

2014 City of Des Peres Community Survey

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Final Report

Submitted to the City of Des Peres, Missouri by:

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2014 City of Des Peres Executive Summary Report

Overview and Methodology

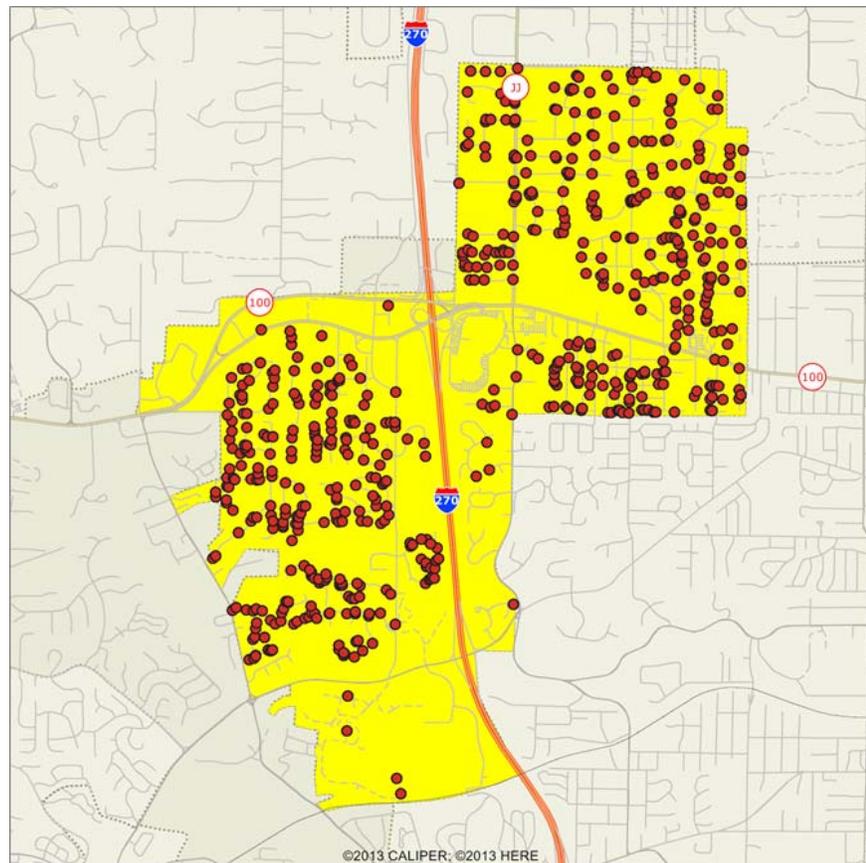
ETC Institute administered a community survey for the City of Des Peres in March 2014. The survey was administered as part of the City's effort to assess citizen satisfaction with the quality of city services. This is the first time that Des Peres has administered a community survey with ETC Institute.

Resident Survey. A six-page survey was mailed to a random sample of households in the City of Des Peres. On average, the survey took 20 minutes to complete. Of the households that received a survey, 634 completed the survey. The results for the random sample of 634 households have a 95% level of confidence with a precision of at least +/- 3.9%.

In order to better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. The map on the right shows the physical distribution of survey respondents based on the location of their home.

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 Des Peres with the results from other communities in the *DirectionFinder*® database. Since the number of "don't know" responses often reflects the utilization and awareness of city services, the percentage of "don't know" responses has been provided in the tabular data section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "who had an opinion."



This report contains:

- a summary of the methodology for administering the survey
- charts and graphs showing the major findings
- importance-satisfaction analysis
- benchmarking data that show how the results for Des Peres compare to other cities
- tables that show the results for each question on the survey
- a copy of the survey instrument
- GIS maps that show the results of selected questions as maps of the City.

Major Findings

- **Overall City Services.** Ninety-seven percent (97%) of the residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of City parks; 95% were satisfied with the quality of public safety services; 94% were satisfied with the appearance of City buildings, and 94% were satisfied with the quality of recreation facilities and programs. Residents were least satisfied with the flow of traffic and ease of getting around the city (65%).
- **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) the flow of traffic and ease of getting around the city, 2) the maintenance of City streets, and 3) community planning and development.
- **Perceptions of the City.** 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 Des Peres as a place to live; 97% were satisfied with the city as a place to raise children, and 95% were satisfied with quality of life in the City.
- **Public Safety.** Ninety-three percent (93%) of the residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the overall performance of the Des Peres Police Department; 93% were satisfied with the overall quality of local police protection; 90% were satisfied with the quality of the Des Peres Fire Department, and 90% were satisfied with the quality of the Des Peres EMS. Residents were least satisfied with the visibility of police in retail shopping areas (73%).
- **Public Safety Issues That Should Receive the Most Emphasis Over the Next Two Years.** Based on the sum of their top three choices, the public safety areas that residents thought should receive the most emphasis from the City of Des Peres over the next two years were: 1) visibility of police in neighborhoods, 2) the City's efforts to prevent crime, and 3) visibility of police in retail shopping areas.

- **City Maintenance.** Ninety-two percent (92%) of the residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the cleanliness of City streets and other public areas; 90% were satisfied with the maintenance of City buildings; 89% were satisfied with the maintenance of City traffic signals and street signs, and 88% were satisfied with snow removal on major City streets. Residents were least satisfied with maintenance of streets in their neighborhood (69%).
- **City Maintenance Issues That Should Receive the Most Emphasis Over the Next Two Years.** Based on the sum of their top three choices, the City maintenance issues that residents thought should receive the most emphasis over the next two years were: 1) maintenance of streets in their neighborhood, 2) maintenance of major City streets, and 3) availability of pedestrian walkways/sidewalks.
- **Parks and Recreation.** 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 maintenance of City parks; 94% were satisfied with the number of parks; 92% were satisfied with The Lodge Des Peres, and 91% were satisfied with the availability of information about parks and recreation programs. Residents were least satisfied with the number of walking and biking trails (79%).
- **Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years.** Based on the sum of their top three choices, the parks and recreation services that residents thought should receive the most emphasis over the next two years were: 1) maintenance of City parks, 2) number of walking and biking trails, and 3) The Lodge Des Peres.
- **The Lodge Des Peres.** Ninety-two percent (92%) of the residents, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with The Lodge Des Peres facility as a whole; 91% were satisfied with the cleanliness of The Lodge; 90% were satisfied with information on programs and classes, and 89% were satisfied with customer service provided. Residents were least satisfied with the value and fee structure of programs and classes (72%).
- **The Lodge Des Peres Services That Should Receive the Most Emphasis Over the Next Two Years.** Based on the sum of their top three choices, The Lodge Des Peres services that residents thought should receive the most emphasis over the next two years were: 1) value and fee structure of programs and classes, 2) The Lodge Des Peres facility as a whole, and 3) the fitness center.
- **City Communication.** Eighty-four percent (84%) of the residents, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the availability of information about programs and services in Des Peres; 84% were satisfied with the content of the City newsletter, and 79% were satisfied with the City's efforts to keep residents informed about local issues. Residents were least satisfied with social media (Facebook, Twitter, etc.) for City communication (39%).

- **Codes and Ordinances.** Seventy-nine percent (79%) of the residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with enforcing codes designed to protect public safety; 75% were satisfied with enforcing sign regulations, and 73% were satisfied with enforcing maintenance of business property. Residents were least satisfied with enforcing the maintenance of residential property (60%).
- **Customer Service.** Of the residents who indicated they had contacted the City with a question, problem or complaint during the past year, 89% of those surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with how easy the department was to contact; 86% were satisfied with how courteously they were treated; 84% were satisfied with the technical competence and knowledge of employees, and 75% were satisfied with the overall responsiveness of City employees.
- **The Importance of Various Factors in Decision to Live in Des Peres.** Residents were asked to choose from a list of 13 issues – the issues that were most important in their decision to live in Des Peres. The top three reasons were: 1st) safety and security, 2nd) central location, and 3rd) quality of housing.

With the same 13 issues, residents were asked if their needs were being met in Des Peres. The greatest GAP between the order of importance and needs being met were with:

- Safety and security – 1st in importance – **3rd at being met – GAP is -2**
- Accessibility – 4th in importance – **6th at being met – GAP is -2**
- Proximity to quality health care – 8th in importance – **10th at being met – GAP is -2**

Other Findings

- 38% of residents surveyed have an emergency plan in place for members of their household.
- Three-fourths (75%) of the residents rated the street and road conditions in their neighborhood as either “good” or “mostly good”.
- 42% of residents indicated that they are members of The Lodge Des Peres.
- 93% of residents surveyed get information about the City through The City of Des Peres Newsletter.

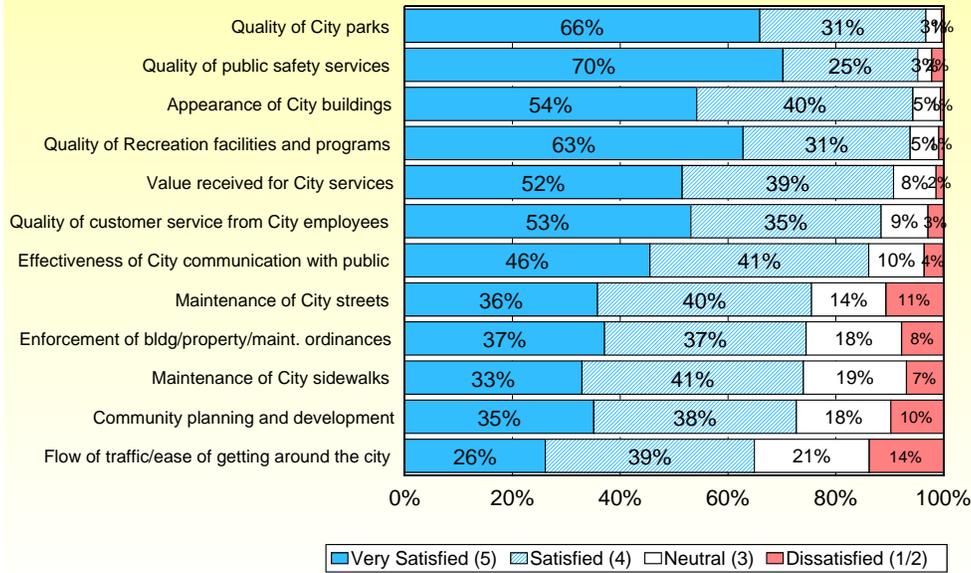
Comparative Benchmarks

Where possible, survey results for Des Peres were compared to the U.S. and the Missouri/Kansas region of the country. Des Peres rated significantly higher in overall city services, public safety, city maintenance, parks and recreation, communication, code enforcement and customer service than either the U.S. in total or the Missouri/Kansas region.

Section 1:
Charts and Graphs

Q1. Satisfaction With Major Categories of City Services

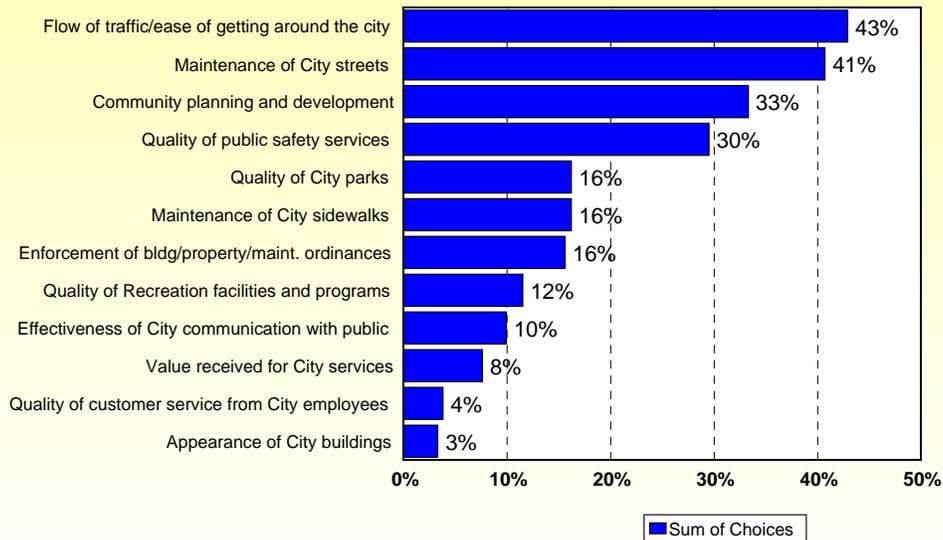
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute (2014 - City of Des Peres, MO)

Q2. City Services That Should Receive the Most Emphasis From City Leaders Over the Next 2 Years

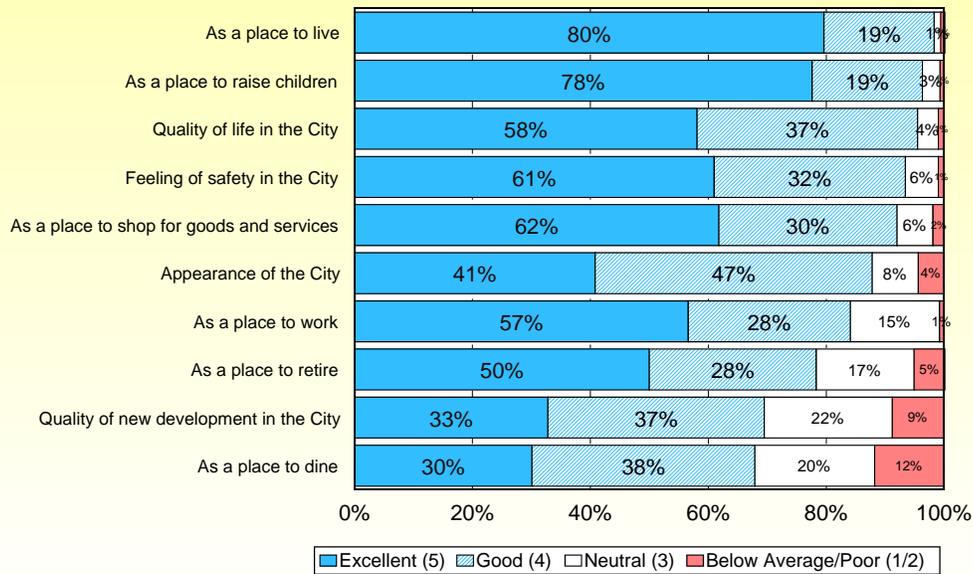
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2014 - City of Des Peres, MO)

Q3. Overall Perception of the City of Des Peres

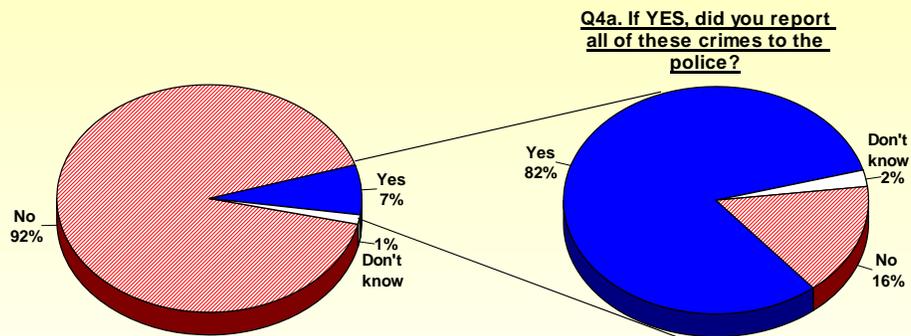
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute (2014 - City of Des Peres, MO)

Q4. During the past 12 months, were you or anyone in your household the victim of any crime?

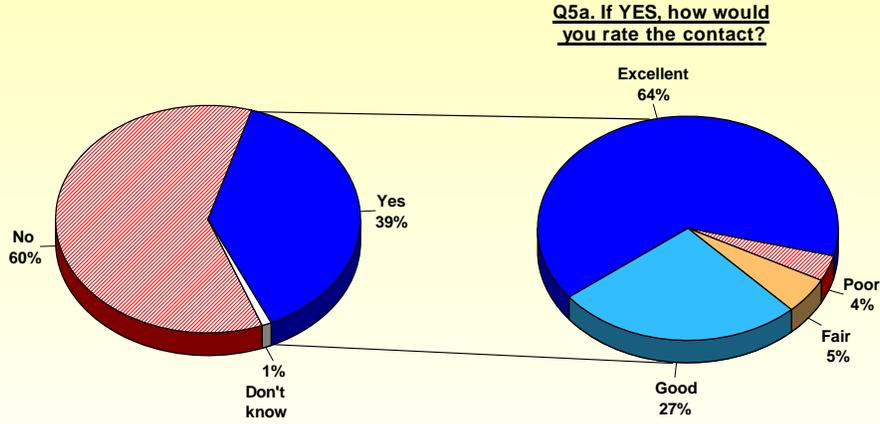
by percentage of respondents



Source: ETC Institute (2014 - City of Des Peres, MO)

Q5. During the past 12 months, have you had ANY contact with the Police Department?

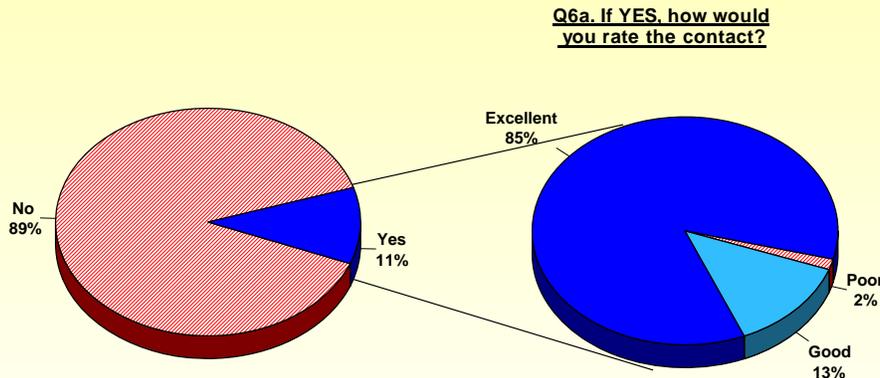
by percentage of respondents



Source: ETC Institute (2014 - City of Des Peres, MO)

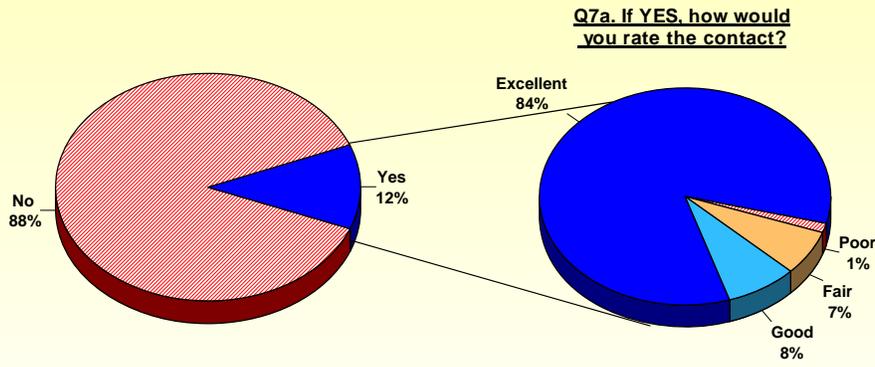
Q6. During the past 12 months, have you had ANY contact with the Fire Department?

by percentage of respondents



Source: ETC Institute (2014 - City of Des Peres, MO)

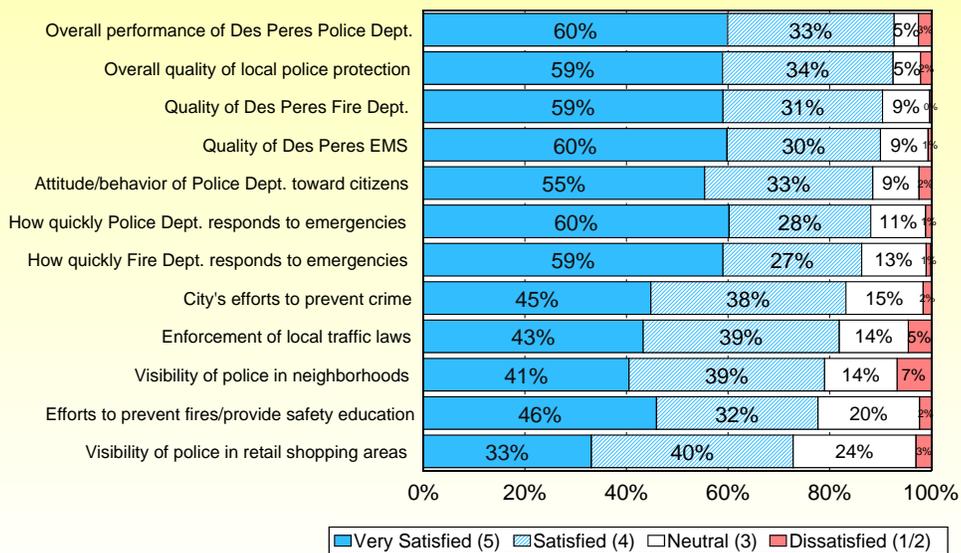
Q7. During the past 12 months, have you had ANY contact with the Ambulance/Emergency Medical Services in Des Peres?
by percentage of respondents



Source: ETC Institute (2014 - City of Des Peres, MO)

Q8. Satisfaction With Public Safety

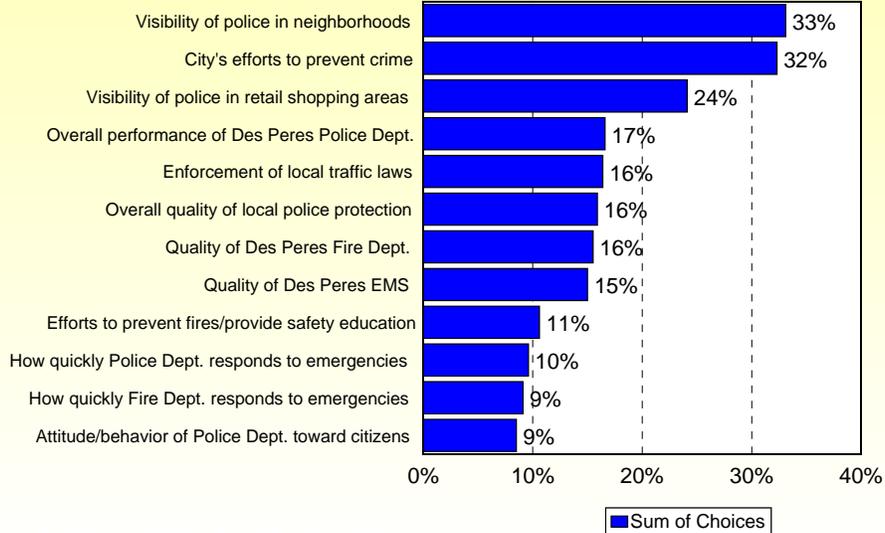
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute (2014 - City of Des Peres, MO)

Q9. Public Safety Issues That Should Receive the Most Emphasis from City Leaders Over the Next 2 Years

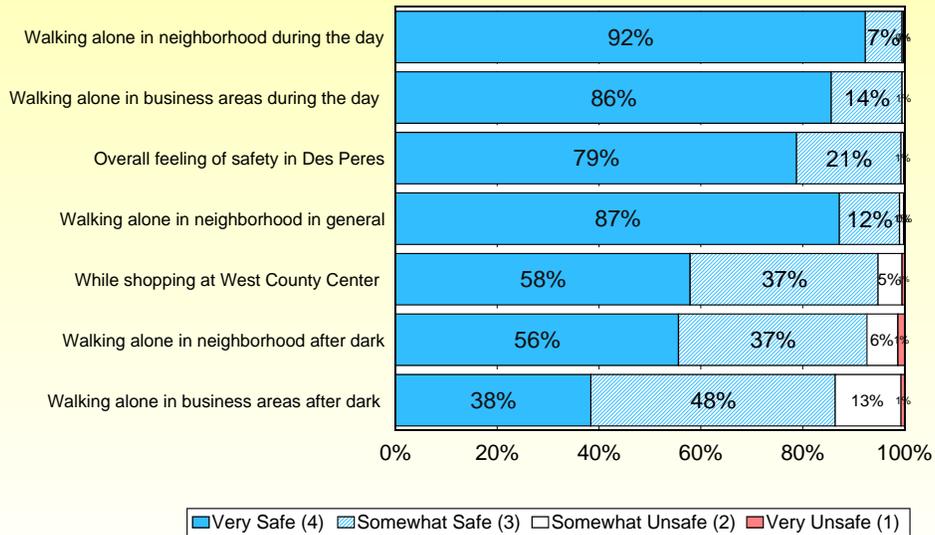
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2014 - City of Des Peres, MO)

Q10. How Safe Residents Feel in the Following Situations:

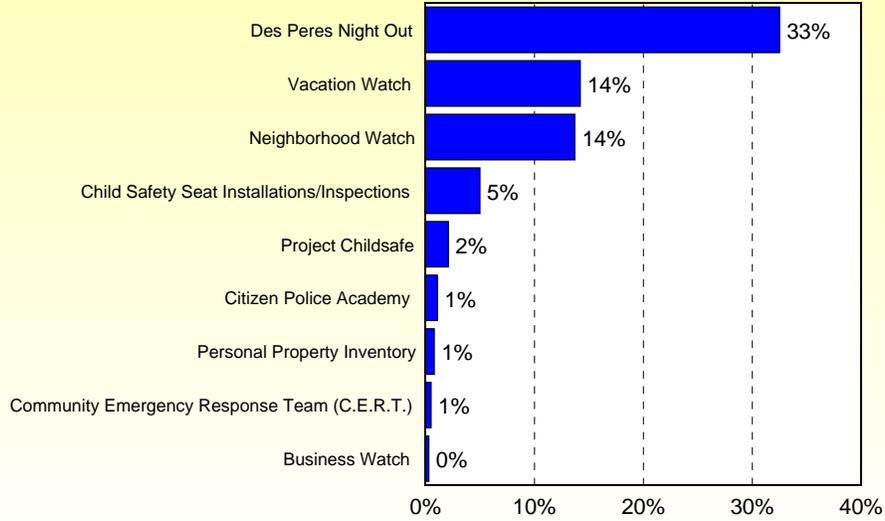
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding "don't know")



Source: ETC Institute (2014 - City of Des Peres, MO)

Q11. Have you participated in police initiatives/ outreach programs?

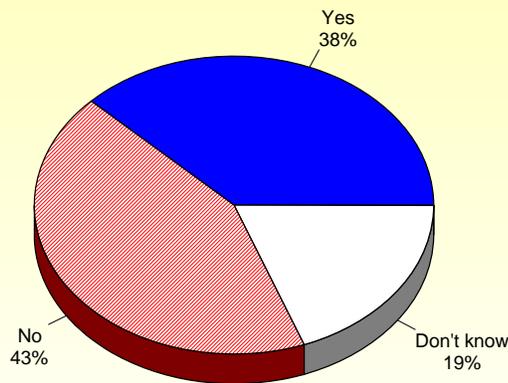
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2014 - City of Des Peres, MO)

Q12. Do you have an emergency plan in place for members of your household?

