovely place to live. They are doing a decent job.
- I would like to see better looking condo properties, fewer car washes and banks. We need better local restaurants for dining. We need bicycle lanes on busy streets.
- I would love for the city to have a recreational complex with a pool, sport courts that residents can join for free.
- I would prefer to close the ice arena and golf course. Too much money to operate for few residents.
- ice arena and golf course should be self supporting. Would love a community pool and gym
- Ice skate tax, golf tax, tennis tax.

- I'd be very interested to know what the plans are to address the stormwater runoff issues. I've experienced significant increases in stormwater runoff issues over the last three years. My house flooded last fall, which has never happened in the 11 years I've lived here.
- If residents did not want commercial development on Olive St, they should not have bought a house a block or two from Olive, wasting tax dollars on legal fees to stop certain development.
- Improve enforcement of commercial signage regulations. we are still seeing "we're open" types of out of code signs.
- Improve the building and inspection process so that homeowners are more informed.
- Incentivize more family friendly businesses.
- Increase and allow more business. Do not allow neighbors to halt development for example the Hilton and the QuikTrip
- increase efforts to decrease panhandling at intersections
- Increase fast-food options along Lindbergh Blvd
- Increase fee for larger trash totes. Do not allow extras, residents leave furniture, appliances. Also suggest charging for recycling, if it costs the city more now to process recycling.
- Increase sales tax as a revenue option to maintain city services. Reduce cost of fancy color CC News Magazine.
- Increase times per year for shred document events and RX collections. Stop patching streets, totally need a redo our streets. Contractors tell us building inspectors are petty and spiteful.
- INSPECTIONS AND ZONING ARE MORE UNNECESSARILY ARDUOUS THAN MOST OTHER MUNICIPALITIES-I HATE THIS ABOUT CREVE COEUR
- ITS EXTREMELY DIFFICULT WHEN THE CITY REQUIRES A PERMIT FOR SOMETHING AS SIMPLE AS REMOVING A TOILET. WAY TOO MUCH REGULATIONS. THE CITY CANNOT CONTINUE USING THE PERMIT PROCESS AS A CASH COW
- Just a comment, really happy with the officer that was at our subdivision meeting, lots of good information including using vacation notification which we will do in the future.
- Just moved here within the last year and so far we love it.
- Keep our police force strong and professional, whatever amount of tax it requires.
- Keep police funding strong.
- Keep pushing for Hilton Hotel on Olive Blvd.
- Keep sidewalks level and repaired. Add more lights for safe night driving
- Keep the Farmers Market open thru the months of May-November. Katie had done a wonderful job, no one has picked it up and done what it takes since she left.
- Keep up the good work!
- Keep up the high level of communication
- Less commercial development and more green space.
- Listen to the residents when they believe a development will not be in the keeping of the character of Creve Coeur.
- Look to attract more, larger corporate businesses. It will increase the tax base and provide more jobs. This is a great city because a lot of work goes into it, keep up the good work.
- lower property taxes. No QT at Olive/Graeser- enough gas stations. Get rid of dispensary- will increase crime and tempt school-aged kids from all nearby institutions.
- Lower taxes!

- Maintain as much core services as possible
- Maintain vacant lots and homes. Keep grass cut and limbs picked up.
- Make it more bike usable. Make sure that commerce being done by outsiders are paying their fair share
- More green space and landscaped medians. Focus on improving sidewalks to make city more walkable. More outdoor gathering spaces, coffee shops, cafes, etc. Promote re-development of aging strip malls.
- More parks, better street maintenance and more casual restaurants.
- more public services announcements regarding homeowner property upkeep. This effort could be aided with more communication to public via the monthly newsletter and helpful suggestion to CC subdivision trustees.
- MORE SHOPPING AND DINING DESTINATIONS ALONG OLIVE EAST; FEWER GAS STATIONS ON OLIVE
- more sidewalks, walking downtown area
- My curbs are destroyed from trucks running over them. I have tried for the past 5 years to get someone from the City to fix them.
- MY ONLY COMMENT IS THAT I CONSTANTLY HEAR FROM NEIGHBORS AND CONTRACTORS THAT THE BUILDING PERMIT INSPECTORS ARE A NIGHTMARE TO WORK WITH FOR RESIDENTS TRYING TO IMPROVE THEIR PROPERTIES. PERHAPS A MORE MODERATE PROCESS WOULD BE APPRECIATED
- Need more stores and less banks. Must drive 7 plus miles for a discount or hardware store. Creve Coeur could encourage business rather than discourage it.
- Need to attract more business that can pay sales tax like Olivette. Make Olive Blvd. less trashy looking like Manchester Rd
- Need to enforce codes for keeping properties maintained.
- Neighborhood streets need attention but do not use the thin black overlay that breaks up and gets tracked into our houses.
- New to city. Did not know you had a newsletter. Would like to know about senior services the city might have.
- Nicer restaurants other than fast-food, in the area
- No more taxes.
- Noise ordinance should be 10:00 pm not 11:00 pm.
- None at present
- Not sure about your decreasing revenue assumption on Q 32. My homes' taxable value increases every 2 years. All utilities are increasing rates, good and services are costing more, for which the city gets an increase in revenue due to a % tax base on cost.
- Offer residents the opportunity to contribute to their favorite items.
- Pay attention to permits, the disaster of Ladue Rd and Ballas, never should have been built, not in keeping with Creve Coeur.
- Pickleball courts, it is very popular sport now
- PLEASE BE LIKE CHESTERFIELD OR OTHER CITIES WITHIN STL COUNTY WHO ARE STANDING UP TO MASK MANDATES. LET PEOPLE CHOOSE
- Please do something with the old Houlihan's building. It is an eyesore.