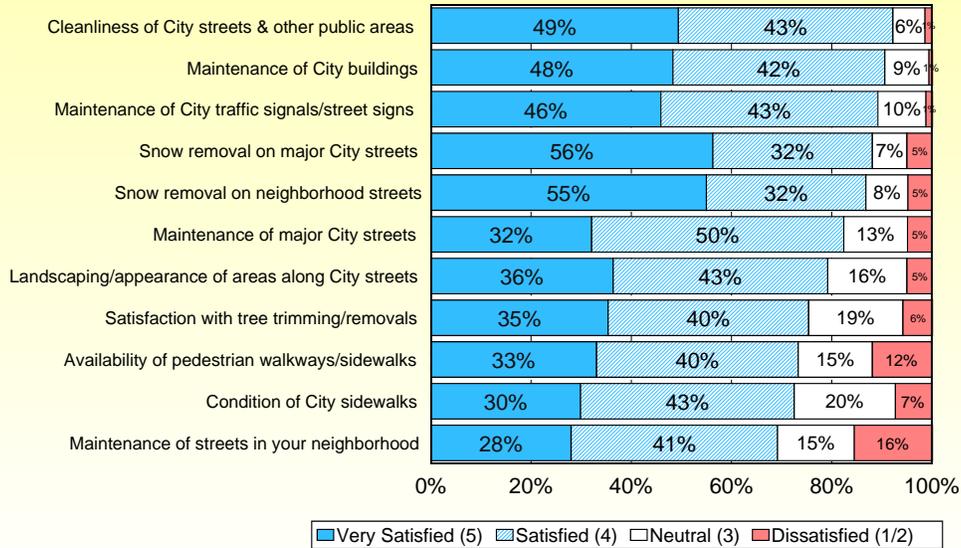
by percentage of respondents



Source: ETC Institute (2014 - City of Des Peres, MO)

Q13. Satisfaction With City Maintenance

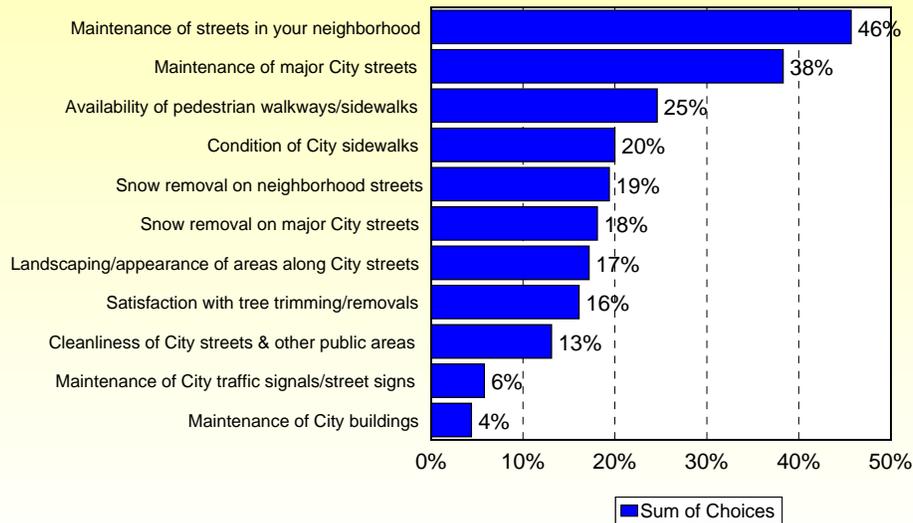
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute (2014 - City of Des Peres, MO)

Q14. City Maintenance Issues That Should Receive the Most Emphasis from City Leaders Over the Next 2 Years

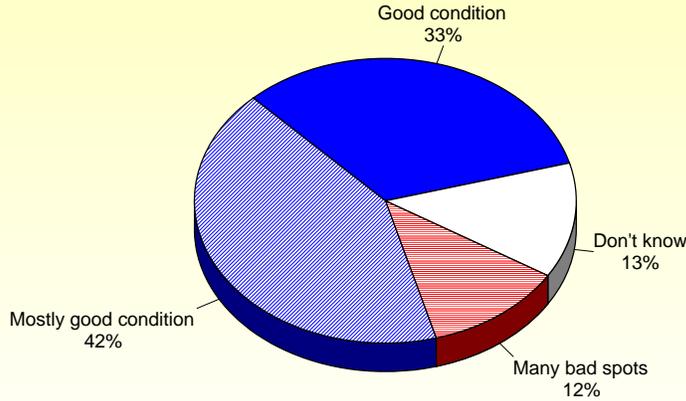
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2014 - City of Des Peres, MO)

Q15. In general, how would you rate the street and road conditions in your neighborhood?

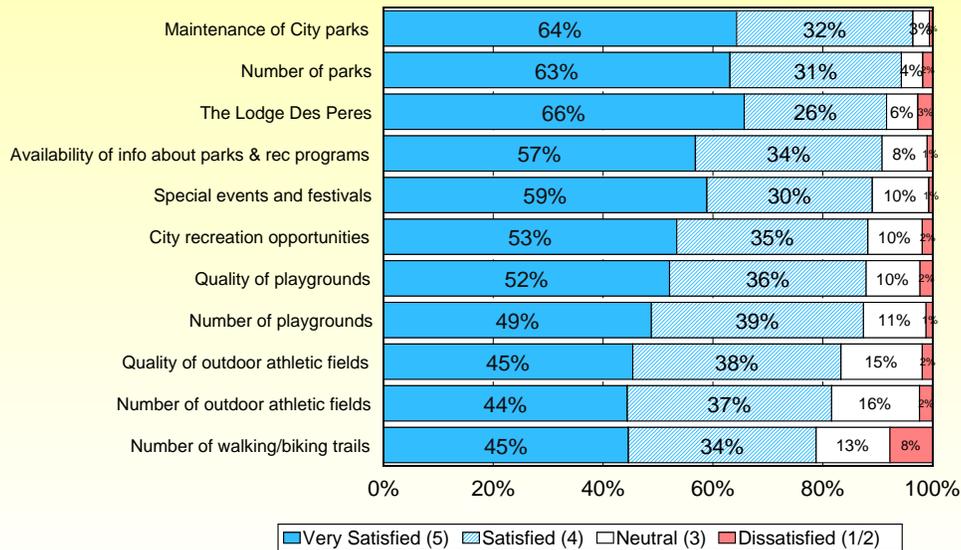
by percentage of respondents



Source: ETC Institute (2014 - City of Des Peres, MO)

Q16. Satisfaction With Parks and Recreation

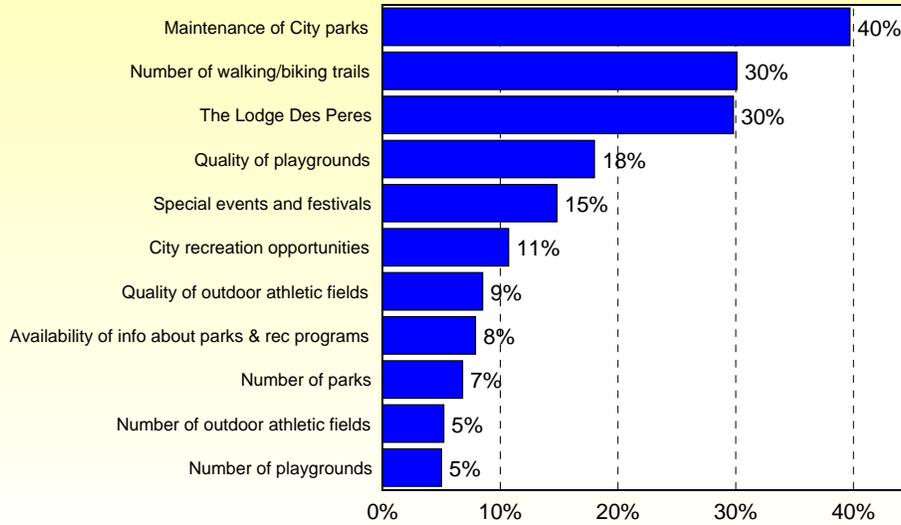
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute (2014 - City of Des Peres, MO)

Q17. Parks and Recreation Services That Should Receive the Most Emphasis from City Leaders Over the Next 2 Years

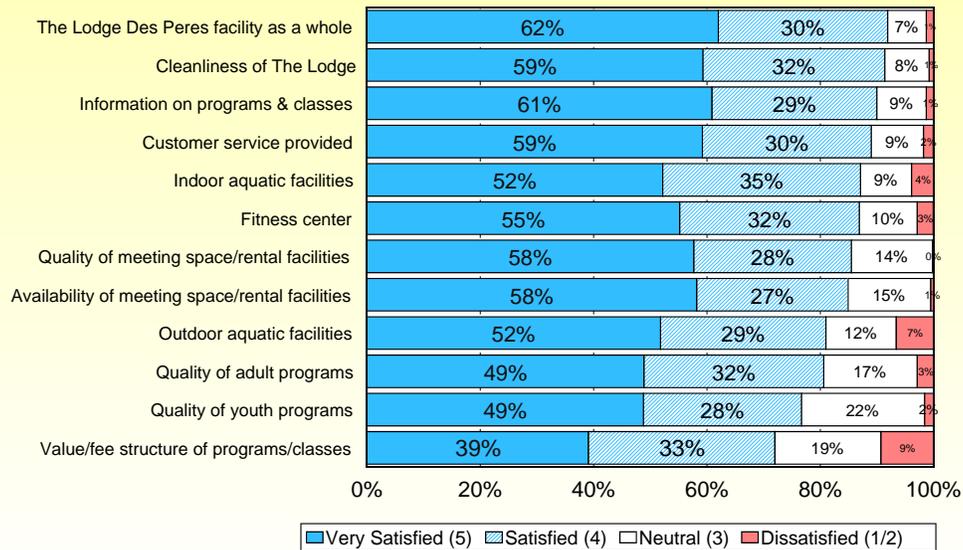
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2014 - City of Des Peres, MO)

Q18. Satisfaction With The Lodge Des Peres

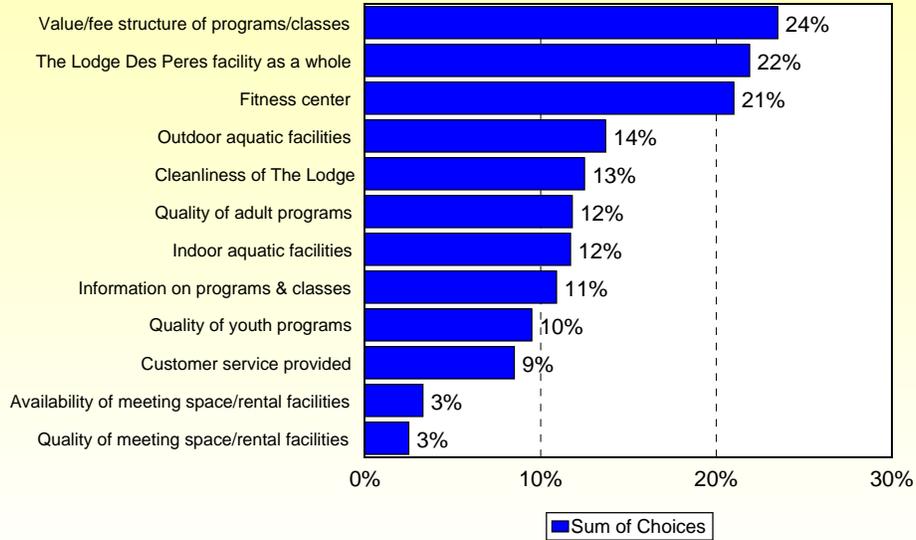
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute (2014 - City of Des Peres, MO)

Q19. The Lodge Des Peres Services That Should Receive the Most Emphasis from City Leaders Over the Next 2 Years

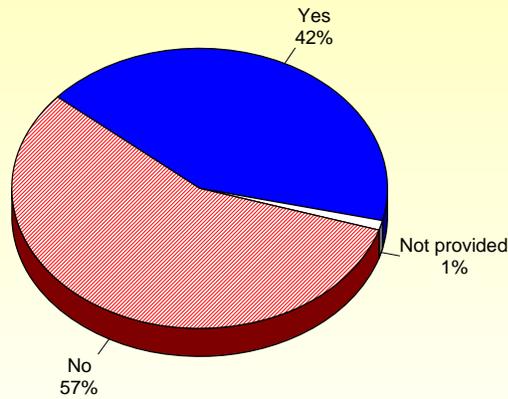
by percentage of respondents who selected the item as one of their top three choices



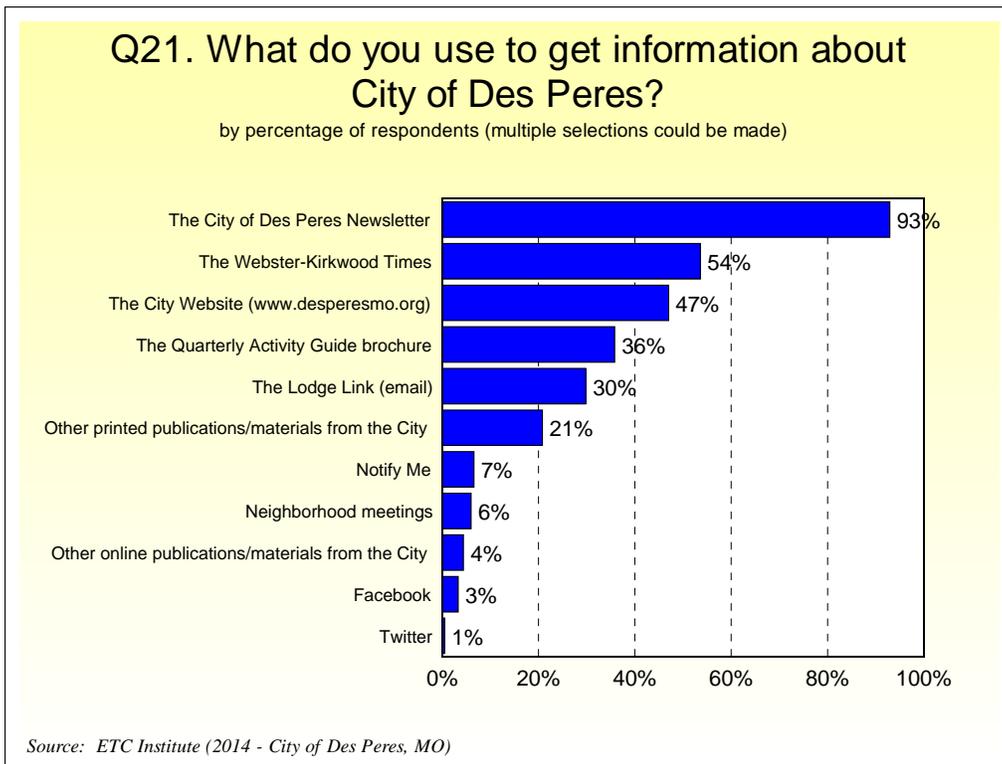
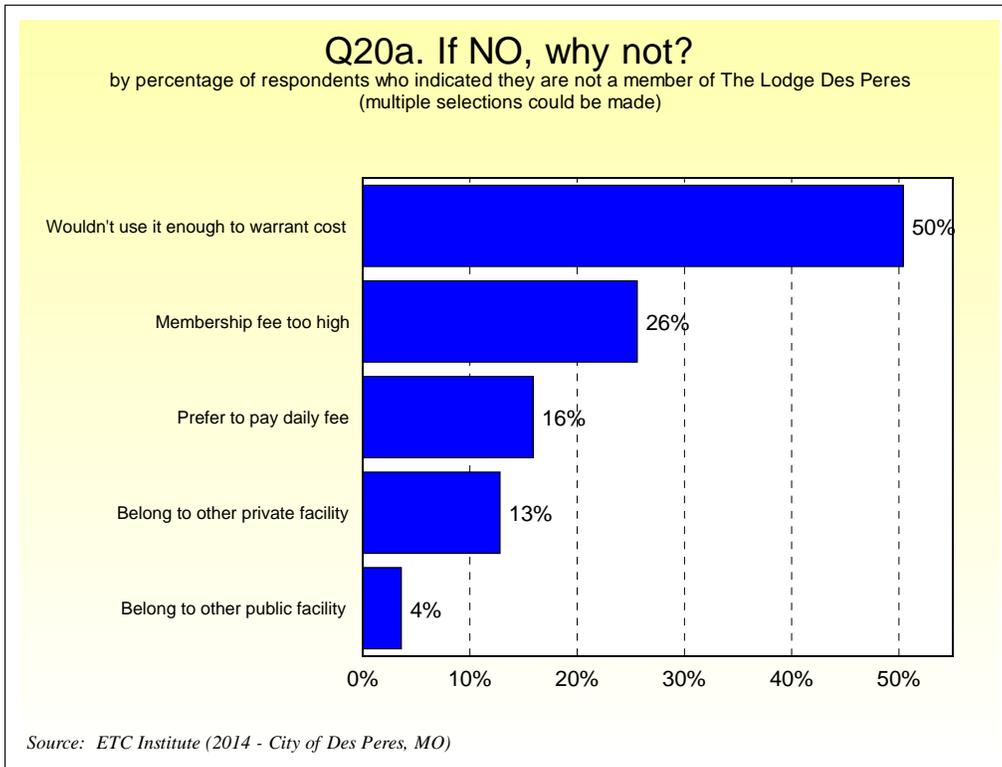
Source: ETC Institute (2014 - City of Des Peres, MO)

Q20. Are you a member of The Lodge Des Peres?

by percentage of respondents

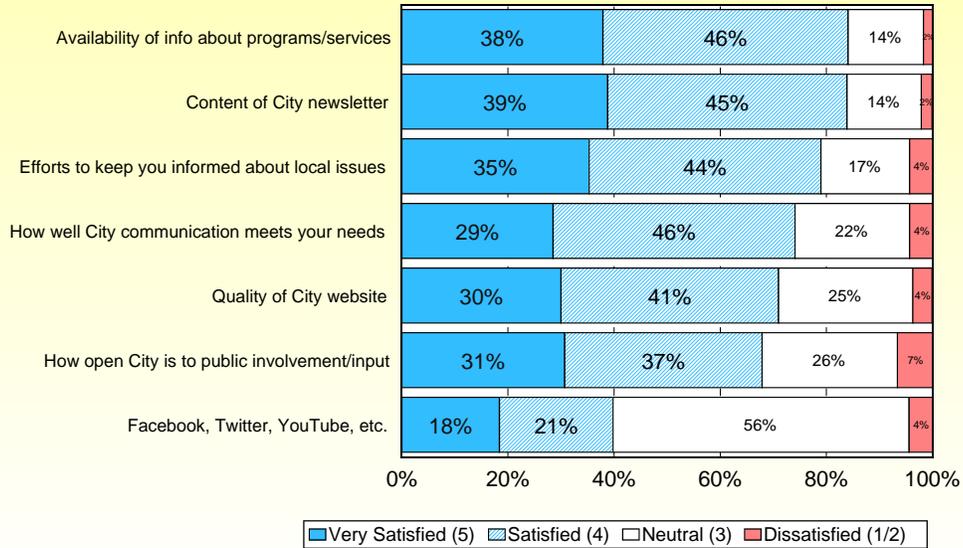


Source: ETC Institute (2014 - City of Des Peres, MO)



Q22. Satisfaction With City Communication

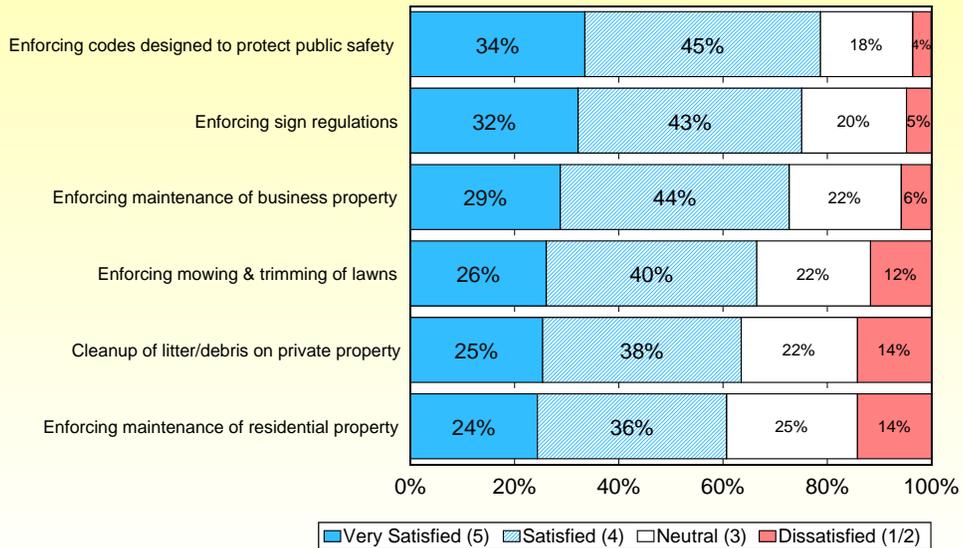
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute (2014 - City of Des Peres, MO)

Q23. Satisfaction With Enforcement of Codes and Ordinances

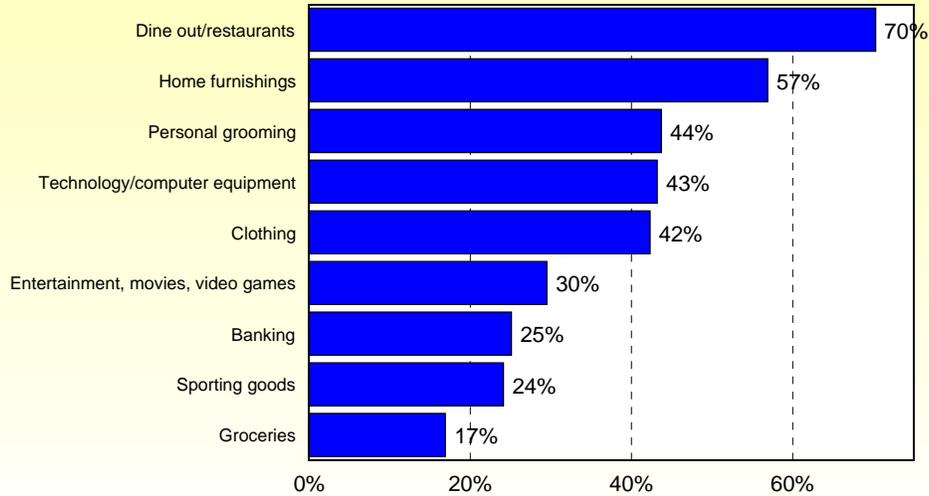
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute (2014 - City of Des Peres, MO)

Q24. For which goods and services do you typically shop outside Des Peres?

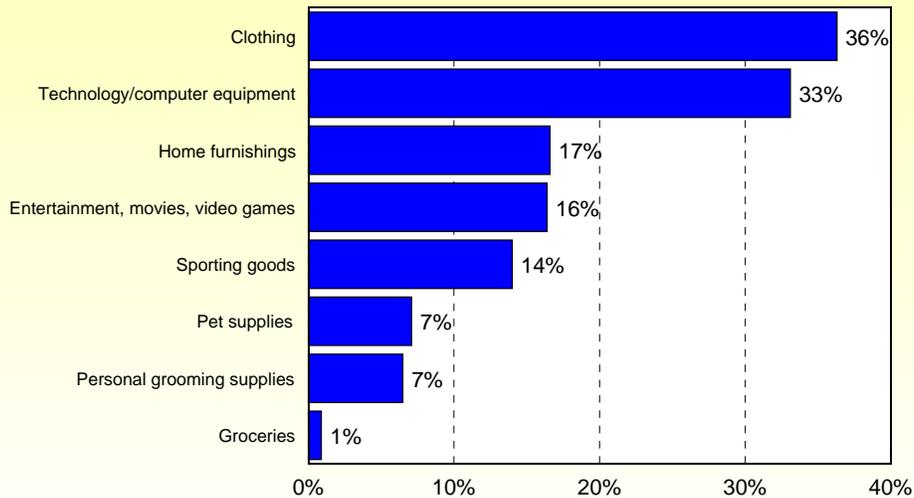
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2014 - City of Des Peres, MO)

Q25. Which of the following goods and services do you typically shop for on the Internet?

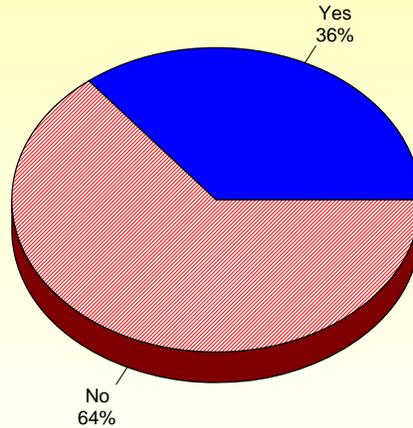
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2014 - City of Des Peres, MO)

Q26. Have you contacted the City with a question, problem or complaint during the past year?