- Please focus on bringing in new business and restaurants. Especially local, non chain establishments. We should do more to attract a younger demographic. Quit making it impossible to build/renovate with permit hoops.
- Please keep the Farmers Market on Saturday Mornings. Regarding police: excellent work by Sgt. Paul Horning.
- Please read my previous input. Buildings Department needs be logical and respectful to residents. Residents should be able to challenge the Buildings Department once a year without the BULLY POLICY that states if the Board agrees with Buildings Department, the resident will incur a bill for the Board's time.
- potholes on Conway gardens CT from garbage trucks
- Property improvement tax, CC lottery, Fun tax for those who participate in entertainment facilities, auto sales tax, tax on transit (i.e. uber, cabs), snack tax for fast food. Open the police shooting range for public use. Water park for small kids. Charge admission and have concession stands.
- Quit asking for increases in rates. Manage costs more effectively. Can you sell any city assets to help fund areas (ice rink). Raise user fees to fund activities like golf and dog park.
- Raise taxes, don't cut services.
- REDUCE ADMINISTRATION FIRST BEFORE RAISING COSTS AND TAXES; ENCOURAGE REVENUE GENERATING COMMERCIAL BUSINESSES TO MOVE TO CREVE COEUR
- Refund utility taxes paid to elderly residents as Maryland Heights does. Have fire department replace batteries in alarms for the elderly that have 10 ft ceilings.
- repair potholes in neighborhoods. More street maintenance. Trash containers not visible.
- Repair streets of subdivisions with heavy traffic beyond the patchwork , this makes rough surfaces. Why is Chaselle superior to all surrounding neighborhoods?
- REPAVE streets
- REQUIRE OCCUPANCY PERMITS FOR RENTALS AND A DOG LICENSING FEE-THIS WILL PROVIDE ACCOUNTABILITY AND REVENUE
- Review the city budget line by line & see what services St. Louis County provides that CC duplicates and see what could realistically be cut, instead of always increasing taxes.
- Satisfied with police service. Parks should be maintained better. Dead tree removal , remove honeysuckle and invasives from parks and City Hall
- Stop allowing businesses that do not pay sales tax from locating on Olive Blvd or Ballas. No more Drs. Offices or tax exempt business. More retail and restaurant
- Stop flag lots throughout city. Stop allowing 2 or more homes to be built on a single lot.
- Stop light at LaDue and Lindberg turning left & going west on a yellow light is dangerous.
- Street crosswalk lights needed. EB 340 at 270 crosswalk needs improved.
- SUBDIVISION STREETS-WHEN REPLACING CONCRETE USE STRAIGHT CUTS; TRIM TREES AND BUSHES NEXT TO SIDEWALK ON LAOUE WEST OF 270
- Tax for services used by outside groups. Stop taxing residents. Do not reduce the police force, you are asking to increase crime.
- Thank you for all your hard work
- Thanks to all the Law Enforcement for what you do to keep our city safe!
- The Bellerive Cemetery needs to build a holding pond, as I did to help control the flow of water.