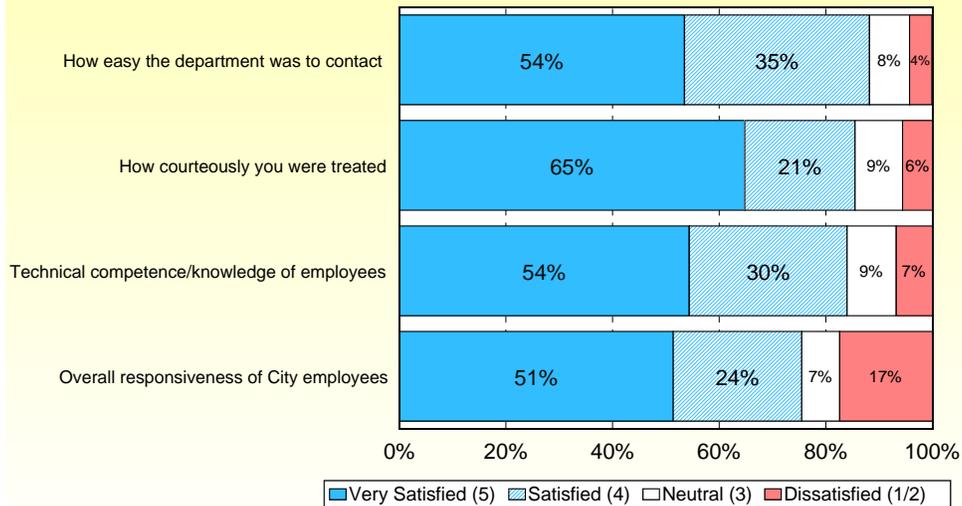
by percentage of respondents



Source: ETC Institute (2014 - City of Des Peres, MO)

Q26b-e. Satisfaction With Customer Service From City Employees

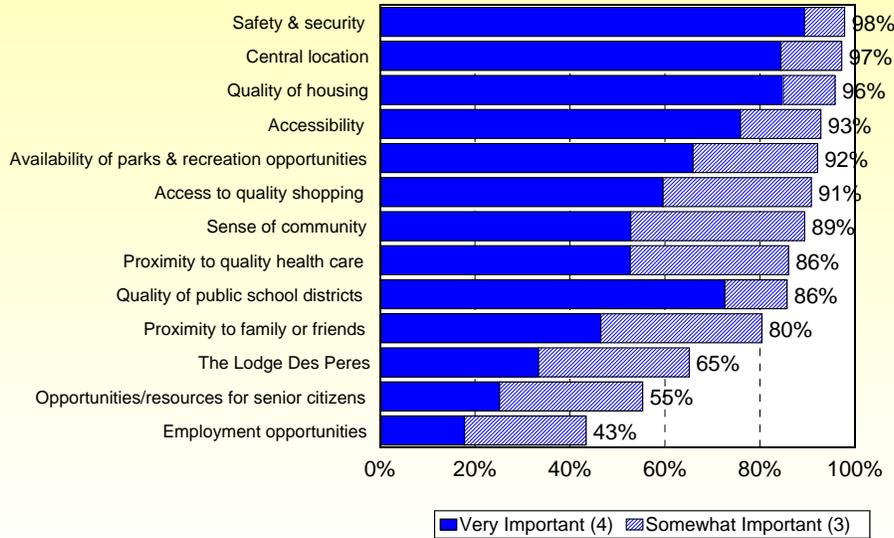
by percentage of respondents who contacted the City during the past year and rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute (2014 - City of Des Peres, MO)

Q27. Importance of Various Reasons for Living in Des Peres

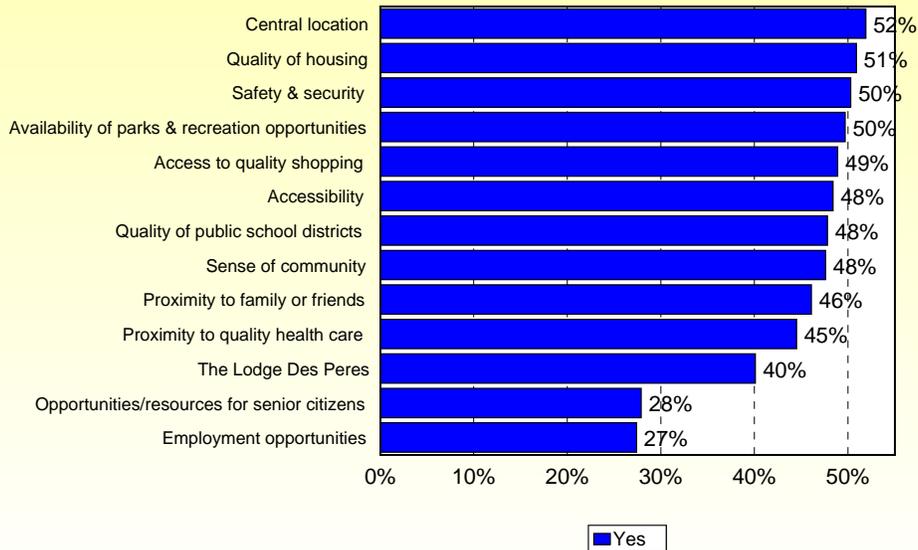
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale



Source: ETC Institute (2014 - City of Des Peres, MO)

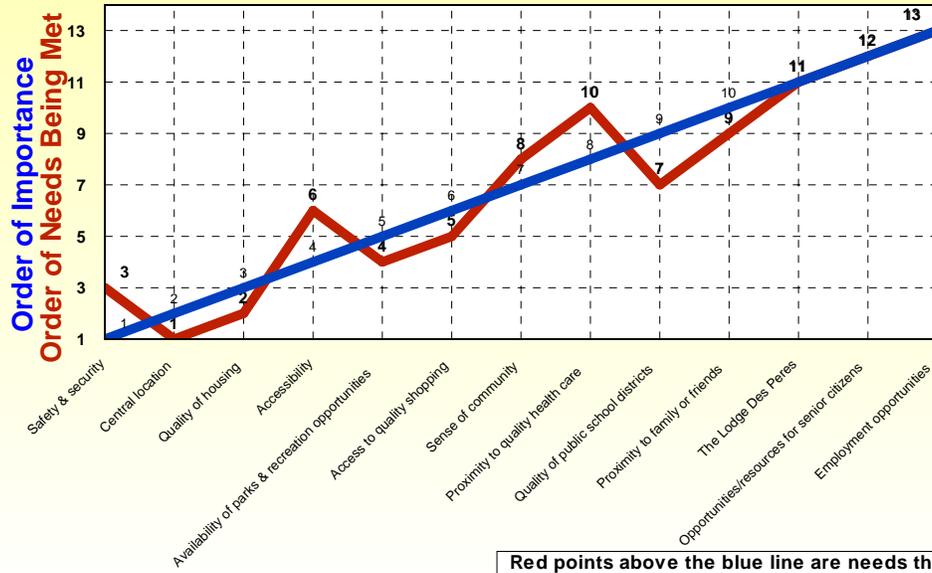
Q28. Are your needs being met in Des Peres?

by percentage of respondents who answered "yes"



Source: ETC Institute (2014 - City of Des Peres, MO)

Importance of Reasons for Choosing to Live in Des Peres vs. Needs Being Met

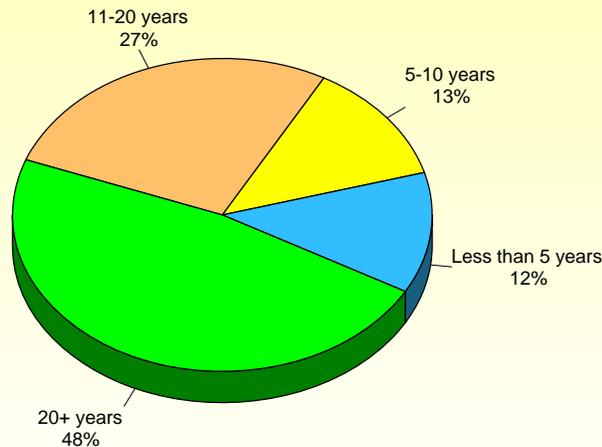


Source: ETC Institute (2014 - City of Des Peres, MO)

Red points above the blue line are needs that are not being met relative to their importance

Q28. Approximately how many years have you lived in the City of Des Peres?

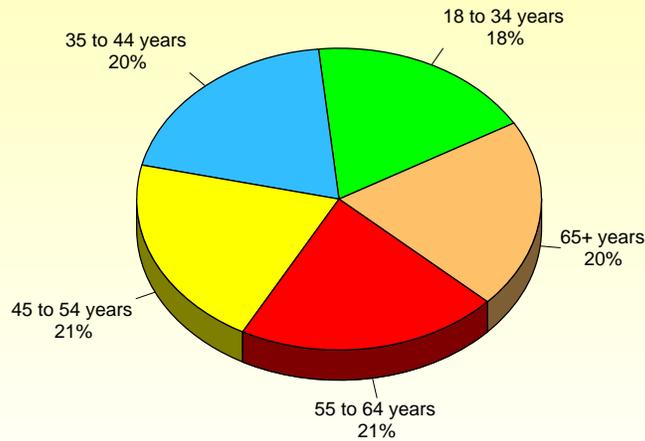
by percentage of respondents



Source: ETC Institute (2014 - City of Des Peres, MO)

Q29. Which of the following age groups are you in?

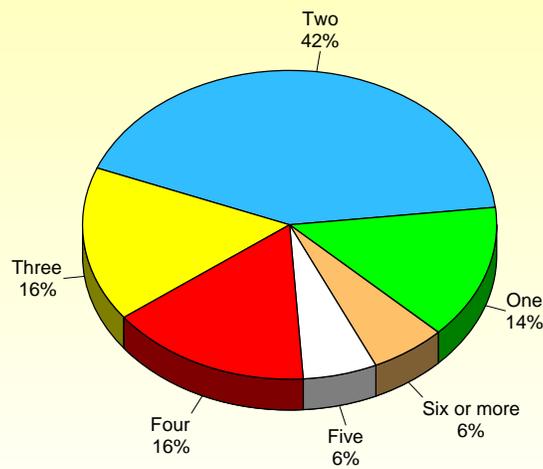
by percentage of respondents



Source: ETC Institute (2014 - City of Des Peres, MO)

Q30. How many people live in your household?

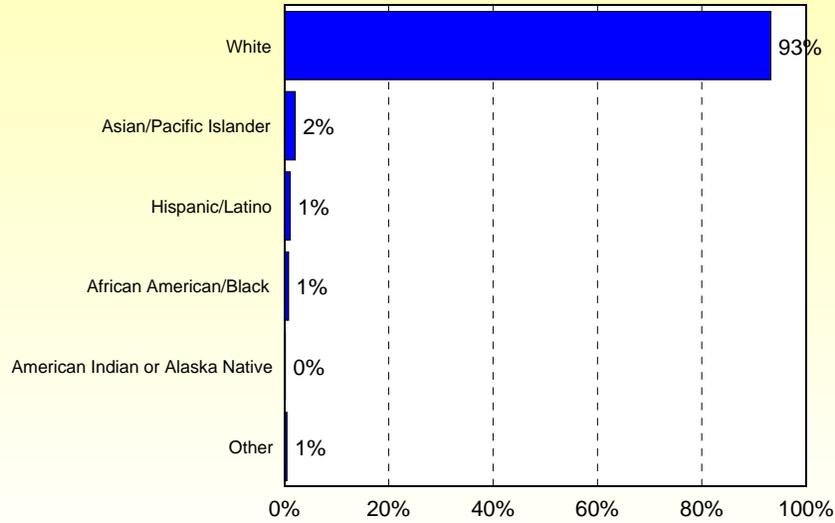
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2014 - City of Des Peres, MO)

Q31. Which of the following best describes your race/ethnicity?

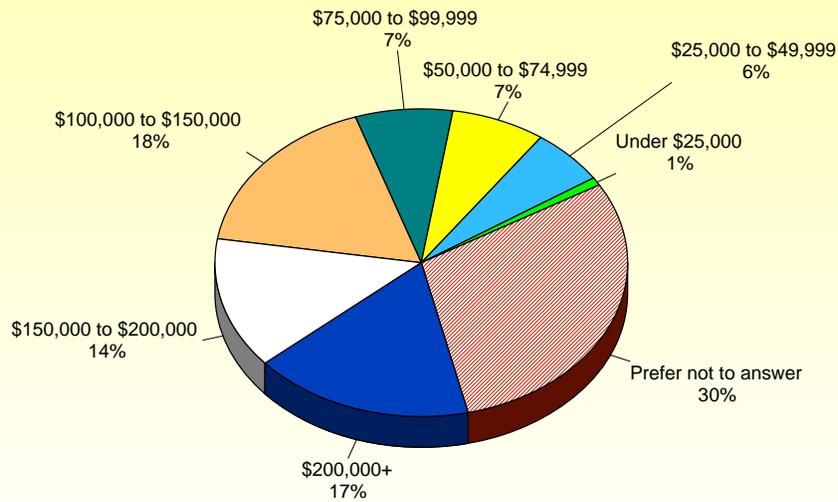
by percentage of respondents (excluding "not provided". Multiple selections could be made)



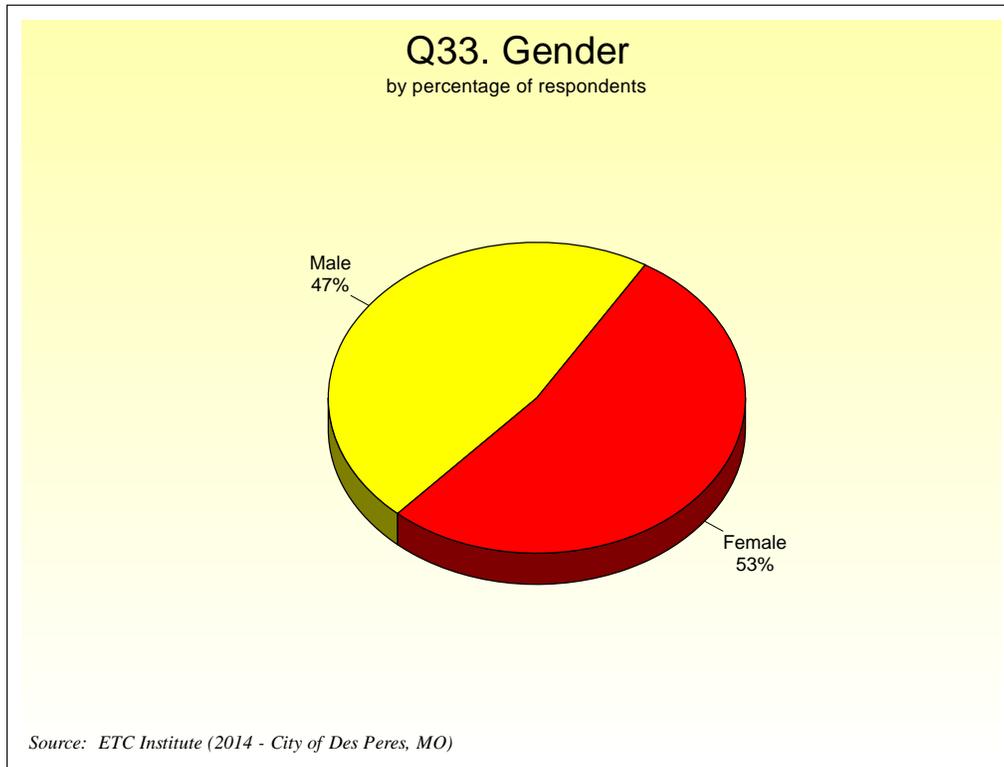
Source: ETC Institute (2014 - City of Des Peres, MO)

Q32. Annual Household Income

by percentage of respondents



Source: ETC Institute (2014 - City of Des Peres, MO)



Section 2:
Importance-Satisfaction Analysis



Importance-Satisfaction Analysis

The City of Des Peres, MO

Overview

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

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

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. $[IS=Importance \times (1-Satisfaction)]$.

Example of the Calculation. Respondents were asked to identify the major services they thought were the most important for the City to provide. Approximately forty-three percent (42.9%) of residents selected "overall flow of traffic and ease of getting around the city" as the most important major service to provide.

With regard to satisfaction, approximately sixty-five percent (64.9%) of the residents surveyed rated their overall satisfaction with “overall flow of traffic and ease of getting around the city” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for “overall flow of traffic and ease of getting around the city” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 42.9% was multiplied by 35.1% (1-0.649). This calculation yielded an I-S rating of 0.1506, which ranked first out of twelve major City services.

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

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

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for Des Peres are provided on the following page.

Importance-Satisfaction Rating

City of Des Peres, 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>						
Flow of traffic/ease of getting around the city	43%	1	65%	12	0.1506	1
<u>Medium Priority (IS <.10)</u>						
Maintenance of City streets	41%	2	76%	8	0.0997	2
Community planning and development	33%	3	73%	11	0.0909	3
Maintenance of City sidewalks	16%	6	74%	10	0.0421	4
Enforcement of bldg/property/maint. ordinances	16%	7	75%	9	0.0398	5
Quality of public safety services	30%	4	95%	2	0.0142	6
Effectiveness of City communication with public	10%	9	86%	7	0.0138	7
Quality of Recreation facilities and programs	12%	8	94%	4	0.0071	8
Value received for City services	8%	10	91%	5	0.0071	9
Quality of City parks	16%	5	97%	1	0.0053	10
Quality of customer service from City employees	4%	11	88%	6	0.0044	11
Appearance of City buildings	3%	12	94%	3	0.0019	12

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.

Importance-Satisfaction Rating

City of Des Peres, MO

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>Medium Priority (IS <.10)</i>						
Visibility of police in neighborhoods	33%	1	79%	10	0.0695	1
Visibility of police in retail shopping areas	24%	3	73%	12	0.0656	2
City's efforts to prevent crime	32%	2	83%	8	0.0543	3
Enforcement of local traffic laws	16%	5	82%	9	0.0297	4
Efforts to prevent fires/provide safety education	11%	9	78%	11	0.0236	5
Quality of Des Peres EMS	15%	8	90%	4	0.0150	6
Quality of Des Peres Fire Dept.	16%	7	90%	3	0.0149	7
How quickly Fire Dept. responds to emergencies	9%	11	86%	7	0.0125	8
Overall performance of Des Peres Police Dept.	17%	4	93%	1	0.0121	9
Overall quality of local police protection	16%	6	93%	2	0.0119	10
How quickly Police Dept. responds to emergencies	10%	10	88%	6	0.0114	11
Attitude/behavior of Police Dept. toward citizens	9%	12	89%	5	0.0098	12

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.

Importance-Satisfaction Rating

City of Des Peres, MO

City Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>High Priority (IS .10-.20)</i>						
Maintenance of streets in your neighborhood	46%	1	69%	11	0.1408	1
<i>Medium Priority (IS <.10)</i>						
Maintenance of major City streets	38%	2	82%	6	0.0674	2
Availability of pedestrian walkways/sidewalks	25%	3	73%	9	0.0657	3
Condition of City sidewalks	20%	4	73%	10	0.0550	4
Satisfaction with tree trimming/removals	16%	8	75%	8	0.0396	5
Landscaping/appearance of areas along City streets	17%	7	79%	7	0.0358	6
Snow removal on neighborhood streets	19%	5	87%	5	0.0256	7
Snow removal on major City streets	18%	6	88%	4	0.0215	8
Cleanliness of City streets & other public areas	13%	9	92%	1	0.0102	9
Maintenance of City traffic signals/street signs	6%	10	89%	3	0.0063	10
Maintenance of City buildings	4%	11	91%	2	0.0041	11

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

City of Des Peres, MO

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>Medium Priority (IS <.10)</i>						
Number of walking/biking trails	30%	2	79%	11	0.0638	1
The Lodge Des Peres	30%	3	92%	3	0.0250	2
Quality of playgrounds	18%	4	88%	7	0.0218	3
Special events and festivals	15%	5	89%	5	0.0163	4
Maintenance of City parks	40%	1	96%	1	0.0143	5
Quality of outdoor athletic fields	9%	7	83%	9	0.0142	6
City recreation opportunities	11%	6	88%	6	0.0126	7
Number of outdoor athletic fields	5%	10	82%	10	0.0096	8
Availability of info about parks & rec programs	8%	8	91%	4	0.0073	9
Number of playgrounds	5%	11	87%	8	0.0063	10
Number of parks	7%	9	94%	2	0.0039	11

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

City of Des Peres, MO

The Lodge Des Peres

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>Medium Priority (IS <.10)</i>						
Value/fee structure of programs/classes	24%	1	72%	12	0.0658	1
Fitness center	21%	3	87%	6	0.0275	2
Outdoor aquatic facilities	14%	4	81%	9	0.0260	3
Quality of adult programs	12%	6	81%	10	0.0229	4
Quality of youth programs	10%	9	77%	11	0.0221	5
The Lodge Des Peres facility as a whole	22%	2	92%	1	0.0177	6
Indoor aquatic facilities	12%	7	87%	5	0.0151	7
Information on programs & classes	11%	8	90%	3	0.0109	8
Cleanliness of The Lodge	13%	5	91%	2	0.0108	9
Customer service provided	9%	10	89%	4	0.0094	10
Availability of meeting space/rental facilities	3%	11	85%	8	0.0050	11
Quality of meeting space/rental facilities	3%	12	86%	7	0.0036	12

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.

Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

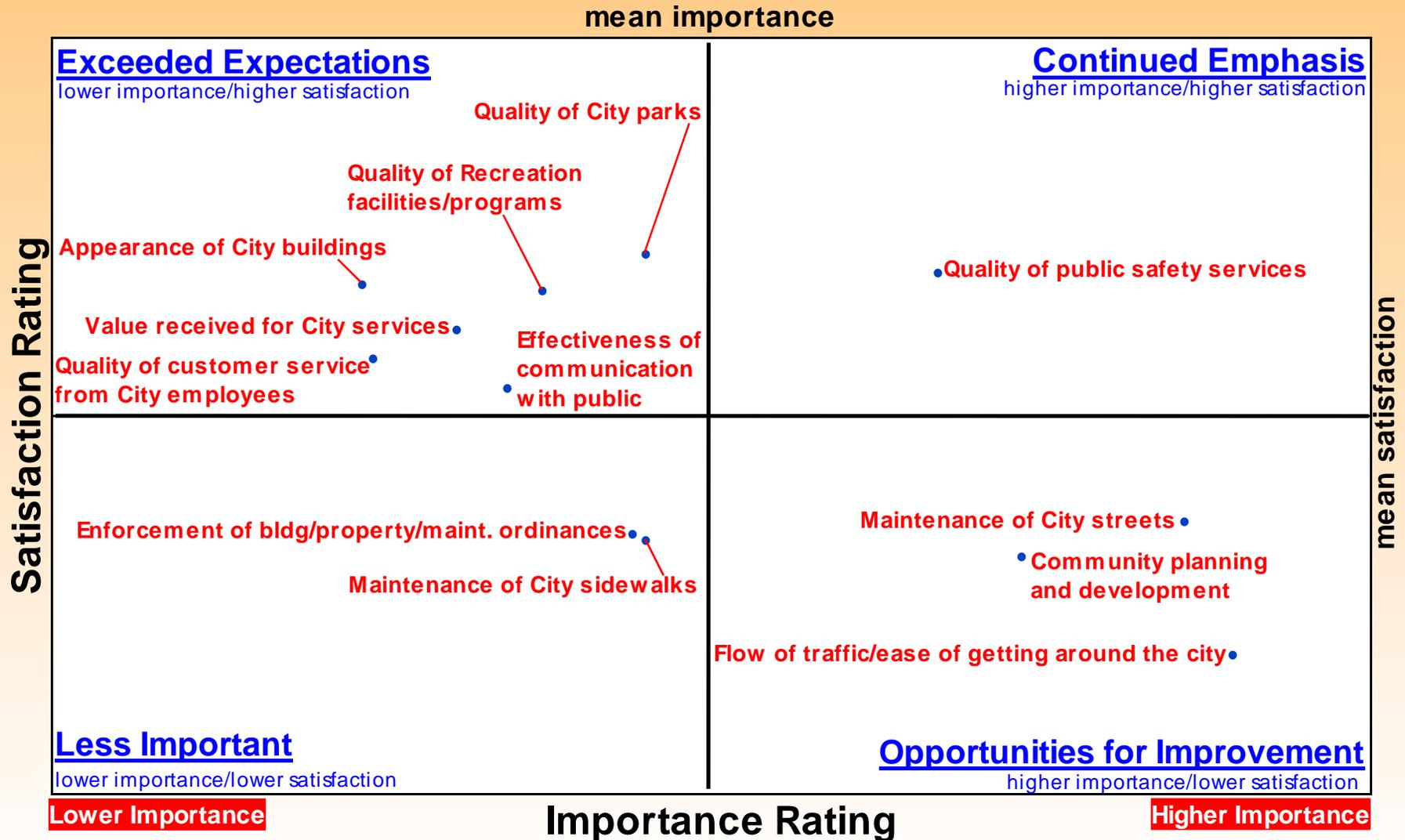
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for Des Peres are provided on the following pages.

2014 City of Des Peres DirectionFinder Importance-Satisfaction Assessment Matrix

-Overall-

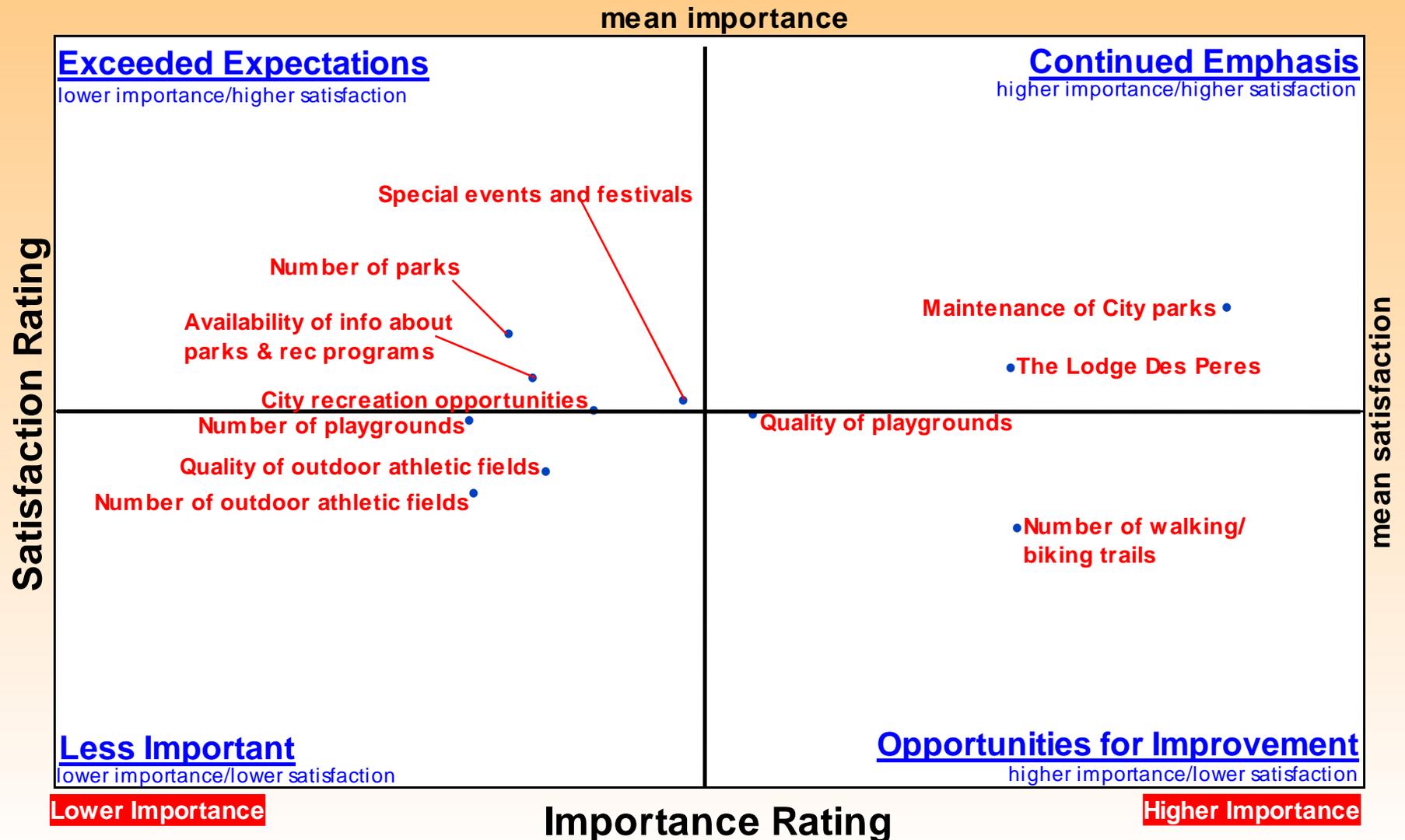
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2014)

2014 City of Des Peres DirectionFinder Importance-Satisfaction Assessment Matrix -Parks and Recreation-

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

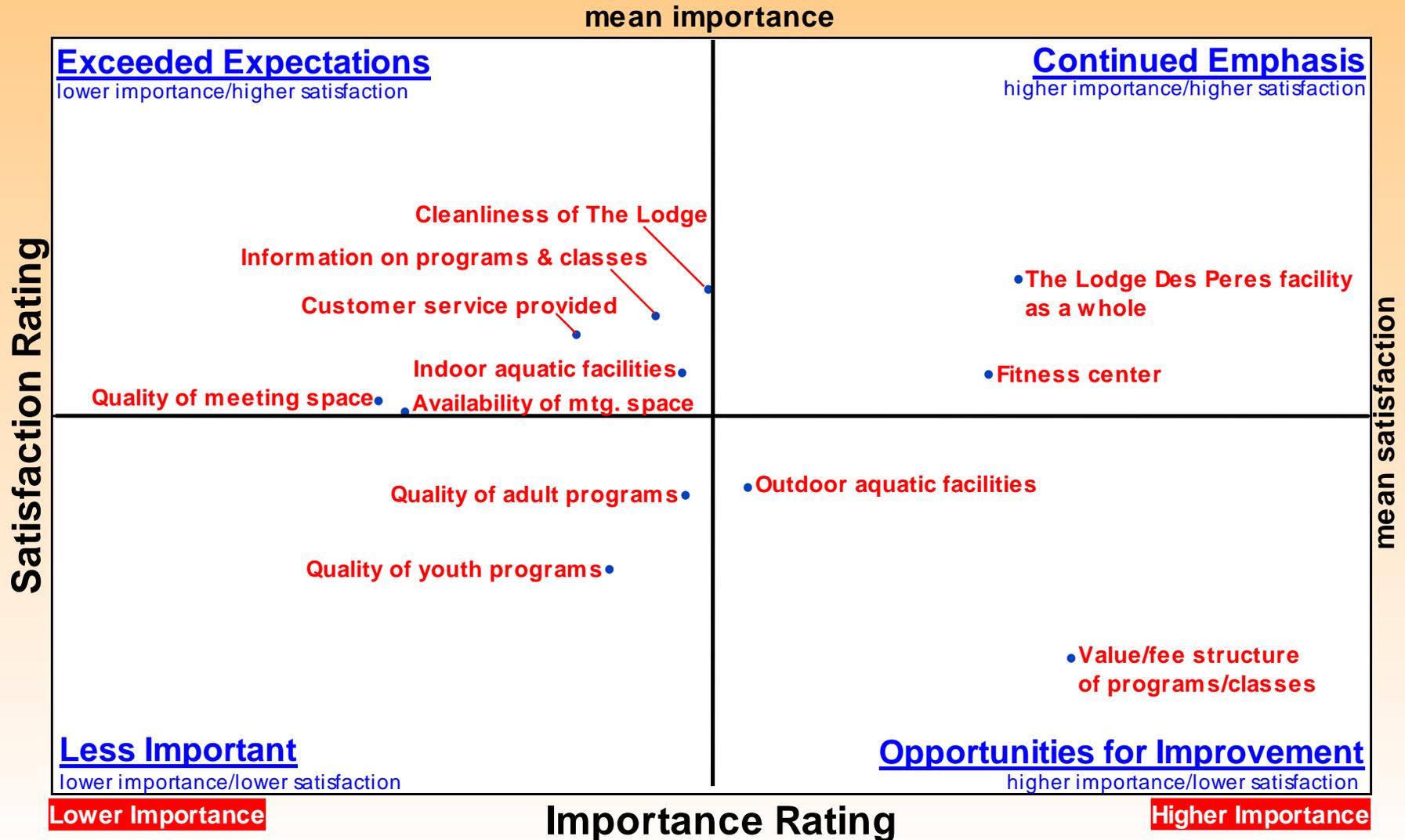


Source: ETC Institute (2014)

2014 City of Des Peres DirectionFinder Importance-Satisfaction Assessment Matrix

-The Lodge Des Peres-

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



Source: ETC Institute (2014)

Section 3:
Benchmarking Analysis



DirectionFinder® Survey

Year 2014 Benchmarking Summary Report

Overview

ETC Institute's DirectionFinder® program was originally developed in 1999 to help community leaders in Kansas and Missouri use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 210 cities and counties in 43 states. This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during the Summer of 2012 to a random sample of 3,926 residents in the continental United States, (2) a regional survey that was administered by ETC Institute in the Summer of 2012 to a random sample of 456 residents in Kansas and Missouri communities, and (3) surveys that have been administered by ETC Institute in 30 communities in Kansas and Missouri between January 2009 and April 2014.

Some of the Kansas and Missouri communities represented in this report include:

- Ballwin, Missouri
- Blue Springs, Missouri
- Bonner Springs, Kansas
- Butler, Missouri
- Columbia, Missouri
- Excelsior Springs, Missouri
- Gardner, Kansas
- Grandview, Missouri
- Harrisonville, Missouri
- Independence, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- Lawrence, Kansas
- Leawood, Kansas
- Lee's Summit, Missouri
- Lenexa, Kansas
- Liberty, Missouri
- Merriam, Kansas
- Mission, Kansas
- O'Fallon, Missouri
- Olathe, Kansas
- Overland Park, Kansas
- Platte City, Missouri
- Pleasant Hill, Missouri
- Raymore, Missouri
- Riverside, Missouri
- Roeland Park, Kansas
- Shawnee, Kansas
- Spring Hill, Kansas
- Unified Government of Kansas City and Wyandotte County

Interpreting the Charts

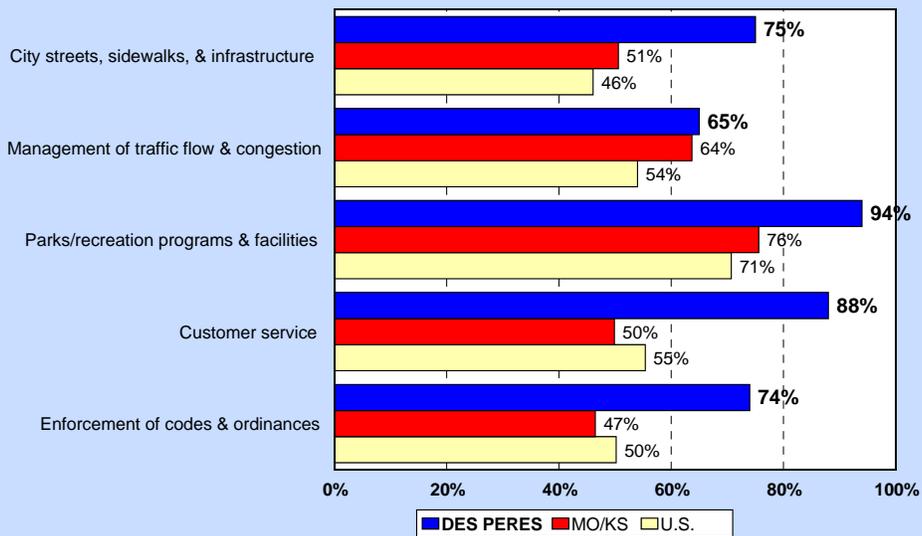
The charts on the following pages provide comparisons for several items that were rated on the survey. The percentages shown reflect the sum of the positive ratings given by respondents excluding "don't knows." The blue bar on the charts shows the results for Des Peres, the red bar shows the results for the Kansas/Missouri regional data, and the tan bar shows the results of the national survey.

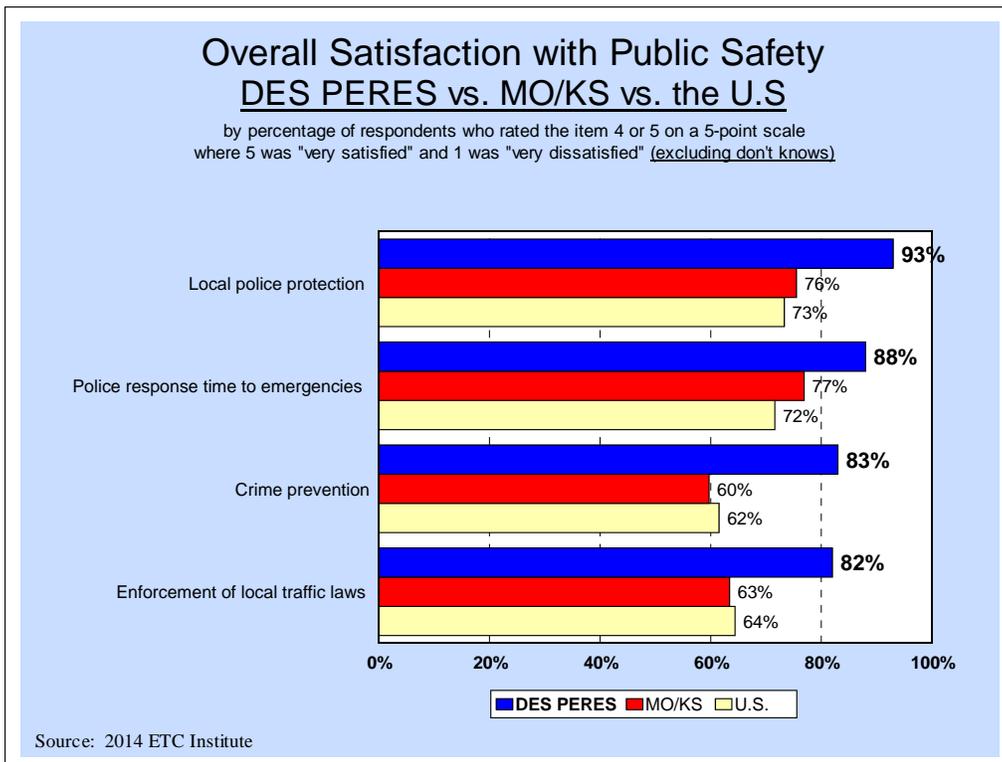
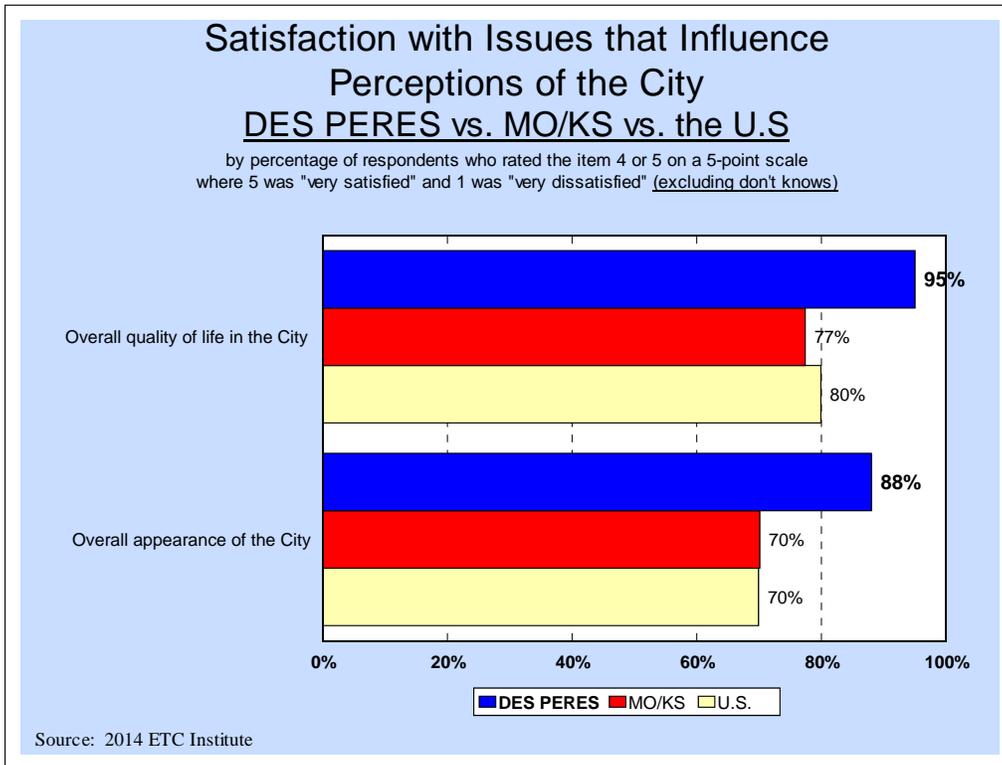
National Benchmarks

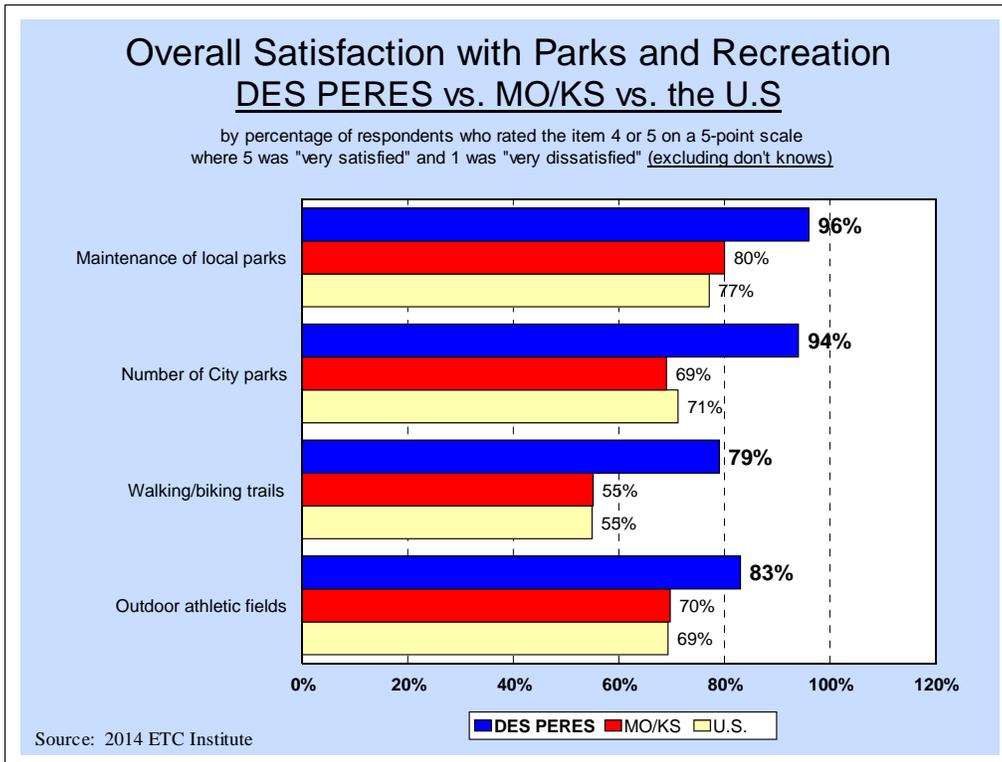
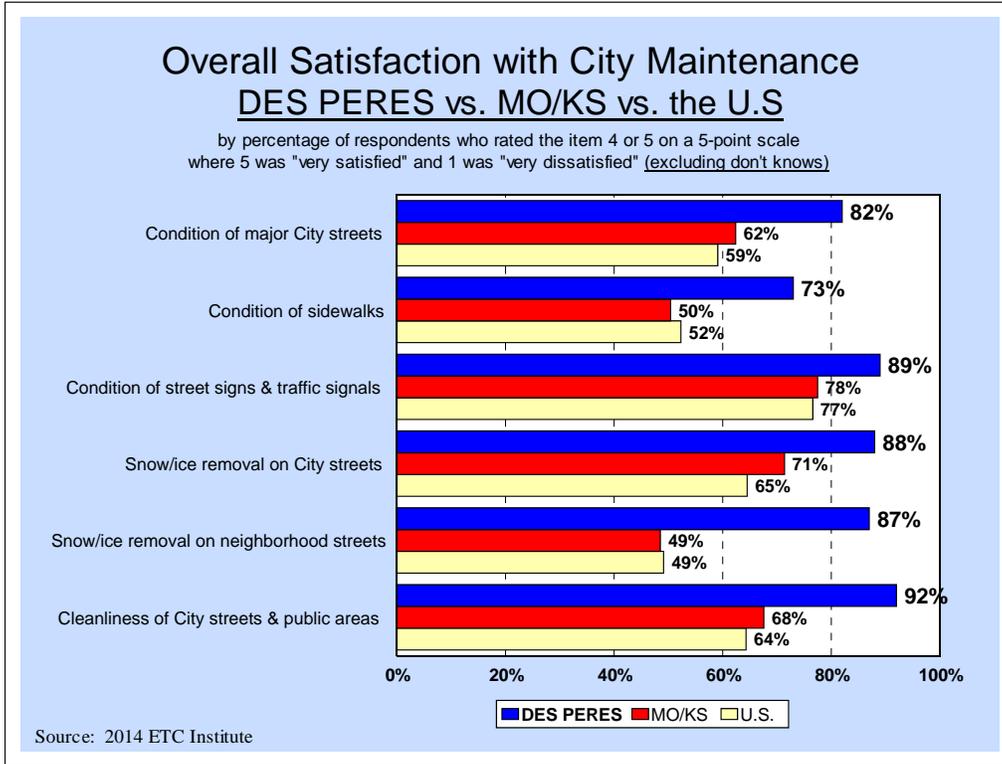
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Des Peres, Missouri is not authorized without written consent from ETC Institute.

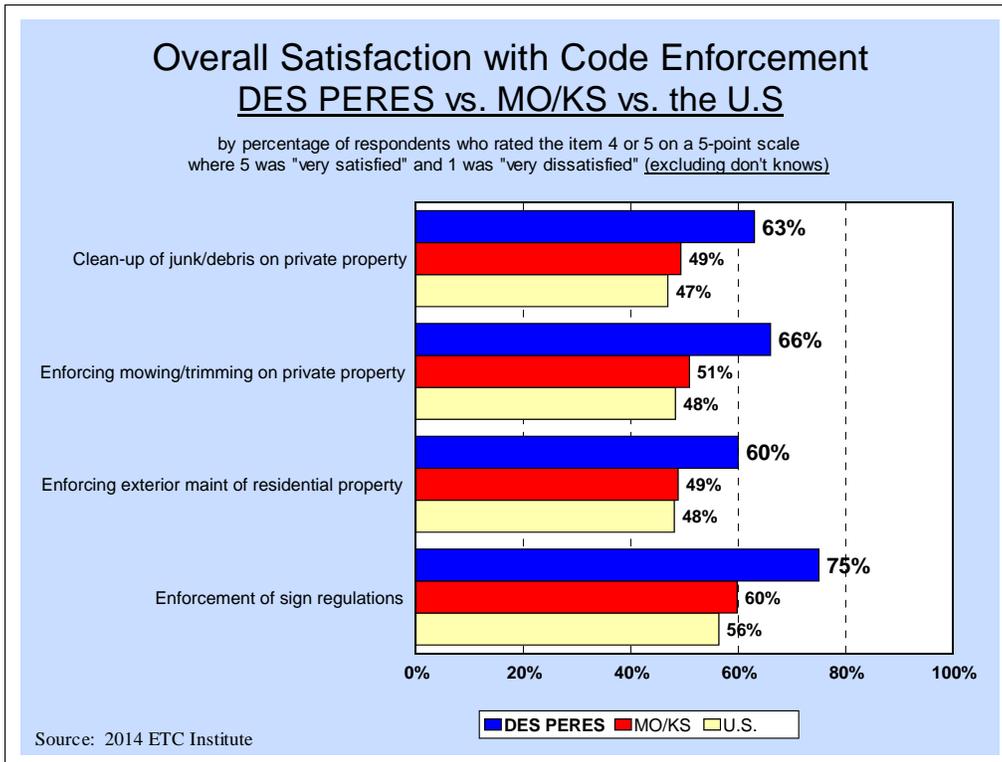
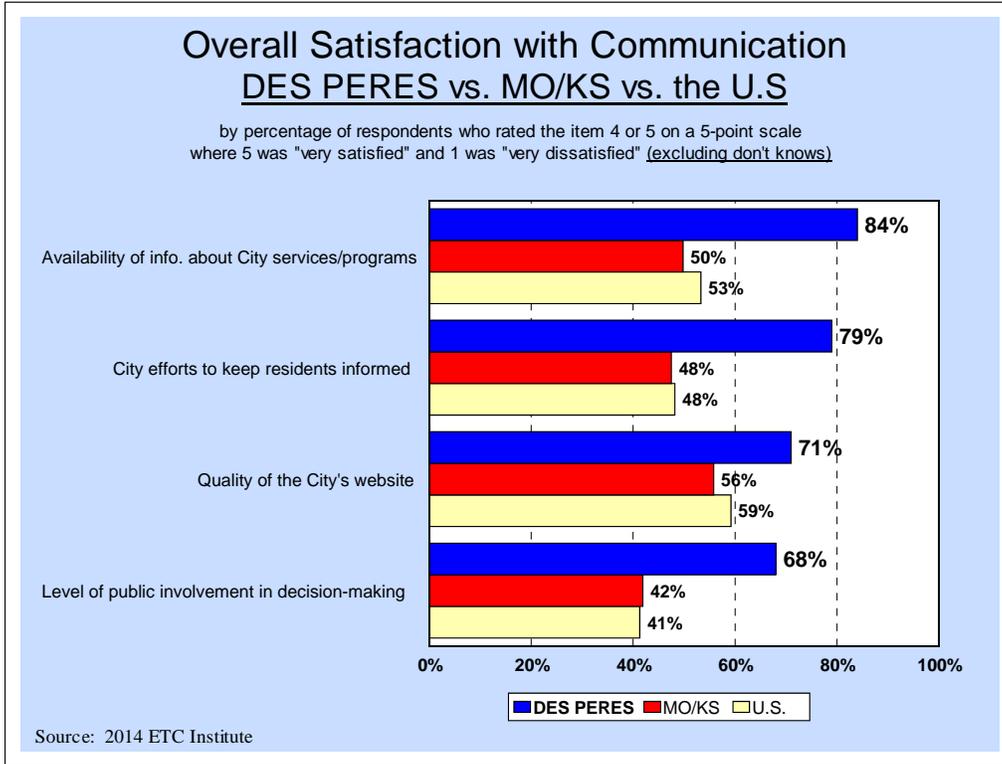
Overall Satisfaction with Various City Services DES PERES vs. MO/KS vs. the U.S

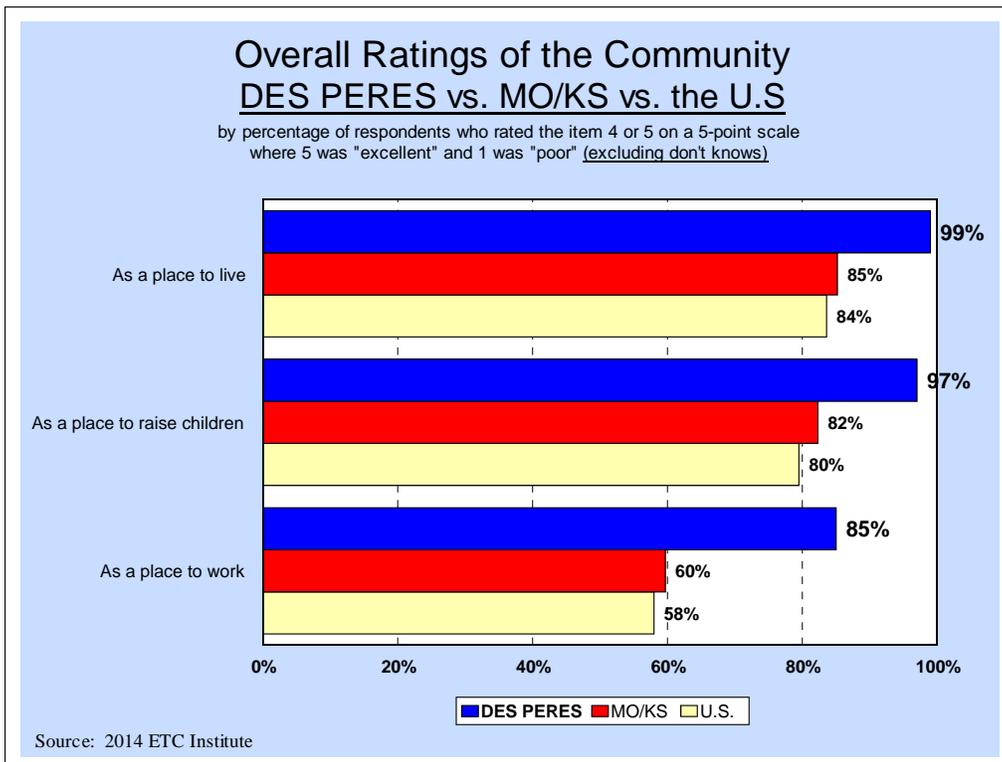
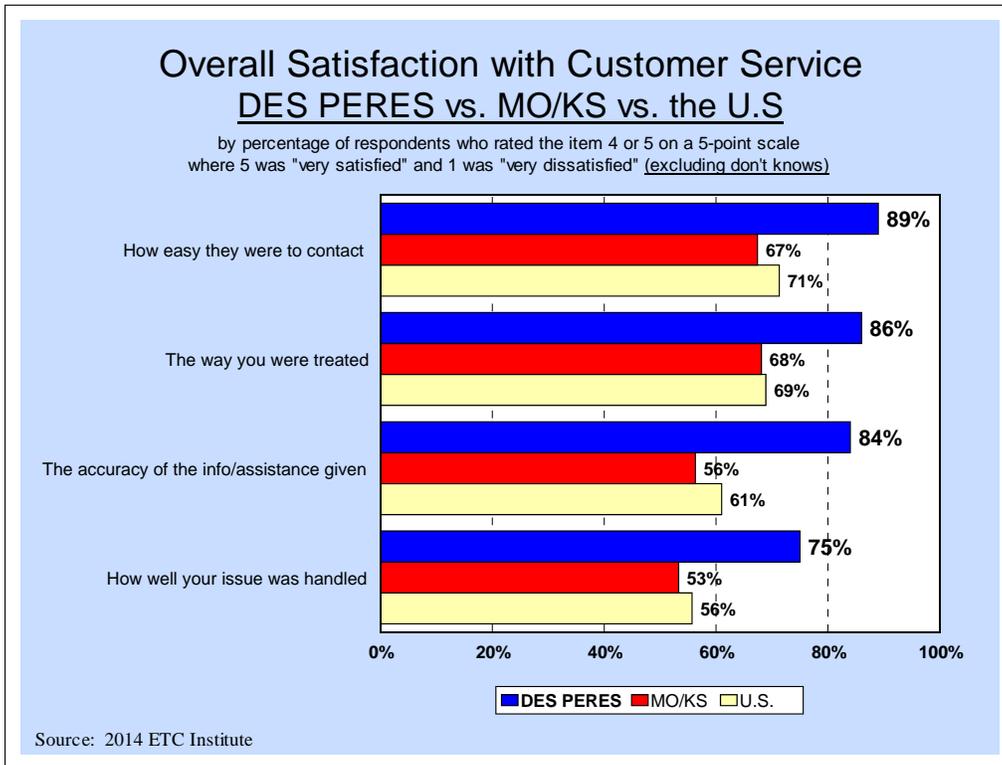
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)











***Section 4:
Tabular Data***

Q1. OVERALL SATISFACTION WITH CITY SERVICES: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.