- The city needs to be easier for businesses to do business. The more "workers" we can have during the day, the more \$\$ come to local restaurants / service providers. Creve Coeur has always been hard to work with or build in, reputation of a very tough building permit/inspection - almost to a punitive point. Businesses will go to another close city to build in, and we lose the tax dollars.
- the city would have more revenue if you weren't so restrictive and close minded to new businesses. You make it hard to enter Creve Coeur which is unfortunate for your residents.
- THE MEDIAN PLANTINGS ON OLIVE ARE GORGEOUS. CAN WE EXTEND OUR PARTNERSHIP WITH MARYLAND HTS TO INCLUDE THEIR INDOOR POOL AND COMMUNITY CENTER. CC NEEDS A GYM AND LAP POOL. ALSO BUILDING CODES ARE FAMOUSLY VERY STRICT- MAYBE EASE UP A BIT ON THIS-SMOKE ALARMS LINKED-MORE WILD AREAS AND LARGE TREES ARE ATTRACTIVE
- The most recent city newsletter warns of the need to upgrade current city hall building. Why not take advantage of newer vacant commercial retail space instead of investing in an expensive remodel? The new building behind the Heritage Dierbergs would be an example - ample parking, etc. What is the value of continuing to maintain the old ice arena and 9 hole golf course? Newer venues are within easy access of the city. Why not use this real estate to develop a commercial city center and recreation facility? Revamp of Millennium Park to include more walking trails and pickleball courts. There has been no follow up communication regarding revamp of the park to adjoining neighborhoods - what is the status? The residential development at New Ballas and Ladue is atrocious - what can be to done to facilitate completion of the community? It sticks out like a sore thumb. Status of sidewalks along Mason Rd starting at Hibler Rd to city boundary at Conway. There had been some talk in the past about installing them. Similar to wide trail on Clayton Rd within Town & Country.
- The streets that have been dedicated to the City are not resurfaced enough. Many of them, including mine look horrible! The micro-surfacing application looks okay initially but does not last very long. Our street was private at first, five homes, I'm the last of the original five homeowners. I built me home in 1990. I was trustee for 28 years. The original five homeowners voted back in 1993 to dedicate our street to Creve Coeur, the vote was 3 to 2 for. I was against it but I handled the dedication as trustee. To this day I wish we would have kept our street private.
- The wait time on the traffic light going left off of Olive into CityPlace is way too long.
- There are seemingly a lot of empty/closed businesses along Olive. We would love to see a local coffee chain go in one of these (not Starbucks, Panera, etc.). There is a lack of gas stations between highway 141 and 270 on Olive. We would like to see a large gas station like QuikTrip go in nearby. Free pickleball courts would be a good investment in parks. Both older and younger families can enjoy this game. We should try to attract a target/Walmart for young families in the area.
- Transparency, Explain tax use.
- Trash and recycling pick up twice per week would be nice (even if it resulted in a fee)
- Try to avoid extremes. Not too strict, not too lenient. I think we are there now, maintain your current level.
- UIC DEVELOPMENT ON BALLAS/LADUE IS A DISASTER AND A EYESORE; CITY PLANNER NEEDS TO REVIEW TOWNHOMES AND DO WHAT IS RIGHT VS FOLLOWING OLD ZONING ON SET BACKS
- Use city of Creve Coeur for zoning. Use St. Louis county for building & inspections. Use Chesterfield's zoning & building regulations as a model to follow.

- utilize private contractors to reduce cost of public services. Investigate independently contractors with mismanagement to neighboring cities. Utilize resident/city cost split to put in new sidewalks, see Chicago, IL sharing plan,
- very please with current results
- Visibility is impaired on Ballas
- We are very happy with our subdivision and the area; however, we believe a review should be made of the building code/permit process to determine why the system is so troublesome for workers and contractors.
- We have good resource of business and commercial, increase of revenue tax may be a good option to generate city revenue
- We like the limb chipping service, but they are too picky about the amount you can put out.
- we moved to Creve Coeur due to the school district and diversity= ethnic and socio-economic. Please do not "price" people with lower incomes out.
- We need bike lanes on Conway Road. Bike riders should receive citations for not following the law.
- We need sidewalks in more residential neighborhoods. I live in Country Forest and me and my neighbors would be willing to help contribute to the cost to get them.
- We really like the vacation check program and leaf pick up. Kudos to Diana Mullen, she is pleasant, prompt and effective.
- What can be done with development at Ladne and Ballas? Does not add to Creve Coeur and is a distraction and a negative impact on our residents nearby. Also what can be done to fight Quick Trip on Olive?
- Work on building permits to make it better for building improvements and ease of new construction.
- work with subdivisions with privately owned streets to facilitate adoption by the city