(N=634)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a. Quality of public safety services	68.6%	24.4%	2.5%	1.7%	0.5%	2.2%
Q1b. Quality of City parks	64.8%	30.3%	2.8%	0.5%	0.0%	1.6%
Q1c. Quality of recreation facilities & programs	59.5%	29.3%	5.0%	0.6%	0.2%	5.4%
Q1d. Maintenance of City streets	35.5%	39.4%	13.7%	8.5%	2.1%	0.8%
Q1e. Maintenance of City sidewalks	30.9%	38.6%	18.0%	5.4%	1.1%	6.0%
Q1f. Appearance of City buildings	53.3%	39.4%	5.0%	0.6%	0.0%	1.6%
Q1g. Enforcement of building, property & maintenance ordinances	33.0%	33.3%	15.8%	4.3%	2.7%	11.0%
Q1h. Flow of traffic & ease of getting around City	25.9%	38.5%	21.1%	10.7%	3.0%	0.8%
Q1i. Quality of customer service you receive from City employees	47.0%	31.2%	7.7%	1.7%	0.8%	11.5%
Q1j. Value you receive for City Services	50.2%	38.2%	7.7%	0.9%	0.5%	2.5%
Q1k. Effectiveness of City communication with public	44.5%	39.7%	10.1%	2.7%	0.8%	2.2%
Q1l. Community planning & development	32.8%	35.2%	16.4%	7.4%	1.7%	6.5%

WITHOUT DON'T KNOW

Q1. OVERALL SATISFACTION WITH CITY SERVICES Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below. (without "don't know")

(N=634)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Quality of public safety services	70.2%	25.0%	2.6%	1.8%	0.5%
Q1b. Quality of City parks	65.9%	30.8%	2.9%	0.5%	0.0%
Q1c. Quality of recreation facilities & programs	62.8%	31.0%	5.3%	0.7%	0.2%
Q1d. Maintenance of City streets	35.8%	39.7%	13.8%	8.6%	2.1%
Q1e. Maintenance of City sidewalks	32.9%	41.1%	19.1%	5.7%	1.2%
Q1f. Appearance of City buildings	54.2%	40.1%	5.1%	0.6%	0.0%
Q1g. Enforcement of building, property & maintenance ordinances	37.1%	37.4%	17.7%	4.8%	3.0%
Q1h. Flow of traffic & ease of getting around City	26.1%	38.8%	21.3%	10.8%	3.0%
Q1i. Quality of customer service you receive from City employees	53.1%	35.3%	8.7%	2.0%	0.9%
Q1j. Value you receive for City Services	51.5%	39.2%	7.9%	1.0%	0.5%
Q1k. Effectiveness of City communication with public	45.5%	40.6%	10.3%	2.7%	0.8%
Q1l. Community planning & development	35.1%	37.6%	17.5%	7.9%	1.9%

Q2. Which THREE of these items listed in Question 1 do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q2. 1st Choice</u>	<u>Number</u>	<u>Percent</u>
Quality of public safety services	111	17.5 %
Quality of City parks	24	3.8 %
Quality of recreation facilities & programs	8	1.3 %
Maintenance of City streets	103	16.2 %
Maintenance of City sidewalks	19	3.0 %
Appearance of City buildings	5	0.8 %
Enforcement of building, property & maintenance ordinances	30	4.7 %
Flow of traffic & ease of getting around City	126	19.9 %
Quality of customer service you receive from City employees	1	0.2 %
Value you receive for City services	10	1.6 %
Effectiveness of City communication with public	12	1.9 %
Community planning & development	70	11.0 %
<u>None chosen</u>	<u>115</u>	<u>18.1 %</u>
Total	634	100.0 %

Q2. Which THREE of these items listed in Question 1 do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q2. 2nd Choice</u>	<u>Number</u>	<u>Percent</u>
Quality of public safety services	35	5.5 %
Quality of City parks	39	6.2 %
Quality of recreation facilities & programs	29	4.6 %
Maintenance of City streets	100	15.8 %
Maintenance of City sidewalks	42	6.6 %
Appearance of City buildings	5	0.8 %
Enforcement of building, property & maintenance ordinances	39	6.2 %
Flow of traffic & ease of getting around City	94	14.8 %
Quality of customer service you receive from City employees	14	2.2 %
Value you receive for City services	14	2.2 %
Effectiveness of City communication with public	19	3.0 %
Community planning & development	61	9.6 %
<u>None chosen</u>	<u>143</u>	<u>22.6 %</u>
Total	634	100.0 %

Q2. Which THREE of these items listed in Question 1 do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q2. 3rd Choice</u>	<u>Number</u>	<u>Percent</u>
Quality of public safety services	41	6.5 %
Quality of City parks	40	6.3 %
Quality of recreation facilities & programs	36	5.7 %
Maintenance of City streets	55	8.7 %
Maintenance of City sidewalks	42	6.6 %
Appearance of City buildings	11	1.7 %
Enforcement of building, property & maintenance ordinances	30	4.7 %
Flow of traffic & ease of getting around City	52	8.2 %
Quality of customer service you receive from City employees	9	1.4 %
Value you receive for City services	24	3.8 %
Effectiveness of City communication with public	32	5.0 %
Community planning & development	80	12.6 %
None chosen	182	28.7 %
Total	634	100.0 %

Q2. Which THREE of these items listed in Question 1 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 3 Choices)

<u>Q2. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Quality of public safety services	187	29.5 %
Quality of City parks	103	16.2 %
Quality of recreation facilities & programs	73	11.5 %
Maintenance of City streets	258	40.7 %
Maintenance of City sidewalks	103	16.2 %
Appearance of City buildings	21	3.3 %
Enforcement of building, property & maintenance ordinances	99	15.6 %
Flow of traffic & ease of getting around City	272	42.9 %
Quality of customer service you receive from City employees	24	3.8 %
Value you receive for City services	48	7.6 %
Effectiveness of City communication with public	63	9.9 %
Community planning & development	211	33.3 %
None chosen	115	18.1 %
Total	1577	

Q3. OVERALL PERCEPTION OF THE CITY: Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor", please rate the City of Des Peres with regard to the following:

(N=634)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q3a. As a place to live	78.5%	18.5%	1.1%	0.5%	0.2%	1.3%
Q3b. As a place to raise children	74.0%	17.8%	2.8%	0.6%	0.0%	4.7%
Q3c. As a place to work	43.8%	21.3%	11.7%	0.3%	0.3%	22.6%
Q3d. As a place to retire	45.7%	25.9%	15.1%	2.8%	1.9%	8.5%
Q3e. As a place to shop for goods & services	60.7%	29.7%	6.0%	1.6%	0.3%	1.7%
Q3f. As a place to dine	29.5%	37.1%	19.9%	9.5%	2.1%	2.1%
Q3g. Overall quality of life in City	57.4%	36.9%	3.5%	0.5%	0.5%	1.3%
Q3h. Overall feeling of safety in City	60.6%	32.2%	5.5%	0.5%	0.5%	0.8%
Q3i. Overall quality of new development in City	31.4%	35.2%	20.8%	6.3%	2.1%	4.3%
Q3j. Overall appearance of City	40.4%	46.5%	7.7%	3.2%	1.1%	1.1%

WITHOUT DON'T KNOW**Q3. OVERALL PERCEPTION OF THE CITY: Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor", please rate the City of Des Peres with regard to the following: (without "don't know")**

(N=634)

	Excellent	Good	Neutral	Below Average	Poor
Q3a. As a place to live	79.6%	18.7%	1.1%	0.5%	0.2%
Q3b. As a place to raise children	77.6%	18.7%	3.0%	0.7%	0.0%
Q3c. As a place to work	56.6%	27.5%	15.1%	0.4%	0.4%
Q3d. As a place to retire	50.0%	28.3%	16.6%	3.1%	2.1%
Q3e. As a place to shop for goods & services	61.8%	30.2%	6.1%	1.6%	0.3%
Q3f. As a place to dine	30.1%	37.8%	20.3%	9.7%	2.1%
Q3g. Overall quality of life in City	58.1%	37.4%	3.5%	0.5%	0.5%
Q3h. Overall feeling of safety in City	61.0%	32.4%	5.6%	0.5%	0.5%
Q3i. Overall quality of new development in City	32.8%	36.7%	21.7%	6.6%	2.1%
Q3j. Overall appearance of City	40.8%	47.0%	7.8%	3.2%	1.1%

Q4. During the past 12 months, were you or anyone in your household the victim of any crime?

Q4. Were you victim of any crime during past 12 months	Number	Percent
Yes	44	6.9 %
No	582	91.8 %
Don't know	8	1.3 %
Total	634	100.0 %

Q4a. If "YES", did you report all of these crimes to the police?

Q4a. Did you report all crimes to police	Number	Percent
Yes	36	81.8 %
No	7	15.9 %
Don't Know	1	2.3 %
Total	44	100.0 %

Q5. During the past 12 months, have you had ANY contact with the Police Department?

Q5. Have you had any contact with Police Department during past 12 months	Number	Percent
Yes	245	38.6 %
No	379	59.8 %
Don't Know	10	1.6 %
Total	634	100.0 %

Q5a. If "YES", how would you rate the contact?

Q5a. How would you rate contact	Number	Percent
Excellent	157	64.1 %
Good	65	26.5 %
Fair	13	5.3 %
Poor	9	3.7 %
Don't Know	1	0.4 %
Total	245	100.0 %

Q6. During the past 12 months, have you had ANY contact with the Fire Department?

Q6. Have you had any contact with Fire Department during past 12 months	Number	Percent
Yes	67	10.6 %
No	564	89.0 %
Don't Know	3	0.5 %
Total	634	100.0 %

Q6a. If "YES", how would you rate the contact?

Q6a. How would you rate contact	Number	Percent
Excellent	57	85.1 %
Good	9	13.4 %
Poor	1	1.5 %
Total	67	100.0 %

Q7. During the past 12 months, have you had ANY contact with the Ambulance/Emergency Medical Services in Des Peres?

Q7. Have you had any contact with Ambulance/Emergency Medical Services during past 12 months	Number	Percent
Yes	74	11.7 %
No	556	87.7 %
Don't Know	4	0.6 %
Total	634	100.0 %

Q7a. If "YES", how would you rate the contact?

Q7a. How would you rate contact	Number	Percent
Excellent	62	83.8 %
Good	6	8.1 %
Fair	5	6.8 %
Poor	1	1.4 %
Total	74	100.0 %

Q8. PUBLIC SAFETY (Police, Fire and EMS): Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following public safety services:

(N=634)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q8a. Overall performance of Des Peres Police Department	56.9%	31.2%	4.6%	1.6%	0.8%	4.9%
Q8b. Overall quality of local police protection	56.5%	32.2%	5.2%	1.4%	0.6%	4.1%
Q8c. Visibility of police in neighborhoods	39.9%	37.9%	14.0%	5.5%	1.1%	1.6%
Q8d. Visibility of police in retail shopping areas	30.9%	37.1%	22.6%	2.2%	0.6%	6.6%
Q8e. City's efforts to prevent crime	39.9%	34.2%	13.6%	1.1%	0.3%	10.9%
Q8f. Attitude & behavior of Police Department personnel toward citizens	50.9%	30.4%	8.4%	1.3%	0.9%	8.0%
Q8g. Enforcement of local traffic laws	39.6%	35.3%	12.5%	2.8%	1.3%	8.5%
Q8h. Quality of Des Peres Fire Department	50.2%	26.7%	7.9%	0.2%	0.2%	15.0%
Q8i. Quality of Des Peres EMS	49.1%	24.8%	7.7%	0.2%	0.3%	18.0%
Q8j. City's efforts to prevent fires & provide safety & injury prevention education	33.8%	23.3%	14.7%	1.4%	0.3%	26.5%
Q8k. How quickly Fire Department responds to emergencies	38.8%	18.0%	8.4%	0.5%	0.2%	34.2%
Q8l. How quickly Police Department responds to emergencies	43.2%	20.0%	7.7%	0.6%	0.2%	28.2%

WITHOUT DON'T KNOW

Q8. PUBLIC SAFETY (Police, Fire and EMS): Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following public safety services: (without "don't know")

(N=634)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q8a. Overall performance of Des Peres Police Department	59.9%	32.8%	4.8%	1.7%	0.8%
Q8b. Overall quality of local police protection	58.9%	33.6%	5.4%	1.5%	0.7%
Q8c. Visibility of police in neighborhoods	40.5%	38.5%	14.3%	5.6%	1.1%
Q8d. Visibility of police in retail shopping areas	33.1%	39.7%	24.2%	2.4%	0.7%
Q8e. City's efforts to prevent crime	44.8%	38.4%	15.2%	1.2%	0.4%
Q8f. Attitude & behavior of Police Department personnel toward citizens	55.4%	33.1%	9.1%	1.4%	1.0%
Q8g. Enforcement of local traffic laws	43.3%	38.6%	13.6%	3.1%	1.4%
Q8h. Quality of Des Peres Fire Department	59.0%	31.4%	9.3%	0.2%	0.2%
Q8i. Quality of Des Peres EMS	59.8%	30.2%	9.4%	0.2%	0.4%
Q8j. City's efforts to prevent fires & provide safety & injury prevention education	45.9%	31.8%	20.0%	1.9%	0.4%
Q8k. How quickly Fire Department responds to emergencies	59.0%	27.3%	12.7%	0.7%	0.2%
Q8l. How quickly Police Department responds to emergencies	60.2%	27.9%	10.8%	0.9%	0.2%

Q9. Which THREE of the public safety items listed in Question 8 do you think should receive the most emphasis from City leaders over the next TWO years?

<u>Q9. 1st Choice</u>	<u>Number</u>	<u>Percent</u>
Performance of Des Peres Police Department	74	11.7 %
Quality of local police protection	47	7.4 %
Visibility of police in neighborhoods	122	19.2 %
Visibility of police in retail shopping areas	41	6.5 %
City's efforts to prevent crime	78	12.3 %
Attitude & behavior of Police Department personnel toward citizens	13	2.1 %
Enforcement of local traffic laws	35	5.5 %
Quality of Des Peres Fire Department	9	1.4 %
Quality of Des Peres EMS	16	2.5 %
City's efforts to prevent fires & provide safety & injury prevention education	13	2.1 %
How quickly Fire Department responds to emergencies	15	2.4 %
How quickly Police Department responds to emergencies	16	2.5 %
<u>None chosen</u>	<u>155</u>	<u>24.4 %</u>
Total	634	100.0 %

Q9. Which THREE of the public safety items listed in Question 8 do you think should receive the most emphasis from City leaders over the next TWO years?

<u>Q9. 2nd Choice</u>	<u>Number</u>	<u>Percent</u>
Performance of Des Peres Police Department	11	1.7 %
Quality of local police protection	31	4.9 %
Visibility of police in neighborhoods	50	7.9 %
Visibility of police in retail shopping areas	77	12.1 %
City's efforts to prevent crime	68	10.7 %
Attitude & behavior of Police Department personnel toward citizens	20	3.2 %
Enforcement of local traffic laws	36	5.7 %
Quality of Des Peres Fire Department	66	10.4 %
Quality of Des Peres EMS	14	2.2 %
City's efforts to prevent fires & provide safety & injury prevention education	24	3.8 %
How quickly Fire Department responds to emergencies	24	3.8 %
How quickly Police Department responds to emergencies	21	3.3 %
<u>None chosen</u>	<u>192</u>	<u>30.3 %</u>
Total	634	100.0 %

Q9. Which THREE of the public safety items listed in Question 8 do you think should receive the most emphasis from City leaders over the next TWO years?

<u>Q9. 3rd Choice</u>	<u>Number</u>	<u>Percent</u>
Performance of Des Peres Police Department	20	3.2 %
Quality of local police protection	23	3.6 %
Visibility of police in neighborhoods	38	6.0 %
Visibility of police in retail shopping areas	35	5.5 %
City's efforts to prevent crime	59	9.3 %
Attitude & behavior of Police Department personnel toward citizens	21	3.3 %
Enforcement of local traffic laws	33	5.2 %
Quality of Des Peres Fire Department	23	3.6 %
Quality of Des Peres EMS	65	10.3 %
City's efforts to prevent fires & provide safety & injury prevention education	30	4.7 %
How quickly Fire Department responds to emergencies	19	3.0 %
How quickly Police Department responds to emergencies	24	3.8 %
<u>None chosen</u>	<u>244</u>	<u>38.5 %</u>
Total	634	100.0 %

Q9. Which THREE of the public safety items listed in Question 8 do you think should receive the most emphasis from City leaders over the next TWO years? (Sum of Top 3 Choices)

<u>Q9. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Performance of Des Peres Police Department	105	16.6 %
Quality of local police protection	101	15.9 %
Visibility of police in neighborhoods	210	33.1 %
Visibility of police in retail shopping areas	153	24.1 %
City's efforts to prevent crime	205	32.3 %
Attitude & behavior of Police Department personnel toward citizens	54	8.5 %
Enforcement of local traffic laws	104	16.4 %
Quality of Des Peres Fire Department	98	15.5 %
Quality of Des Peres EMS	95	15.0 %
City's efforts to prevent fires & provide safety & injury prevention education	67	10.6 %
How quickly Fire Department responds to emergencies	58	9.1 %
How quickly Police Department responds to emergencies	61	9.6 %
<u>None chosen</u>	<u>155</u>	<u>24.4 %</u>
Total	1466	

Q10. How safe do you feel: Using a scale of 1 to 4 where 4 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations:

(N=634)

	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Don't Know
Q10a. Walking alone in your neighborhood in general	86.3%	11.7%	0.8%	0.2%	1.1%
Q10b. Walking alone in your neighborhood after dark	53.6%	35.6%	5.8%	1.3%	3.6%
Q10c. Walking alone in your neighborhood during the day	91.0%	7.1%	0.3%	0.2%	1.4%
Q10d. Walking alone in business areas after dark	35.6%	44.5%	12.0%	0.6%	7.3%
Q10e. Walking alone in business areas during the day	83.3%	13.6%	0.5%	0.0%	2.7%
Q10f. Your overall feeling of safety in Des Peres	78.1%	20.3%	0.6%	0.0%	0.9%
Q10g. While shopping at West County Center	56.6%	36.1%	4.6%	0.5%	2.2%

WITHOUT DON'T KNOW

Q10. How safe do you feel: Using a scale of 1 to 4 where 4 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations: (without "don't know")

(N=634)

	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe
Q10a. Walking alone in your neighborhood in general	87.2%	11.8%	0.8%	0.2%
Q10b. Walking alone in your neighborhood after dark	55.6%	37.0%	6.1%	1.3%
Q10c. Walking alone in your neighborhood during the day	92.3%	7.2%	0.3%	0.2%
Q10d. Walking alone in business areas after dark	38.4%	48.0%	12.9%	0.7%
Q10e. Walking alone in business areas during the day	85.6%	13.9%	0.5%	0.0%
Q10f. Your overall feeling of safety in Des Peres	78.8%	20.5%	0.6%	0.0%
Q10g. While shopping at West County Center	57.9%	36.9%	4.7%	0.5%

Q11. Have you ever participated in any of the following police initiatives/outreach programs in Des Peres?

Q11. Have you participated in police initiatives/ outreach programs	Number	Percent
Business Watch	2	0.3 %
Personal Property Inventory	5	0.8 %
Project Childsafe	13	2.1 %
Citizen Police Academy	7	1.1 %
Child Safety Seat Installations/Inspections	32	5.0 %
Neighborhood Watch	87	13.7 %
Community Emergency Response Team (C.E.R.T.)	3	0.5 %
Des Peres Night Out	206	32.5 %
Vacation Watch	90	14.2 %
None Chosen	363	57.3 %
Total	808	

Q12. Do you have an emergency plan in place for members of your household?

Q12. Do you have an emergency plan in place for members of your household	Number	Percent
Yes	239	37.7 %
No	272	42.9 %
Don't Know	123	19.4 %
Total	634	100.0 %

Q13. MAINTENANCE: For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=634)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q13a. Maintenance of major City streets	31.4%	49.2%	12.5%	4.1%	0.6%	2.2%
Q13b. Maintenance of streets in your neighborhood	27.4%	40.4%	15.0%	11.8%	3.5%	1.9%
Q13c. Maintenance of City traffic signals/ street signs	44.6%	42.1%	9.3%	0.8%	0.5%	2.7%
Q13d. Maintenance of City buildings	44.3%	38.8%	8.0%	0.6%	0.0%	8.2%
Q13e. Snow removal on major City streets	55.4%	31.2%	6.8%	3.6%	1.3%	1.7%
Q13f. Snow removal on neighborhood streets	53.9%	31.2%	8.2%	3.5%	1.3%	1.9%
Q13g. Cleanliness of City streets & other public areas	48.4%	42.0%	6.3%	1.1%	0.3%	1.9%
Q13h. Availability of pedestrian walkways/ sidewalks	32.3%	39.3%	14.5%	8.5%	3.2%	2.2%
Q13i. Condition of City sidewalks	28.2%	40.2%	19.1%	5.2%	1.6%	5.7%
Q13j. Landscaping/appearance of public areas along City streets	35.6%	42.0%	15.5%	3.8%	1.1%	2.1%
Q13k. Satisfaction with tree trimming/removals	33.6%	38.0%	17.8%	4.4%	1.1%	5.0%

WITHOUT DON'T KNOW

Q13. MAINTENANCE: For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=634)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q13a. Maintenance of major City streets	32.1%	50.3%	12.7%	4.2%	0.6%
Q13b. Maintenance of streets in your neighborhood	28.0%	41.2%	15.3%	12.1%	3.5%
Q13c. Maintenance of City traffic signals/ street signs	45.9%	43.3%	9.6%	0.8%	0.5%
Q13d. Maintenance of City buildings	48.3%	42.3%	8.8%	0.7%	0.0%
Q13e. Snow removal on major City streets	56.3%	31.8%	6.9%	3.7%	1.3%
Q13f. Snow removal on neighborhood streets	55.0%	31.8%	8.4%	3.5%	1.3%
Q13g. Cleanliness of City streets & other public areas	49.4%	42.8%	6.4%	1.1%	0.3%
Q13h. Availability of pedestrian walkways/ sidewalks	33.1%	40.2%	14.8%	8.7%	3.2%
Q13i. Condition of City sidewalks	29.9%	42.6%	20.2%	5.5%	1.7%
Q13j. Landscaping/appearance of public areas along City streets	36.4%	42.8%	15.8%	3.9%	1.1%
Q13k. Satisfaction with tree trimming/removals	35.4%	40.0%	18.8%	4.7%	1.2%

Q14. Which THREE of the maintenance items listed in Question 13 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q14. 1 st Choice	Number	Percent
Maintenance of major City streets	146	23.0 %
Maintenance of streets in your neighborhood	132	20.8 %
Maintenance of City traffic signals/street signs	7	1.1 %
Maintenance of City buildings	3	0.5 %
Snow removal on major City streets	37	5.8 %
Snow removal on neighborhood streets	27	4.3 %
Cleanliness of City streets & other public areas	17	2.7 %
Availability of pedestrian walkways/sidewalks	63	9.9 %
Condition of City sidewalks	29	4.6 %
Landscaping/appearance of public areas along City streets	25	3.9 %
Satisfaction with tree trimming/removals	28	4.4 %
None chosen	120	18.9 %
Total	634	100.0 %

Q14. Which THREE of the maintenance items listed in Question 13 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q14. 2 nd Choice	Number	Percent
Maintenance of major City streets	59	9.3 %
Maintenance of streets in your neighborhood	108	17.0 %
Maintenance of City traffic signals/street signs	9	1.4 %
Maintenance of City buildings	8	1.3 %
Snow removal on major City streets	49	7.7 %
Snow removal on neighborhood streets	50	7.9 %
Cleanliness of City streets & other public areas	27	4.3 %
Availability of pedestrian walkways/sidewalks	51	8.0 %
Condition of City sidewalks	54	8.5 %
Landscaping/appearance of public areas along City streets	36	5.7 %
Satisfaction with tree trimming/removals	25	3.9 %
None chosen	158	24.9 %
Total	634	100.0 %

Q14. Which THREE of the maintenance items listed in Question 13 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q14. 3 rd Choice	Number	Percent
Maintenance of major City streets	38	6.0 %
Maintenance of streets in your neighborhood	50	7.9 %
Maintenance of City traffic signals/street signs	21	3.3 %
Maintenance of City buildings	17	2.7 %
Snow removal on major City streets	29	4.6 %
Snow removal on neighborhood streets	46	7.3 %
Cleanliness of City streets & other public areas	39	6.2 %
Availability of pedestrian walkways/sidewalks	42	6.6 %
Condition of City sidewalks	44	6.9 %
Landscaping/appearance of public areas along City streets	48	7.6 %
Satisfaction with tree trimming/removals	49	7.7 %
None chosen	211	33.3 %
Total	634	100.0 %

Q14. Which THREE of the maintenance items listed in Question 13 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 3 Choices)

Q14. Sum of Top 3 Choices	Number	Percent
Maintenance of major City streets	243	38.3 %
Maintenance of streets in your neighborhood	290	45.7 %
Maintenance of City traffic signals/street signs	37	5.8 %
Maintenance of City buildings	28	4.4 %
Snow removal on major City streets	115	18.1 %
Snow removal on neighborhood streets	123	19.4 %
Cleanliness of City streets & other public areas	83	13.1 %
Availability of pedestrian walkways/sidewalks	156	24.6 %
Condition of City sidewalks	127	20.0 %
Landscaping/appearance of public areas along City streets	109	17.2 %
Satisfaction with tree trimming/removals	102	16.1 %
None chosen	120	18.9 %
Total	1533	

Q15. In general, how would you rate the street and road conditions in your neighborhood?

Q15. How would you rate street & road conditions in your neighborhood	Number	Percent
Good condition	209	33.0 %
Mostly good condition	266	42.0 %
Many bad spots	77	12.1 %
Don't know	82	12.9 %
Total	634	100.0 %

Q16. PARKS AND RECREATION: For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=634)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q16a. Maintenance of City parks	61.5%	30.8%	2.8%	0.6%	0.0%	4.3%
Q16b. Number of parks	60.6%	30.0%	3.8%	1.7%	0.0%	3.9%
Q16c. Number of walking/biking trails	41.5%	31.9%	12.5%	6.2%	1.1%	6.9%
Q16d. Quality of outdoor athletic fields	36.9%	30.8%	12.0%	1.6%	0.0%	18.8%
Q16e. Number of outdoor athletic fields	36.0%	30.1%	12.9%	1.7%	0.2%	19.1%
Q16f. Number of playgrounds	43.1%	34.1%	10.1%	1.1%	0.0%	11.7%
Q16g. Quality of playgrounds	45.9%	31.5%	8.7%	1.9%	0.2%	11.8%
Q16h. Availability of information about City parks & recreation programs	53.8%	32.2%	7.7%	0.8%	0.2%	5.4%
Q16i. City recreation opportunities	50.0%	32.6%	9.3%	1.6%	0.2%	6.3%
Q16j. Special events and festivals	54.1%	27.6%	9.5%	0.6%	0.0%	8.2%
Q16k. The Lodge Des Peres	59.6%	23.5%	5.2%	2.2%	0.2%	9.3%

WITHOUT DON'T KNOW

Q16. PARKS AND RECREATION: For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied. (without "don't know")

(N=634)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q16a. Maintenance of City parks	64.3%	32.1%	3.0%	0.7%	0.0%
Q16b. Number of parks	63.1%	31.2%	3.9%	1.8%	0.0%
Q16c. Number of walking/biking trails	44.6%	34.2%	13.4%	6.6%	1.2%
Q16d. Quality of outdoor athletic fields	45.4%	37.9%	14.8%	1.9%	0.0%
Q16e. Number of outdoor athletic fields	44.4%	37.2%	16.0%	2.1%	0.2%
Q16f. Number of playgrounds	48.8%	38.6%	11.4%	1.3%	0.0%
Q16g. Quality of playgrounds	52.1%	35.8%	9.8%	2.1%	0.2%
Q16h. Availability of information about City parks & recreation programs	56.8%	34.0%	8.2%	0.8%	0.2%
Q16i. City recreation opportunities	53.4%	34.8%	9.9%	1.7%	0.2%
Q16j. Special events and festivals	58.9%	30.1%	10.3%	0.7%	0.0%
Q16k. The Lodge Des Peres	65.7%	25.9%	5.7%	2.4%	0.2%

Q17. Which THREE of the parks and recreation items listed in Question 16 do you think should receive the most emphasis from City leaders over the next TWO years?

Q17. 1 st Choice	Number	Percent
Maintenance of City parks	145	22.9 %
Number of parks	17	2.7 %
Number of walking/biking trails	93	14.7 %
Quality of outdoor athletic fields	18	2.8 %
Number of outdoor athletic fields	5	0.8 %
Number of playgrounds	2	0.3 %
Quality of playgrounds	26	4.1 %
Availability of information about City parks & recreation programs	18	2.8 %
City recreation opportunities	8	1.3 %
Special events and festivals	20	3.2 %
The Lodge Des Peres	70	11.0 %
None chosen	212	33.4 %
Total	634	100.0 %

Q17. Which THREE of the parks and recreation items listed in Question 16 do you think should receive the most emphasis from City leaders over the next TWO years?

Q17. 2 nd Choice	Number	Percent
Maintenance of City parks	76	12.0 %
Number of parks	10	1.6 %
Number of walking/biking trails	64	10.1 %
Quality of outdoor athletic fields	19	3.0 %
Number of outdoor athletic fields	16	2.5 %
Number of playgrounds	18	2.8 %
Quality of playgrounds	39	6.2 %
Availability of information about City parks & recreation programs	15	2.4 %
City recreation opportunities	26	4.1 %
Special events and festivals	28	4.4 %
The Lodge Des Peres	56	8.8 %
None chosen	267	42.1 %
Total	634	100.0 %

Q17. Which THREE of the parks and recreation items listed in Question 16 do you think should receive the most emphasis from City leaders over the next TWO years?

Q17. 3 rd Choice	Number	Percent
Maintenance of City parks	31	4.9 %
Number of parks	16	2.5 %
Number of walking/biking trails	34	5.4 %
Quality of outdoor athletic fields	17	2.7 %
Number of outdoor athletic fields	12	1.9 %
Number of playgrounds	12	1.9 %
Quality of playgrounds	49	7.7 %
Availability of information about City parks & recreation programs	17	2.7 %
City recreation opportunities	34	5.4 %
Special events and festivals	46	7.3 %
The Lodge Des Peres	63	9.9 %
None chosen	303	47.8 %
Total	634	100.0 %

Q17. Which THREE of the parks and recreation items listed in Question 16 do you think should receive the most emphasis from City leaders over the next TWO years? (top 3)

Q17. Sum of Top 3 Choices	Number	Percent
Maintenance of City parks	252	39.7 %
Number of parks	43	6.8 %
Number of walking/biking trails	191	30.1 %
Quality of outdoor athletic fields	54	8.5 %
Number of outdoor athletic fields	33	5.2 %
Number of playgrounds	32	5.0 %
Quality of playgrounds	114	18.0 %
Availability of information about City parks & recreation programs	50	7.9 %
City recreation opportunities	68	10.7 %
Special events and festivals	94	14.8 %
The Lodge Des Peres	189	29.8 %
None chosen	212	33.4 %
Total	1332	

Q18. THE LODGE DES PERES: For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=634)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q18a. The Lodge Des Peres facility as a whole	53.6%	25.9%	5.8%	0.9%	0.2%	13.6%
Q18b. Availability & quality of information on The Lodge Des Peres programs & classes	53.2%	25.4%	7.6%	1.1%	0.0%	12.8%
Q18c. Availability of meeting space/rental facilities	40.2%	18.5%	10.1%	0.3%	0.0%	30.9%
Q18d. Quality of meeting space/rental facilities	39.6%	19.1%	9.8%	0.2%	0.0%	31.4%
Q18e. Fitness center	43.4%	24.9%	8.0%	1.9%	0.3%	21.5%
Q18f. Indoor aquatic facilities	41.3%	27.6%	7.1%	2.5%	0.6%	20.8%
Q18g. Outdoor aquatic facilities	40.9%	23.0%	9.8%	4.6%	0.6%	21.1%
Q18h. Quality of youth programs	29.5%	16.9%	13.1%	0.8%	0.2%	39.6%
Q18i. Quality of adult programs	33.6%	21.8%	11.4%	1.7%	0.3%	31.2%
Q18j. Value or fee structure of recreation programs/classes	31.1%	26.2%	14.8%	5.4%	2.1%	20.5%
Q18k. Cleanliness of The Lodge	49.2%	26.7%	6.5%	0.5%	0.2%	17.0%
Q18l. Customer service provided by The Lodge Des Peres staff	48.6%	24.4%	7.6%	1.1%	0.3%	18.0%

WITHOUT DON'T KNOW

Q18. THE LODGE DES PERES: For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied. (without "don't know")

(N=634)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q18a. The Lodge Des Peres facility as a whole	62.0%	29.9%	6.8%	1.1%	0.2%
Q18b. Availability & quality of information on The Lodge Des Peres programs & classes	60.9%	29.1%	8.7%	1.3%	0.0%
Q18c. Availability of meeting space/rental facilities	58.2%	26.7%	14.6%	0.5%	0.0%
Q18d. Quality of meeting space/rental facilities	57.7%	27.8%	14.3%	0.2%	0.0%
Q18e. Fitness center	55.2%	31.7%	10.2%	2.4%	0.4%
Q18f. Indoor aquatic facilities	52.2%	34.9%	9.0%	3.2%	0.8%
Q18g. Outdoor aquatic facilities	51.8%	29.2%	12.4%	5.8%	0.8%
Q18h. Quality of youth programs	48.8%	27.9%	21.7%	1.3%	0.3%
Q18i. Quality of adult programs	48.9%	31.7%	16.5%	2.5%	0.5%
Q18j. Value or fee structure of recreation programs/classes	39.1%	32.9%	18.7%	6.7%	2.6%
Q18k. Cleanliness of The Lodge	59.3%	32.1%	7.8%	0.6%	0.2%
Q18l. Customer service provided by The Lodge Des Peres staff	59.2%	29.8%	9.2%	1.3%	0.4%

Q19. Which THREE of The Lodge Des Peres items listed in Question 18 do you think should receive the most emphasis from City leaders over the next TWO years?

Q19. 1 st Choice	Number	Percent
The Lodge Des Peres facility as a whole	108	17.0 %
Availability & quality of information on The Lodge Des Peres programs & classes	19	3.0 %
Availability of meeting space/rental facilities	6	0.9 %
Quality of meeting space/rental facilities	3	0.5 %
Fitness center	55	8.7 %
Indoor aquatic facilities	17	2.7 %
Outdoor aquatic facilities	31	4.9 %
Quality of youth programs	17	2.7 %
Quality of adult programs	17	2.7 %
Value or fee structure of recreation programs/classes	72	11.4 %
Cleanliness of The Lodge	13	2.1 %
Customer service provided by The Lodge Des Peres staff	13	2.1 %
None chosen	263	41.5 %
Total	634	100.0 %

Q19. Which THREE of The Lodge Des Peres items listed in Question 18 do you think should receive the most emphasis from City leaders over the next TWO years?

Q19. 2 nd Choice	Number	Percent
The Lodge Des Peres facility as a whole	12	1.9 %
Availability & quality of information on The Lodge Des Peres programs & classes	34	5.4 %
Availability of meeting space/rental facilities	8	1.3 %
Quality of meeting space/rental facilities	7	1.1 %
Fitness center	50	7.9 %
Indoor aquatic facilities	31	4.9 %
Outdoor aquatic facilities	35	5.5 %
Quality of youth programs	20	3.2 %
Quality of adult programs	28	4.4 %
Value or fee structure of recreation programs/classes	43	6.8 %
Cleanliness of The Lodge	29	4.6 %
Customer service provided by The Lodge Des Peres staff	11	1.7 %
None chosen	326	51.4 %
Total	634	100.0 %

Q19. Which THREE of The Lodge Des Peres items listed in Question 18 do you think should receive the most emphasis from City leaders over the next TWO years?

Q19. 3 rd Choice	Number	Percent
The Lodge Des Peres facility as a whole	19	3.0 %
Availability & quality of information on The Lodge Des Peres programs & classes	16	2.5 %
Availability of meeting space/rental facilities	7	1.1 %
Quality of meeting space/rental facilities	6	0.9 %
Fitness center	28	4.4 %
Indoor aquatic facilities	26	4.1 %
Outdoor aquatic facilities	21	3.3 %
Quality of youth programs	23	3.6 %
Quality of adult programs	30	4.7 %
Value or fee structure of recreation programs/classes	34	5.4 %
Cleanliness of The Lodge	37	5.8 %
Customer service provided by The Lodge Des Peres staff	30	4.7 %
None chosen	357	56.3 %
Total	634	100.0 %

Q19. Which THREE of The Lodge Des Peres items listed in Question 18 do you think should receive the most emphasis from City leaders over the next TWO years? (Sum of Top 3 Choices)

Q19. Sum of Top 3 Choices	Number	Percent
The Lodge Des Peres facility as a whole	139	21.9 %
Availability & quality of information on The Lodge Des Peres programs & classes	69	10.9 %
Availability of meeting space/rental facilities	21	3.3 %
Quality of meeting space/rental facilities	16	2.5 %
Fitness center	133	21.0 %
Indoor aquatic facilities	74	11.7 %
Outdoor aquatic facilities	87	13.7 %
Quality of youth programs	60	9.5 %
Quality of adult programs	75	11.8 %
Value or fee structure of recreation programs/classes	149	23.5 %
Cleanliness of The Lodge	79	12.5 %
Customer service provided by The Lodge Des Peres staff	54	8.5 %
None chosen	263	41.5 %
Total	1219	

Q20. Are you a member of The Lodge Des Peres?

<u>Q20. Are you a member of The Lodge Des Peres</u>	<u>Number</u>	<u>Percent</u>
Yes	268	42.3 %
No	359	56.6 %
Not provided	7	1.1 %
Total	634	100.0 %

Q20a. (IF NO) Why not?

<u>Q20a. Why not</u>	<u>Number</u>	<u>Percent</u>
Wouldn't use it enough to warrant cost	181	50.4 %
Prefer to pay daily fee	57	15.9 %
Membership fee too high	92	25.6 %
Belong to other public facility	13	3.6 %
Belong to other private facility	46	12.8 %
Other	74	20.6 %
None chosen	10	2.8 %
Total	473	

Q20a. Other

<u>Q20a. Other</u>	<u>Number</u>	<u>Percent</u>
AGE	2	2.7 %
NOT INTERESTED	2	2.7 %
NOT AWARE OF FACILITY	1	1.3 %
MORE STEP AEROBICS CLASSES	1	1.3 %
WILL YOU WHEN RETIRED	1	1.3 %
IN PAST, NO SWIM TEAM	1	1.3 %
NO PERSONAL DRAW	1	1.3 %
INDOOR POOL & FITNESS CROWDED	1	1.3 %
TOO CROWDED	1	1.3 %
HAVEN'T PAID FEE	1	1.3 %
FACILITY TEMPERATURE TOO COLD	1	1.3 %
HAVE HANDICAP	1	1.3 %
WE WERE MEMBERS FOR YEARS	1	1.3 %
CONSIDERING REJOINING-FEE HIGH	1	1.3 %
PLAY SPORTS AND WALK	1	1.3 %
WORK AT WELLBRIDGE	1	1.3 %
WALK IN NEIGHBORHOOD & WCC	1	1.3 %
LIKE TO TAKE CLASSES	1	1.3 %
HEALTH ISSUES	1	1.3 %
NOT INCLUDED IN SILVER SNEAKER	1	1.3 %
NEVER RECEIVED RENEWAL	1	1.3 %
USED CLASSES OUTSIDE LODGE	1	1.3 %
WE ARE A FAMILY OF 3 NOT 4	1	1.3 %
86 YEARS OLD	1	1.3 %
PHYSICALLY UNABLE TO PARTAKE	1	1.3 %
PROCRASTINATING	1	1.3 %
WAS A MEMBER FOR A FEW YEARS	1	1.3 %
OUTDOOR POOL NEEDS A DEEP END	1	1.3 %
HOSPITAL WELLNESS WORKOUT MORE	1	1.3 %
DISC FOR MEMBERS TOO LOW	1	1.3 %
WAS A MEMBER, BUT QUIT	1	1.3 %
MEDICARE PAYS FOR YMCA MEMBERS	1	1.3 %
EXERCISE BY MYSELF	1	1.3 %
PREVIOUS WAS A MEMBER	1	1.3 %
RETIREE	1	1.3 %
HAVE OUR OWN POOL	1	1.3 %
NOT CURRENTLY	1	1.3 %
NO RACQUETBALL OR SQUASH COURT	1	1.3 %
AGE MOBILITY	1	1.3 %
DO NOT BELONG TO PUBLIC FACIL.	1	1.3 %
CLASSES SHOULD BE FREE	1	1.3 %
SIGN UP FOR CLASSES	1	1.3 %
EXPENSIVE	1	1.3 %
FITNESS FACILITY IS SUBPAR	1	1.3 %
FAMILY MEMBERSHIP	1	1.3 %
LET MEMBERSHIP LAPSE	1	1.3 %
WAS A MEMBER FOR 8 YEARS	1	1.3 %

Q20a. Other

<u>Q20a. Other</u>	<u>Number</u>	<u>Percent</u>
JUST TWO OF US	1	1.3 %
STAFF IS BAD	1	1.3 %
SPEND 6 MONTHS IN FLORIDA	1	1.3 %
OWN A POOL	1	1.3 %
NOT ENOUGH TIME TO USE	1	1.3 %
ISN'T INCLUDED IN SILVER S.	1	1.3 %
NOT HAPPY W/ FACILITY	1	1.3 %
USE A RESIDENT CARD FOR CLASS	1	1.3 %
BELONG TO OTHER	1	1.3 %
HOURS ARE INCOMPATIBLE	1	1.3 %
NONE	1	1.3 %
NOT ENOUGH SPACE FOR CLASSES	1	1.3 %
PART TIME RESIDENT	1	1.3 %
HAVE NOT RESEARCHED	1	1.3 %
HAVE CLOSE ACCESS TO POOL	1	1.3 %
PAY FOR CLASSES, NOT FACILITY	1	1.3 %
WANT ADULTS ONLY LODGE	1	1.3 %
CHILDREN DON'T LIKE THE POOL	1	1.3 %
HAVEN, GREENWOOD	1	1.3 %
MOVED AWAY	1	1.3 %
KIDS ARE TEENAGERS	1	1.3 %
NO PROGRAMS ON AT TIMES	1	1.3 %
I AM HANDICAPPED	1	1.3 %
NEED MORE INFORMATION	1	1.3 %
I AM DISABLED	1	1.3 %
<u>DON'T HAVE A CLASS I WANT</u>	<u>1</u>	<u>1.3 %</u>
Total	75	100.0 %

Q21. Which of the following do you use to get information about the City of Des Peres?

Q21. What do you use to get information about City of

<u>Des Peres</u>	<u>Number</u>	<u>Percent</u>
The City of Des Peres Newsletter	589	92.9 %
The City Website (www.desperesmo.org)	298	47.0 %
The Quarterly Activity Guide brochure	227	35.8 %
The Lodge Link (email)	189	29.8 %
The Webster-Kirkwood Times	340	53.6 %
Neighborhood meetings	38	6.0 %
Facebook	21	3.3 %
Twitter	3	0.5 %
Notify Me	42	6.6 %
Other printed publications, materials from the City	132	20.8 %
Other online publications, materials from the City	28	4.4 %
<u>None chosen</u>	<u>11</u>	<u>1.7 %</u>
Total	1918	

Q22. CITY COMMUNICATION: For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=634)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q22a. Availability of information about City programs & services	35.8%	43.7%	13.4%	1.4%	0.2%	5.5%
Q22b. City efforts to keep you informed about local issues	33.6%	41.6%	15.9%	3.2%	0.9%	4.7%
Q22c. How open City is to public involvement & input from residents	25.2%	30.6%	21.0%	4.7%	0.8%	17.7%
Q22d. Quality of City Website	21.9%	30.0%	18.5%	2.2%	0.5%	27.0%
Q22e. Content of City Newsletter	35.8%	41.6%	12.9%	1.6%	0.3%	7.7%
Q22f. Facebook, Twitter, YouTube & other social media	6.0%	6.9%	18.1%	1.1%	0.3%	67.5%
Q22g. How well City communication meets your needs	25.9%	41.3%	19.6%	3.3%	0.6%	9.3%

WITHOUT DON'T KNOW

Q22. CITY COMMUNICATION: For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=634)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q22a. Availability of information about City programs & services	37.9%	46.2%	14.2%	1.5%	0.2%
Q22b. City efforts to keep you informed about local issues	35.3%	43.7%	16.7%	3.3%	1.0%
Q22c. How open City is to public involvement & input from residents	30.7%	37.2%	25.5%	5.7%	1.0%
Q22d. Quality of City Website	30.0%	41.0%	25.3%	3.0%	0.6%
Q22e. Content of City Newsletter	38.8%	45.1%	14.0%	1.7%	0.3%
Q22f. Facebook, Twitter, YouTube & other social media	18.4%	21.4%	55.8%	3.4%	1.0%
Q22g. How well City communication meets your needs	28.5%	45.6%	21.6%	3.7%	0.7%

Q23. ENFORCEMENT OF CODES AND ORDINANCES: For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied".

(N=634)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q23a. Enforcing cleanup of litter & debris on private property	20.3%	30.4%	17.8%	8.0%	3.3%	20.0%
Q23b. Enforcing mowing & trimming of lawns	20.3%	31.5%	17.0%	6.5%	2.7%	21.9%
Q23c. Enforcing maintenance of residential property	18.9%	28.1%	19.4%	7.7%	3.3%	22.6%
Q23d. Enforcing maintenance of business property	21.3%	32.5%	15.9%	2.8%	1.4%	26.0%
Q23e. Enforcing codes designed to protect public safety	23.8%	32.2%	12.6%	1.6%	0.9%	28.9%
Q23f. Enforcing sign regulations	23.2%	30.9%	14.5%	2.4%	1.1%	27.9%

WITHOUT DON'T KNOW**Q23. ENFORCEMENT OF CODES AND ORDINANCES: For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied". (without "don't know")**

(N=634)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q23a. Enforcing cleanup of litter & debris on private property	25.4%	38.1%	22.3%	10.1%	4.1%
Q23b. Enforcing mowing & trimming of lawns	26.1%	40.4%	21.8%	8.3%	3.4%
Q23c. Enforcing maintenance of residential property	24.4%	36.3%	25.1%	10.0%	4.3%
Q23d. Enforcing maintenance of business property	28.8%	43.9%	21.5%	3.8%	1.9%
Q23e. Enforcing codes designed to protect public safety	33.5%	45.2%	17.7%	2.2%	1.3%
Q23f. Enforcing sign regulations	32.2%	42.9%	20.1%	3.3%	1.5%

Q24. For which of the following goods and services do you typically shop outside Des Peres?

Q24. For what goods & services do you typically shop

outside Des Peres	Number	Percent
Clothing	268	42.3 %
Home furnishings	361	56.9 %
Banking	159	25.1 %
Sporting goods	153	24.1 %
Groceries	107	16.9 %
Dine out/restaurants	446	70.3 %
Entertainment, movies, video games	187	29.5 %
Technology/computer equipment	274	43.2 %
Personal grooming	277	43.7 %
Other	40	6.3 %
None chosen	34	5.4 %
Total	2306	

Q24. Other

<u>Q24. Other</u>	<u>Number</u>	<u>Percent</u>
PET SUPPLIES	6	15.4 %
GASOLINE	3	7.7 %
SPECIALITY STORES	1	2.6 %
MAINTENANCE	1	2.6 %
PET PRODUCTS	1	2.6 %
VET CARE PERSONAL HEALTHCARE	1	2.6 %
MOST ALL GOODS AND SERVICES	1	2.6 %
DOCTORS, HOSPITALS ETC	1	2.6 %
STARBUCKS OTHER THAN MALL ONE	1	2.6 %
HOME IMPROVEMENT	1	2.6 %
HEALTH CARE, AUTO REPAIRS, GAS	1	2.6 %
DOCTORS, DENTIST	1	2.6 %
FURNITURE	1	2.6 %
AUTO REPAIR	1	2.6 %
NONE	1	2.6 %
COMPUTERS/TECH HELP	1	2.6 %
LUMBER, CAR PARTS	1	2.6 %
TOYS, BABIES GOODS	1	2.6 %
RACQUETBALL, SQUASH	1	2.6 %
AUTOMOBILES/SERVICES	1	2.6 %
HOBBY, CRAFT	1	2.6 %
HOME DEPOT	1	2.6 %
LIBRARY	1	2.6 %
NEED ETHNIC RESTAURANTS	1	2.6 %
FITNESS	1	2.6 %
N/A	1	2.6 %
DOG/PET	1	2.6 %
CHILDREN'S STORES	1	2.6 %
PET CARE	1	2.6 %
MASS MERCHANDISERS	1	2.6 %
WALMART	1	2.6 %
HOME REPAIR/REMOVAL	1	2.6 %
Total	39	100.0 %

Q25. Which of the following goods and services do you typically shop for on the internet?

Q25. What goods & services do you typically shop for on internet	Number	Percent
Clothing	230	36.3 %
Home furnishings	105	16.6 %
Sporting goods	89	14.0 %
Groceries	6	0.9 %
Entertainment, movies, video games	104	16.4 %
Technology/computer equipment	210	33.1 %
Personal grooming supplies	41	6.5 %
Pet supplies	45	7.1 %
Other	64	10.1 %
None chosen	199	31.4 %
Total	1093	

Q25. Other

Q25. Other	Number	Percent
BOOKS	10	16.1 %
TRAVEL	2	3.2 %
CRAFTS WOODWORKING	1	1.6 %
MEDICAL PRESCRIPTIONS	1	1.6 %
JEWELRY	1	1.6 %
KNITTING SUPPLIES	1	1.6 %
I DON'T SHOP ON THE INTERNET	1	1.6 %
DON'T SHOP ON INTERNET	1	1.6 %
APPLIANCES	1	1.6 %
AMAZON=MOVIES BOOK, EBAY=AUTO	1	1.6 %
SUPPLEMENTS	1	1.6 %
GIFTS	1	1.6 %
GIFTS-BIRTHDAY, CHRISTMAS	1	1.6 %
RUNNING SHOES	1	1.6 %
SPECIALITY HAMS CANT GET LOCAL	1	1.6 %
DON'T HAVE INTERNET	1	1.6 %
AUTO	1	1.6 %
HOME	1	1.6 %
WHATEVER AMAZON SELLS	1	1.6 %
PREFER TO PURCHASE AT STORE	1	1.6 %
GROUPON/ENTERTAINMENT	1	1.6 %
AUTO PARTS	1	1.6 %
CHRISTMAS GIFTS	1	1.6 %
HOBBY	1	1.6 %
APPS/ITUNES	1	1.6 %
BOOKS, KITCHEN ITEMS	1	1.6 %
CHILDREN'S ITEMS	1	1.6 %
MISC. SMALL GIFTS	1	1.6 %
BOOKS, MUSIC	1	1.6 %
DO NOT SHOP ON INTERNET	1	1.6 %
TOYS	1	1.6 %
DON'T USE INTERNET	1	1.6 %
Total	62	100.0 %

Q26. Have you contacted the City with a question, problem, or complaint during the past year?

Q26. Have you contacted City during past year	Number	Percent
Yes	225	35.5 %
No	406	64.0 %
Not provided	3	0.5 %
Total	634	100.0 %

Q26b-e. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the customer service you received from the City department you listed in Question 26a.

(N=213)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q26b. How easy the department was to contact	53.5%	34.7%	7.5%	2.8%	1.4%	0.0%
Q26c. How courteously you were treated	64.8%	20.7%	8.9%	3.8%	1.9%	0.0%
Q26d. Technical competence & knowledge of City employees who assisted you	52.6%	28.6%	8.9%	5.6%	0.9%	3.3%
Q26e. Overall responsiveness of City employees to your request or concern	51.2%	23.9%	7.0%	9.9%	7.5%	0.5%

WITHOUT DON'T KNOW

Q26b-e. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the customer service you received from the City department you listed in Question 26a. (without "don't know")

(N=213)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q26b. How easy the department was to contact	53.5%	34.7%	7.5%	2.8%	1.4%
Q26c. How courteously you were treated	64.8%	20.7%	8.9%	3.8%	1.9%
Q26d. Technical competence & knowledge of City employees who assisted you	54.4%	29.6%	9.2%	5.8%	1.0%
Q26e. Overall responsiveness of City employees to your request or concern	51.4%	24.1%	7.1%	9.9%	7.5%

Q27. REASONS TO LIVE IN DES PERES: Several reasons for deciding where to live are listed below. On a scale from 1 to 4 where 4 is "Very Important" and 1 is "Unimportant," how important was each reason in your decision to live where you live?

(N=634)

	Very Important	Somewhat Important	Not sure	Not Important
Q27a. Sense of community	52.8%	36.6%	8.2%	2.4%
Q27b. Quality of public school districts	72.6%	13.1%	7.9%	6.5%
Q27c. Employment opportunities	17.8%	25.6%	19.9%	36.8%
Q27d. Quality of housing	84.9%	10.9%	3.7%	0.5%
Q27e. Access to quality shopping	59.6%	31.2%	5.5%	3.6%
Q27f. Availability of parks & recreation opportunities	65.9%	26.2%	5.5%	2.4%
Q27g. Opportunities and/or resources for senior citizens	25.2%	30.1%	20.8%	23.8%
Q27h. Proximity to family or friends	46.5%	33.9%	8.1%	11.5%
Q27i. Proximity to quality health care	52.7%	33.3%	6.6%	7.4%
Q27j. Safety & security	89.4%	8.4%	2.1%	0.2%
Q27k. Central location	84.4%	12.8%	2.0%	0.8%
Q27l. Accessibility	75.9%	16.9%	5.0%	2.2%
Q27m. The Lodge Des Peres	33.4%	31.7%	15.6%	19.2%

Q27. Then, please indicate if your needs are being met in Des Peres.

(N=634)

	Yes	No	Don't Know
Q27a. Sense of community	47.6%	5.0%	47.3%
Q27b. Quality of public school districts	47.8%	2.5%	49.7%
Q27c. Employment opportunities	27.4%	7.9%	64.7%
Q27d. Quality of housing	50.9%	0.5%	48.6%
Q27e. Access to quality shopping	48.9%	1.3%	49.8%
Q27f. Availability of parks & recreation opportunities	49.7%	1.1%	49.2%
Q27g. Opportunities and/or resources for senior citizens	27.9%	9.3%	62.8%
Q27h. Proximity to family or friends	46.1%	1.6%	52.4%
Q27i. Proximity to quality health care	44.5%	1.7%	53.8%
Q27j. Safety & security	50.3%	0.5%	49.2%
Q27k. Central location	51.9%	0.0%	48.1%
Q27l. Accessibility	48.4%	0.9%	50.6%
Q27m. The Lodge Des Peres	40.1%	4.4%	55.5%

Q28. Approximately how many years have you lived in the City of Des Peres?

<u>Q28. How many years have you lived in Des Peres</u>	<u>Number</u>	<u>Percent</u>
Less than 5 years	78	12.3 %
5-10 years	81	12.8 %
11-20 years	173	27.3 %
20+ years	301	47.5 %
Not provided	1	0.2 %
Total	634	100.0 %

Q29. Which of the following age groups are you in?

<u>Q29. Your age</u>	<u>Number</u>	<u>Percent</u>
18 to 34	116	18.3 %
35 to 44	123	19.4 %
45 to 54	132	20.8 %
55 to 64	133	21.0 %
65+	129	20.3 %
Not provided	1	0.2 %
Total	634	100.0 %

Q30. Counting yourself, how many people live in your household?

<u>Q30. How many people live in your household</u>	<u>Number</u>	<u>Percent</u>
1	86	13.9 %
2	260	42.1 %
3	99	16.0 %
4	97	15.7 %
5	35	5.7 %
6+	41	6.6 %
Total	618	100.0 %

Q31. Which of the following best describes your race?

<u>Q31. Your race</u>	<u>Number</u>	<u>Percent</u>
African American/Black	5	0.8 %
American Indian or Alaska Native	1	0.2 %
Asian, Hawaiian or Other Pacific Islander	13	2.1 %
Caucasian/White	591	93.2 %
Hispanic/Latino	7	1.1 %
Other	3	0.5 %
Prefer not to answer	22	3.5 %
Total	642	

Q32. Would you say your total household income is:

<u>Q32. Your total household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	6	0.9 %
\$25K-\$49,999	38	6.0 %
\$50K-\$74,999	47	7.4 %
\$75K-\$99,999	47	7.4 %
\$100K-\$150K	111	17.5 %
\$150K-\$200K	87	13.7 %
\$200K+	109	17.2 %
Prefer not to answer	189	29.8 %
Total	634	100.0 %

Q33. Your gender:

<u>Q33. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	298	47.0 %
Female	336	53.0 %
Total	634	100.0 %

Ward

<u>Wards</u>	<u>Number</u>	<u>Percent</u>
Ward 1	222	35.0 %
Ward 2	206	32.5 %
Ward 3	203	32.0 %
Not provided	3	0.5 %
Total	634	100.0 %

***Section 5:
Survey Instrument***



2014 City of Des Peres Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's ongoing effort to identify and respond to resident concerns. If you have questions, please contact the City of Des Peres Assistant City Administrator, Jennifer Gray, at (314) 835-6132.

1. OVERALL SATISFACTION WITH CITY SERVICES		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.							
A.	Overall quality of public safety services (police, fire and ambulance)	5	4	3	2	1	9
B.	Overall quality of City parks	5	4	3	2	1	9
C.	Overall quality of Recreation Facilities and Programs	5	4	3	2	1	9
D.	Overall maintenance of City streets	5	4	3	2	1	9
E.	Overall maintenance of City Sidewalks	5	4	3	2	1	9
F.	Overall appearance of City Buildings	5	4	3	2	1	9
G.	Overall enforcement of building, property and maintenance ordinances	5	4	3	2	1	9
H.	Overall flow of traffic and ease of getting around the city	5	4	3	2	1	9
I.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
J.	Overall value that you receive for City Services	5	4	3	2	1	9
K.	Overall effectiveness of City communication with the public	5	4	3	2	1	9
L.	Overall community planning and development	5	4	3	2	1	9

2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 1 above.]

1st 2nd 3rd

3. OVERALL PERCEPTION OF THE CITY		Excellent	Good	Neutral	Below Average	Poor	Don't Know
Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor", please rate the City of Des Peres with regard to the following:							
A.	As a place to live	5	4	3	2	1	9
B.	As a place to raise children	5	4	3	2	1	9
C.	As a place to work	5	4	3	2	1	9
D.	As a place to retire	5	4	3	2	1	9
E.	As a place to shop for goods and services	5	4	3	2	1	9
F.	As a place to dine	5	4	3	2	1	9
G.	Overall quality of life in the City	5	4	3	2	1	9
H.	Overall feeling of safety in the City	5	4	3	2	1	9
I.	Overall quality of new development in the City	5	4	3	2	1	9
J.	Overall appearance of the City	5	4	3	2	1	9

PUBLIC SAFETY ISSUES

4. During the past 12 months, were you or anyone in your household the victim of any crime?

_____ (1) Yes [go to Q4a] _____ (2) No [go to Q5] _____ (3) Don't know [go to Q5]

4a. If "yes", did you report all of these crimes to the police? _____ (1) Yes _____ (2) No _____ (3) Don't know

5. During the past 12 months, have you had ANY contact with the Police Department?

_____ (1) Yes [go to Q5a] _____ (2) No [go to Q6] _____ (3) Don't know [go to Q6]

5a. If "yes", how would you rate the contact?

_____ (1) Excellent _____ (2) Good _____ (3) Fair _____ (4) Poor _____ (5) Don't know

6. During the past 12 months, have you had ANY contact with the Fire Department?

_____ (1) Yes [go to Q6a] _____ (2) No [go to Q7] _____ (3) Don't know [go to Q7]

6a. If "yes", how would you rate the contact?

_____ (1) Excellent _____ (2) Good _____ (3) Fair _____ (4) Poor _____ (5) Don't know

7. During the past 12 months, have you had ANY contact with the ambulance/emergency medical services in Des Peres?

_____ (1) Yes [go to Q7a] _____ (2) No [go to Q8] _____ (3) Don't know [go to Q8]

7a. If "yes", how would you rate the contact?

_____ (1) Excellent _____ (2) Good _____ (3) Fair _____ (4) Poor _____ (5) Don't know

8. PUBLIC SAFETY (Police, Fire and EMS)

Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following public safety services:

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall performance of the Des Peres Police Department	5	4	3	2	1	9
B.	Overall quality of local police protection	5	4	3	2	1	9
C.	The visibility of police in neighborhoods	5	4	3	2	1	9
D.	The visibility of police in retail shopping areas	5	4	3	2	1	9
E.	The City's efforts to prevent crime	5	4	3	2	1	9
F.	Overall attitude and behavior of Police Department personnel toward citizens	5	4	3	2	1	9
G.	Enforcement of local traffic laws	5	4	3	2	1	9
H.	Overall quality of Des Peres fire department	5	4	3	2	1	9
I.	Overall quality of Des Peres EMS	5	4	3	2	1	9
J.	City's efforts to prevent fires and provide safety and injury prevention education	5	4	3	2	1	9
K.	How quickly the Fire Department responds to emergencies	5	4	3	2	1	9
L.	How quickly the Police Department responds to emergencies	5	4	3	2	1	9

9. Which THREE of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 8 above.]

_____ 1st _____ 2nd _____ 3rd

10. How safe do you feel:

Using a scale of 1 to 4 where 4 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations:

		Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Don't Know
A.	Walking alone in your neighborhood in general	4	3	2	1	9
B.	Walking alone in your neighborhood after dark	4	3	2	1	9
C.	Walking alone in your neighborhood during the day	4	3	2	1	9
D.	Walking alone in business areas after dark	4	3	2	1	9
E.	Walking alone in business areas during the day	4	3	2	1	9
F.	Your overall feeling of safety in Des Peres	4	3	2	1	9
G.	While shopping at West County Center	4	3	2	1	9

11. Have you ever participated in any of the following police initiatives/outreach programs in Des Peres? [Select all that apply.]

- | | | |
|---------------------------------------|--|--|
| _____ (A) Business Watch | _____ (E) Child Safety Seat Installations/ Inspections | _____ (H) Community Emergency Response Team (C.E.R.T.) |
| _____ (B) Personal Property Inventory | _____ (F) Crisis Intervention Team (CIT) | _____ (I) Des Peres Night Out |
| _____ (C) Project Childsafe | _____ (G) Neighborhood Watch | _____ (J) Vacation Watch |
| _____ (D) Citizen Police Academy | | |

12. Do you have an emergency plan in place for members of your household?

_____ (1) Yes _____ (2) No _____ (3) Don't know

13. MAINTENANCE

For each of the items listed, please rate your satisfaction on 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
A.	Maintenance of major City streets	5	4	3	2	1	9
B.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
C.	Maintenance of City traffic signals/street signs	5	4	3	2	1	9
D.	Maintenance of City buildings	5	4	3	2	1	9
E.	Snow removal on major City streets	5	4	3	2	1	9
F.	Snow removal on neighborhood streets	5	4	3	2	1	9
G.	Overall cleanliness of City streets and other public areas	5	4	3	2	1	9
H.	Availability of pedestrian walkways/sidewalks	5	4	3	2	1	9
I.	Condition of City sidewalks	5	4	3	2	1	9
J.	Landscaping/appearance of public areas along City streets	5	4	3	2	1	9
K.	Satisfaction with tree trimming/ removals (on City right of way)	5	4	3	2	1	9

14. Which THREE of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 13 above.]

_____ 1st _____ 2nd _____ 3rd

15. In general, how would you rate the street and road conditions in your neighborhood?

_____ (1) Good condition _____ (2) Mostly good condition _____ (3) Many bad spots _____ (4) Don't know

16. PARKS AND RECREATION

For each of the items listed, please rate your satisfaction on 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
A.	Maintenance of City parks	5	4	3	2	1	9
B.	Number of parks	5	4	3	2	1	9
C.	Number of walking/biking trails	5	4	3	2	1	9
D.	Quality of outdoor athletic fields	5	4	3	2	1	9
E.	Number of outdoor athletic fields	5	4	3	2	1	9
F.	Number of playgrounds	5	4	3	2	1	9
G.	Quality of playgrounds	5	4	3	2	1	9
H.	Availability of information about City parks and recreation programs	5	4	3	2	1	9
I.	City recreation opportunities	5	4	3	2	1	9
J.	Special events and festivals (Concerts in the Park, Fall Festival, Egg Hunt, Arbor Day Celebration, etc.)	5	4	3	2	1	9
K.	The Lodge Des Peres	5	4	3	2	1	9

17. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 16 above.]

_____ 1st _____ 2nd _____ 3rd

18. THE LODGE DES PERES

For each of the items listed, please rate your satisfaction on 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*

		5	4	3	2	1	9
A.	The Lodge Des Peres facility as a whole	5	4	3	2	1	9
B.	Availability and quality of information on The Lodge Des Peres Programs and Classes	5	4	3	2	1	9
C.	Availability of meeting space/rental facilities	5	4	3	2	1	9
D.	Quality of meeting space/rental facilities	5	4	3	2	1	9
E.	Fitness Center	5	4	3	2	1	9
F.	Indoor Aquatic Facilities	5	4	3	2	1	9
G.	Outdoor Aquatic Facilities	5	4	3	2	1	9
H.	Quality of Youth Programs	5	4	3	2	1	9
I.	Quality of Adult Programs	5	4	3	2	1	9
J.	Value or Fee Structure of Recreation Programs/Classes	5	4	3	2	1	9
K.	Cleanliness of The Lodge	5	4	3	2	1	9
L.	Customer Service provided by The Lodge Des Peres Staff	5	4	3	2	1	9

19. Which THREE of The Lodge Des Peres items listed above do you think should receive the most emphasis from City leaders over the next TWO years? (Write in the letters from the list in Question 18 above.)

_____ 1st _____ 2nd _____ 3rd

20. Are you a member of The Lodge Des Peres?

- ___ (1) Yes
- ___ (2) No – answer #20a.

20a. [IF NO] Why not?

- ___ (1) Wouldn't Use it enough to Warrant Cost
- ___ (2) Prefer to Pay Daily Fee
- ___ (2) Membership Fee too high
- ___ (2) Belong to other Public Facility
- ___ (2) Belong to other Private Facility
- ___ (2) Other, please state: _____

21. Which of the following do you use to get information about the City of Des Peres? [Select all that apply.]

- ___ (A) The City of Des Peres Newsletter
- ___ (B) The City Website (www.desperesmo.org)
- ___ (C) The Quarterly Activity Guide brochure
- ___ (D) The Lodge Link (email)
- ___ (E) The Webster-Kirkwood Times
- ___ (F) Neighborhood meetings
- ___ (G) Facebook
- ___ (H) Twitter
- ___ (I) Notify Me
- ___ (J) Other printed publications, materials from the City
- ___ (K) Other online publications, materials from the City

22. CITY COMMUNICATION.

For each of the items listed, please rate your satisfaction on 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

A.	The availability of information about City programs and services	5	4	3	2	1	9
B.	City efforts to keep you informed about local issues	5	4	3	2	1	9
C.	How open the City is to public involvement and input from residents	5	4	3	2	1	9
D.	The quality of the City Website	5	4	3	2	1	9
E.	The content of the City Newsletter	5	4	3	2	1	9
F.	Facebook, Twitter, YouTube and other social media	5	4	3	2	1	9
G.	How well the City communication meet your needs	5	4	3	2	1	9

23. ENFORCEMENT OF CODES AND ORDINANCES.

For each of the items listed, please rate your satisfaction on 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

A.	Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
B.	Enforcing the mowing and trimming of lawns	5	4	3	2	1	9
C.	Enforcing the maintenance of residential property (exterior of homes)	5	4	3	2	1	9
D.	Enforcing the maintenance of business property	5	4	3	2	1	9
E.	Enforcing codes designed to protect public safety	5	4	3	2	1	9
F.	Enforcing sign regulations	5	4	3	2	1	9

24. For which of the following goods and services do you typically shop outside Des Peres? [Select all that apply.]

- | | |
|---|---|
| <input type="checkbox"/> (1) Clothing | <input type="checkbox"/> (6) Dine out/restaurants |
| <input type="checkbox"/> (2) Home furnishings | <input type="checkbox"/> (7) Entertainment, movies, theater |
| <input type="checkbox"/> (3) Banking | <input type="checkbox"/> (8) Technology/computer equipment |
| <input type="checkbox"/> (4) Sporting goods | <input type="checkbox"/> (9) Personal grooming |
| <input type="checkbox"/> (5) Groceries | <input type="checkbox"/> (10) Other, please list: _____ |

25. For which of the following goods and services do you typically shop for on the internet? [Select all that apply.]

- | | |
|---|--|
| <input type="checkbox"/> (1) Clothing | <input type="checkbox"/> (6) Technology/computer equipment |
| <input type="checkbox"/> (2) Home furnishings | <input type="checkbox"/> (7) Personal grooming supplies |
| <input type="checkbox"/> (3) Sporting goods | <input type="checkbox"/> (8) Pet Supplies |
| <input type="checkbox"/> (4) Groceries | <input type="checkbox"/> (9) Other, please list: _____ |
| <input type="checkbox"/> (5) Entertainment, movies, video games | |

26. Have you contacted the City with a question, problem, or complaint during the past year?

- (1) Yes [answer Q26a-e] (2) No [go to Q27]

26a. If yes, what City department did you contact most recently? _____

26b-e. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the customer service you received from the City department you listed in Question 23a.

Customer Service Characteristics:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
b.	How easy the department was to contact	5	4	3	2	1	9
c.	How courteously you were treated	5	4	3	2	1	9
d.	Technical competence and knowledge of City employees who assisted you	5	4	3	2	1	9
e.	Overall responsiveness of City employees to your request or concern	5	4	3	2	1	9

27. **REASONS TO LIVE IN DES PERES.** Several reasons for deciding where to live are listed below. On a scale from "1" to "4" where "4" is "very important" and "1" is "unimportant," how important was each reason in your decision to live where you live? Then, please indicate if your needs are being met in Des Peres. (Please circle your answers.)

Reasons to Live in Des Peres:						Are your needs being met in Des Peres?	
						Very Important	Somewhat Important
A.	Sense of community	4	3	2	1	A	B
B.	Quality of public school districts	4	3	2	1	A	B
C.	Employment opportunities	4	3	2	1	A	B
D.	Quality of housing	4	3	2	1	A	B
E.	Access to quality shopping	4	3	2	1	A	B
F.	Availability of parks and recreation opportunities	4	3	2	1	A	B
G.	Opportunities and/or resources for senior citizens	4	3	2	1	A	B
H.	Proximity to family or friends	4	3	2	1	A	B
I.	Proximity to quality health care	4	3	2	1	A	B
J.	Safety and security	4	3	2	1	A	B
K.	Central location	4	3	2	1	A	B
L.	Accessibility	4	3	2	1	A	B
M.	The Lodge Des Peres	4	3	2	1	A	B

28. **Approximately how many years have you lived in the City of Des Peres?**

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

29. **Which of the following age groups are you in?**

____ (1) 18 to 24 ____ (2) 25 to 34 ____ (3) 35 to 44
 ____ (4) 45 to 54 ____ (5) 55 to 64 ____ (6) 65 and over

30. **Counting yourself, how many people live in your household?** _____

28. **Which of the following best describes your race?**

____ (1) African American/Black ____ (5) Hispanic or Latino
 ____ (2) American Indian or Alaska Native ____ (6) Other: _____
 ____ (3) Asian, Hawaiian or Other Pacific Islander ____ (7) Prefer not to answer
 ____ (4) Caucasian/White

29. **Would you say your total household income is:**

____ (1) Under \$25,000 ____ (4) \$75,000 to \$99,999 ____ (7) \$200,000 or more
 ____ (2) \$25,000 to \$49,999 ____ (5) \$100,000 to \$150,000 ____ (8) Prefer not to answer
 ____ (3) \$50,000 to \$74,999 ____ (6) \$150,000 to \$200,000

30. **Your gender:** ____ (1) Male ____ (2) Female

31. **Is there anything not otherwise covered in this survey that the city should consider?** Please write your comments and ideas in the space provided below.

This concludes the survey. Thank you for your time!

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

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

2014 City of Des Peres Community Survey – *Appendix A – GIS Maps*

...helping organizations make better decisions since 1982

Appendix A

Submitted to the City of Des Peres, Missouri by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas 66061

June 2014



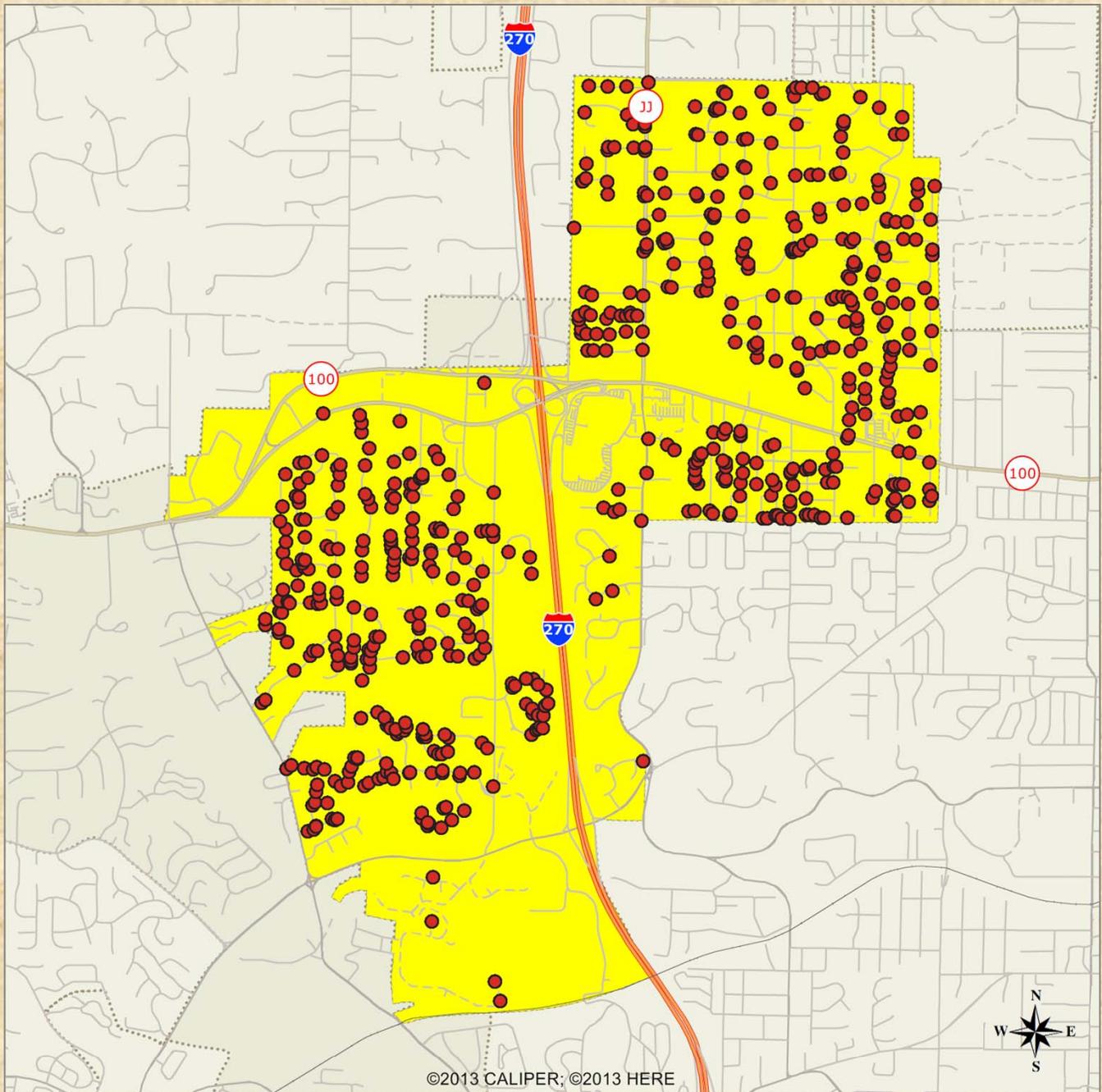
Interpreting the Maps

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



2014 City of Des Peres Community Survey

Q1a Satisfaction with overall quality of public safety services (police, fire and ambulance)



2014 City of Des Peres Community Survey

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

LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q1b Satisfaction with overall quality of City parks



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND

Mean rating
on a 5-point scale, where:

Red	1.0-1.8 Very Dissatisfied
Yellow	1.8-2.6 Dissatisfied
Light Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid Pattern	Other (no responses)

Q1c Satisfaction with overall quality of Recreation Facilities and Programs



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

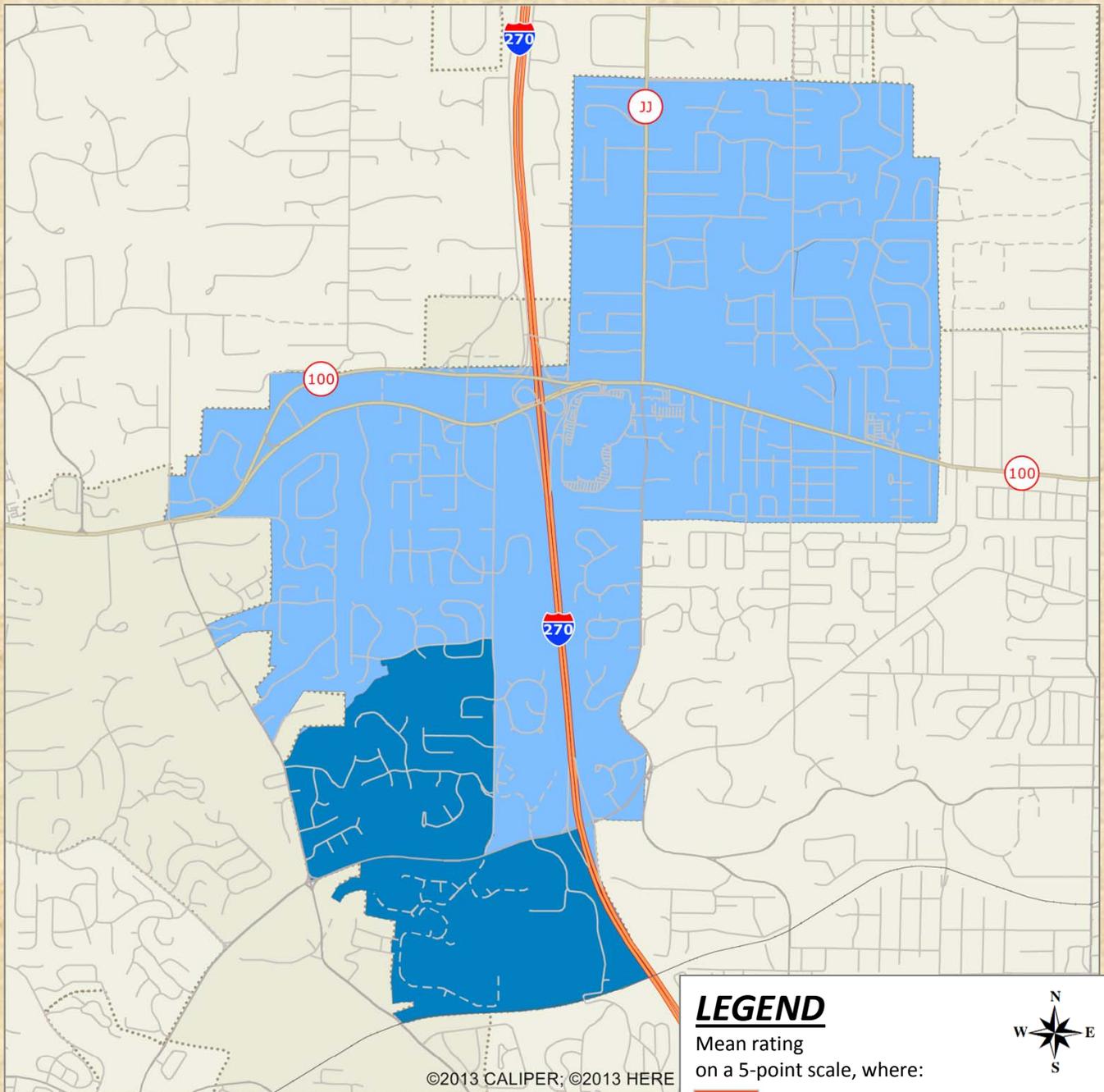
LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)

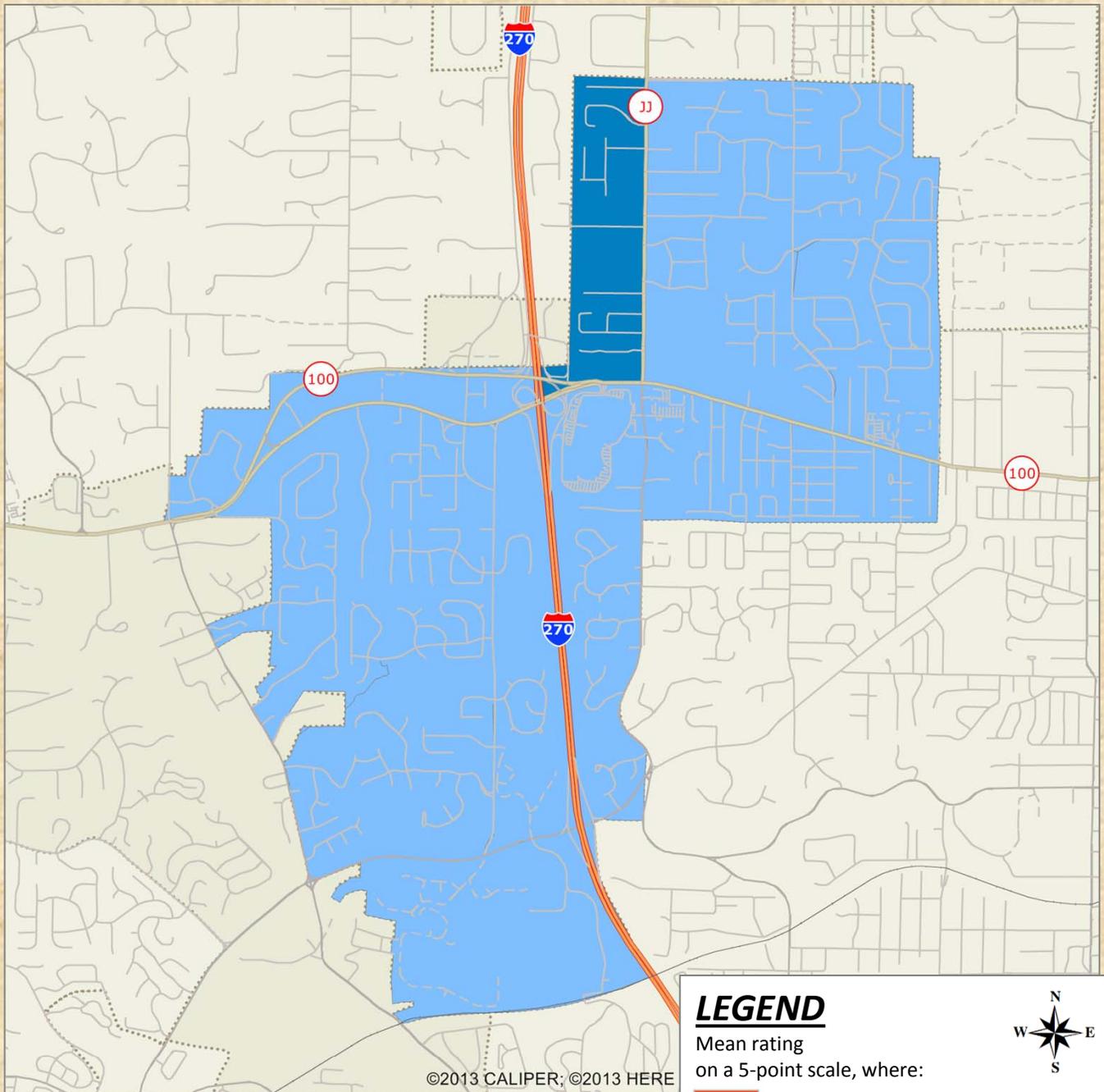


Q1d Satisfaction with overall maintenance of City streets



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q1e Satisfaction with overall maintenance of City sidewalks



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND

Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)



Q1f Satisfaction with overall appearance of City buildings



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

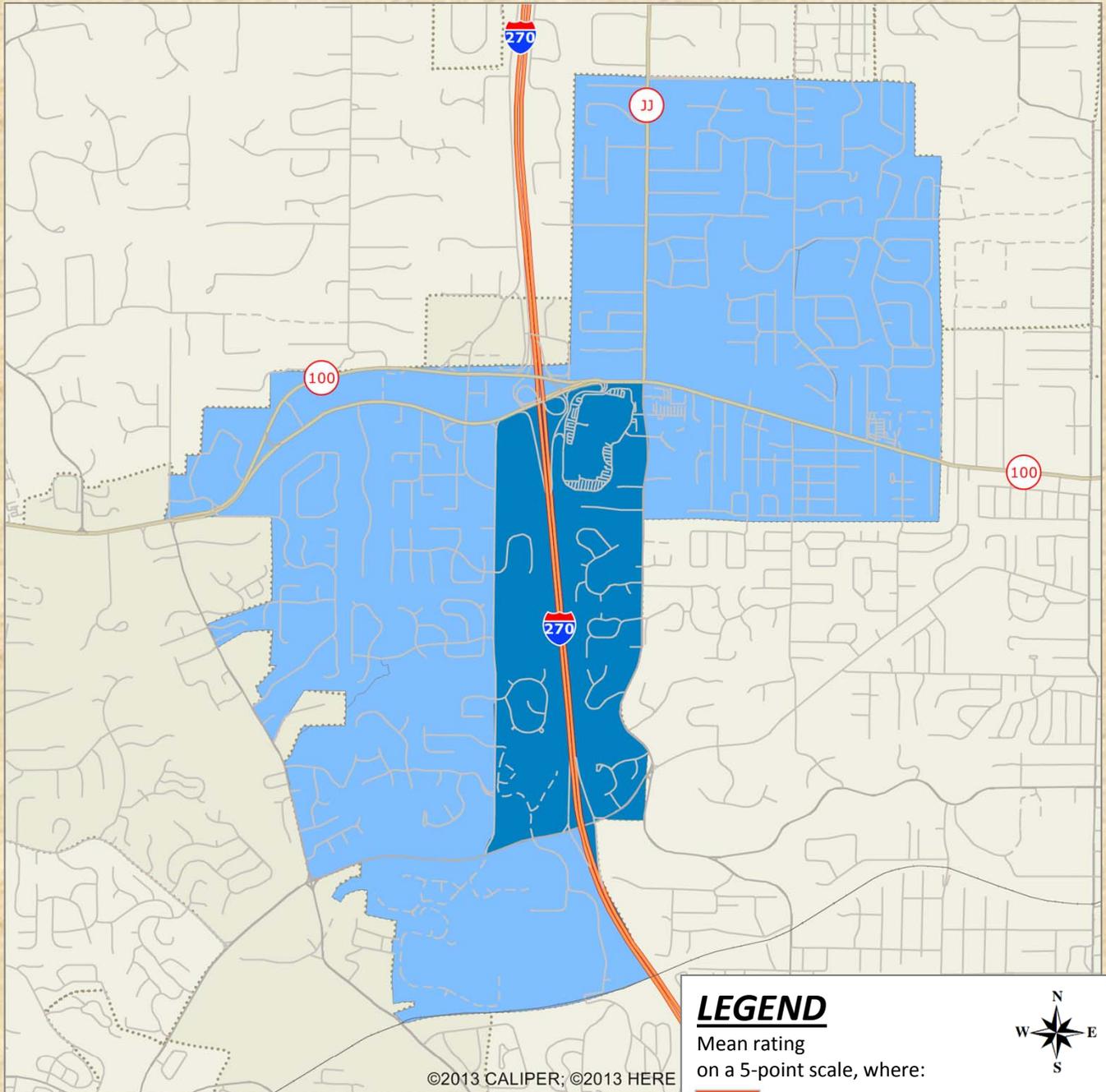
LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)

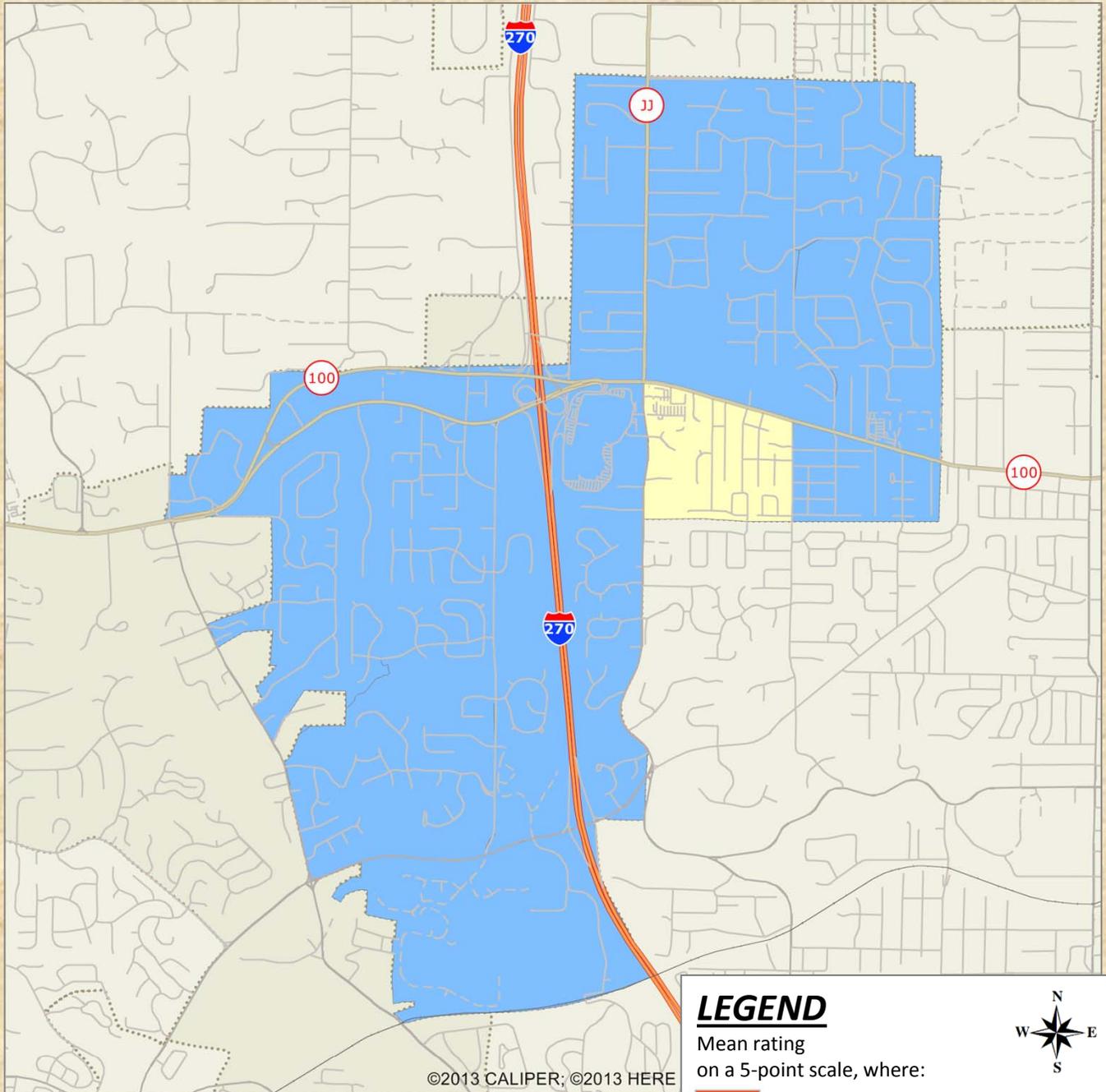


Q1g Satisfaction with overall enforcement of building, property and maintenance ordinances



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q1h Satisfaction with overall flow of traffic and ease of getting around the city



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND

Mean rating
on a 5-point scale, where:

Red	1.0-1.8 Very Dissatisfied
Yellow	1.8-2.6 Dissatisfied
Light Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid pattern	Other (no responses)

Q1i Satisfaction with overall quality of customer service from City employees



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND

Mean rating on a 5-point scale, where:

Red	1.0-1.8 Very Dissatisfied
Yellow	1.8-2.6 Dissatisfied
Light Green	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grey cross-hatch	Other (no responses)

North arrow: N, S, E, W

Q1j Satisfaction with overall value received for City services



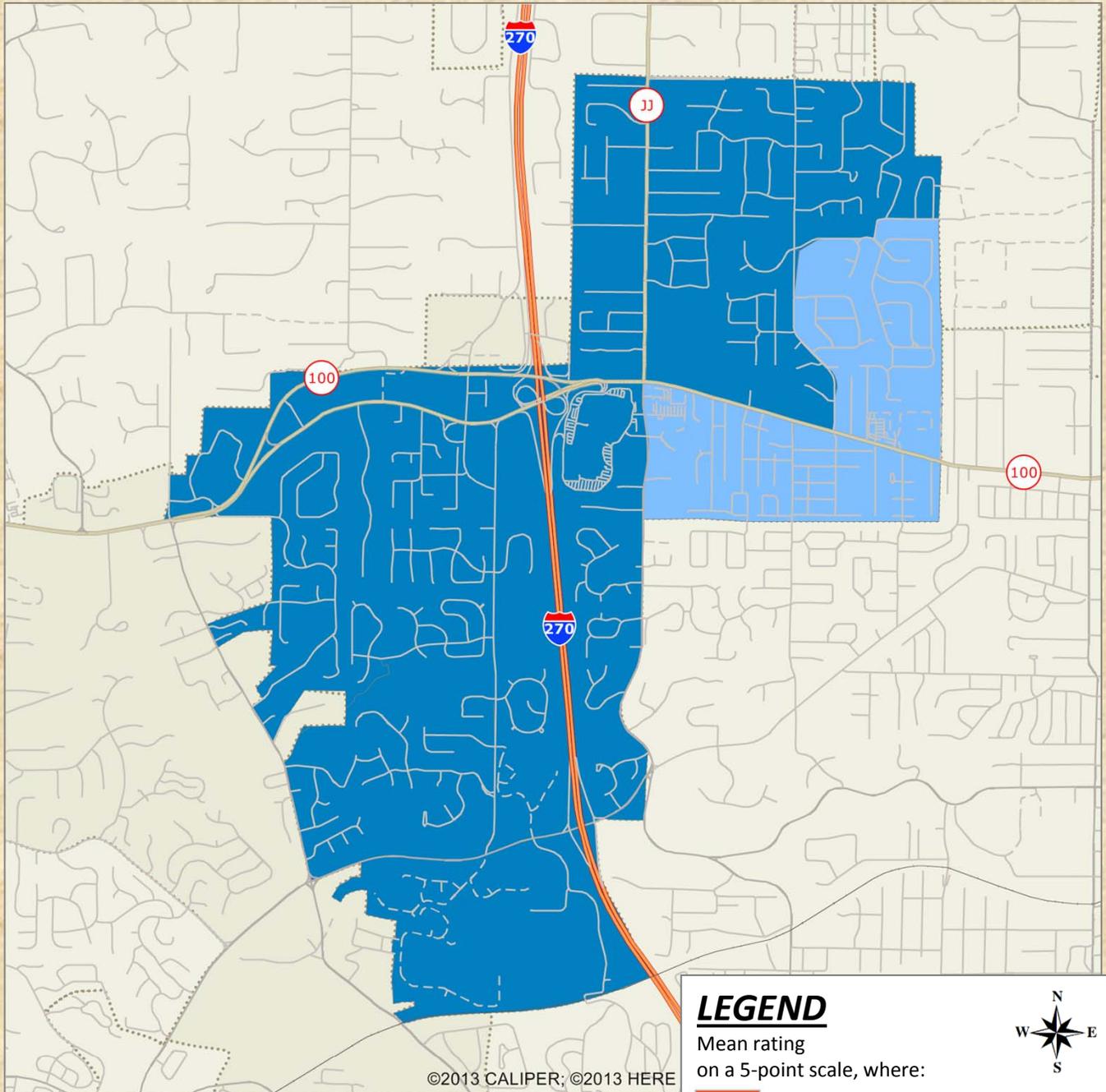
**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND

Mean rating on a 5-point scale, where:

Red	1.0-1.8 Very Dissatisfied
Yellow	1.8-2.6 Dissatisfied
Light Green	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grey cross-hatch	Other (no responses)

Q1k Satisfaction with overall effectiveness of City communication with the public



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

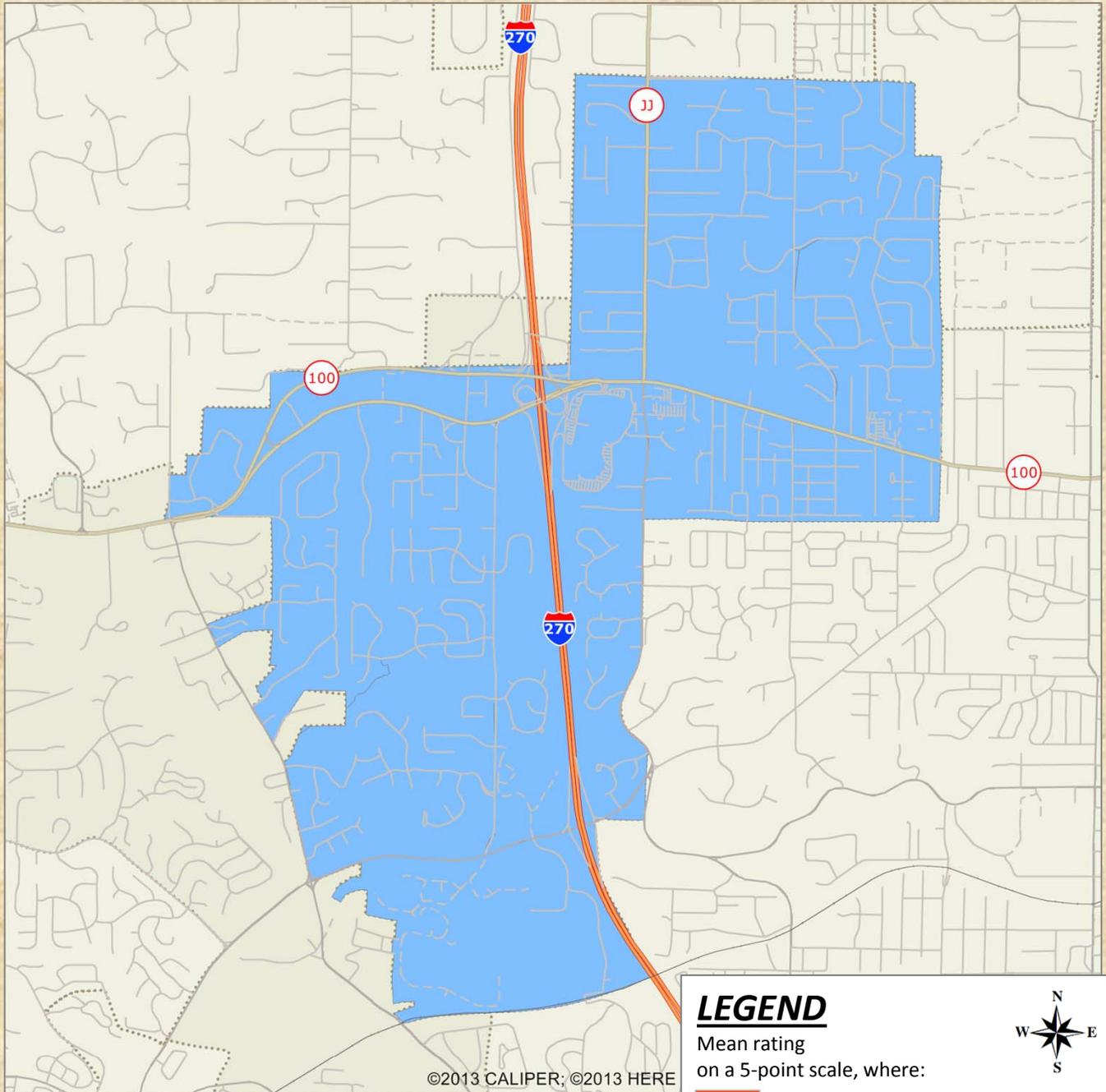
LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q11 Satisfaction with overall community planning and development



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2014 City of Des Peres Community Survey

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

LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q3a Ratings of the City as a place to live



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND

Mean rating
on a 5-point scale, where:

	1.0-1.8 Poor
	1.8-2.6 Below Average
	2.6-3.4 Neutral
	3.4-4.2 Good
	4.2-5.0 Excellent
	Other (no responses)

Compass rose showing North (N), South (S), East (E), and West (W).

Q3b Ratings of the City as a place to raise children



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)

Q3c Ratings of the City as a place to work



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

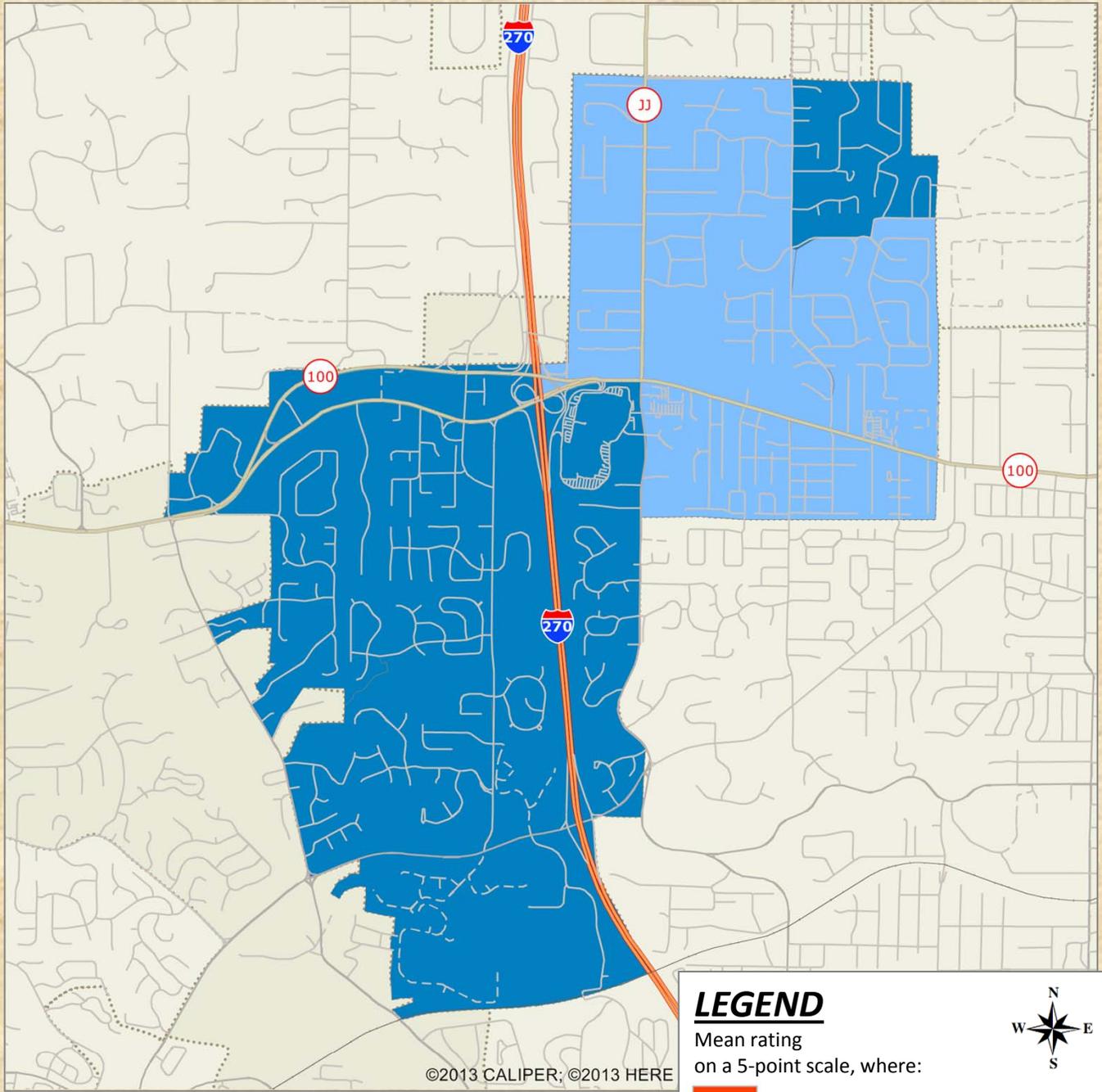
LEGEND

Mean rating
on a 5-point scale, where:

	1.0-1.8 Poor
	1.8-2.6 Below Average
	2.6-3.4 Neutral
	3.4-4.2 Good
	4.2-5.0 Excellent
	Other (no responses)

Compass rose showing North (N), South (S), East (E), and West (W).

Q3d Ratings of the City as a place to retire



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2014 City of Des Peres Community Survey

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

LEGEND

Mean rating
on a 5-point scale, where:

	1.0-1.8 Poor
	1.8-2.6 Below Average
	2.6-3.4 Neutral
	3.4-4.2 Good
	4.2-5.0 Excellent
	Other (no responses)

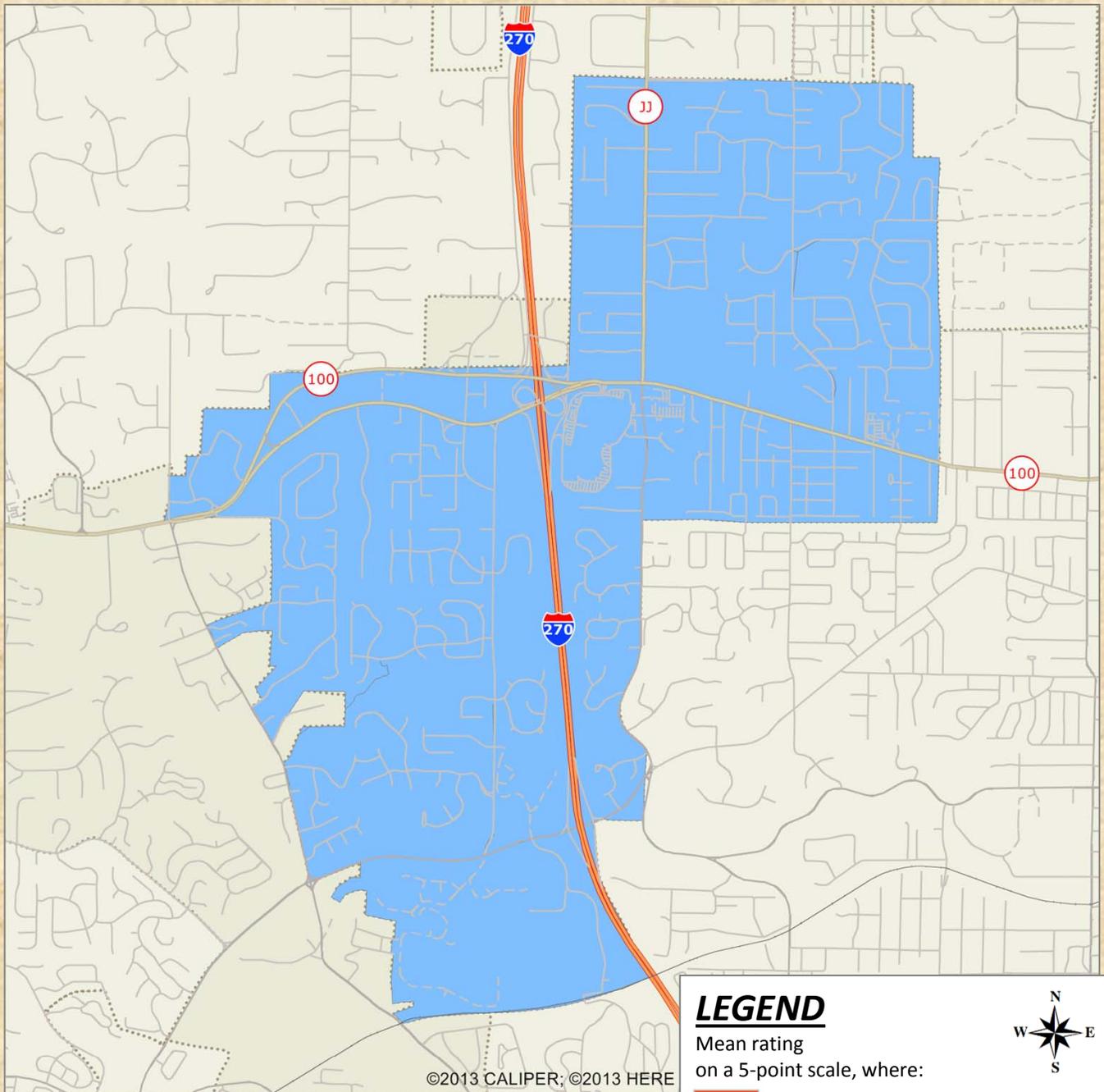


Q3e Ratings of the City as a place to shop for goods and services



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q3f Ratings of the City as a place to dine



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Poor
-  1.8-2.6 Below Average
-  2.6-3.4 Neutral
-  3.4-4.2 Good
-  4.2-5.0 Excellent
-  Other (no responses)



Q3g Ratings of the overall quality of life in the City



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q3h Ratings of the overall feeling of safety in the City



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

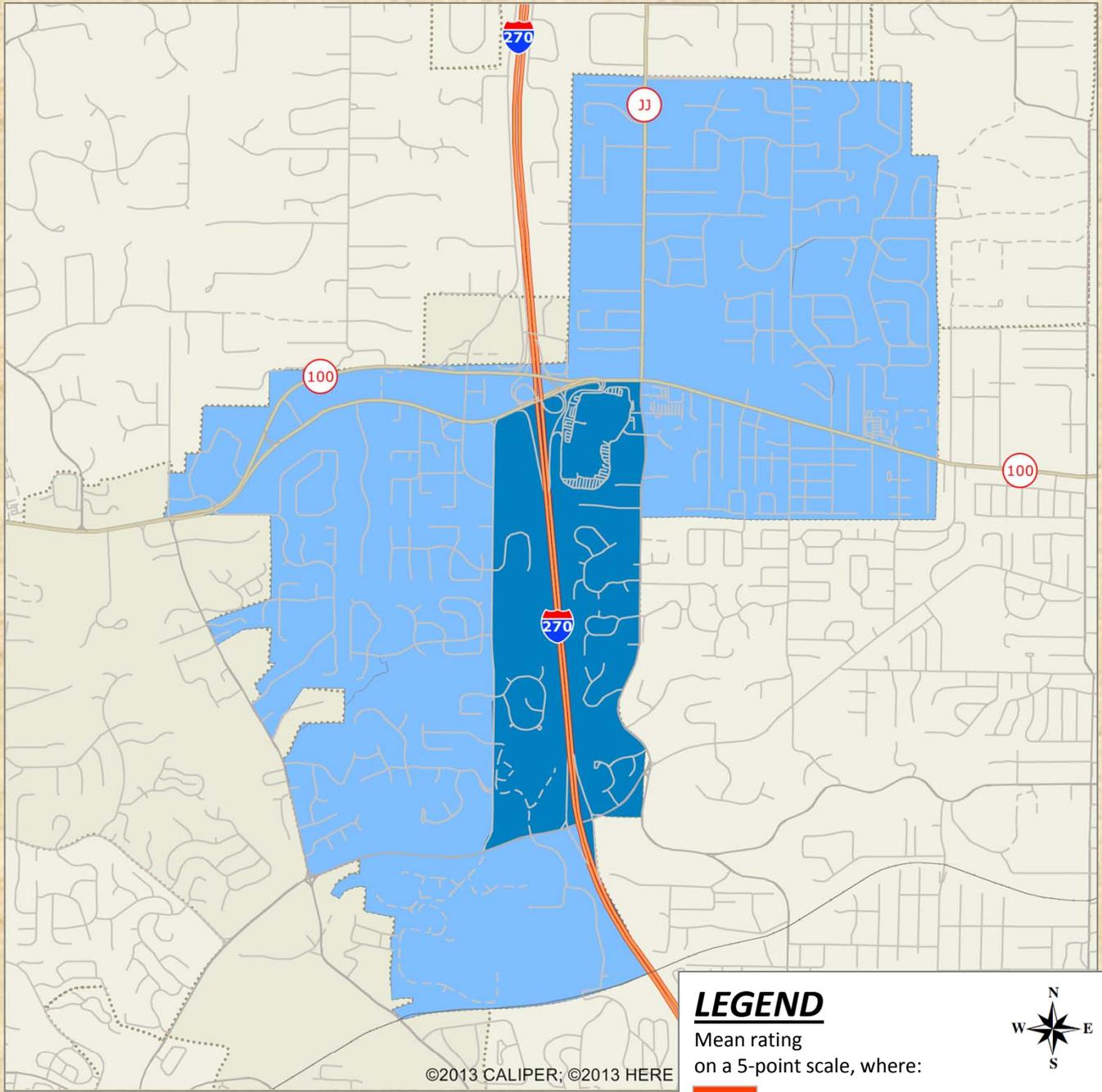
LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Poor
-  1.8-2.6 Below Average
-  2.6-3.4 Neutral
-  3.4-4.2 Good
-  4.2-5.0 Excellent
-  Other (no responses)



Q3i Ratings of the overall quality of new development in the City



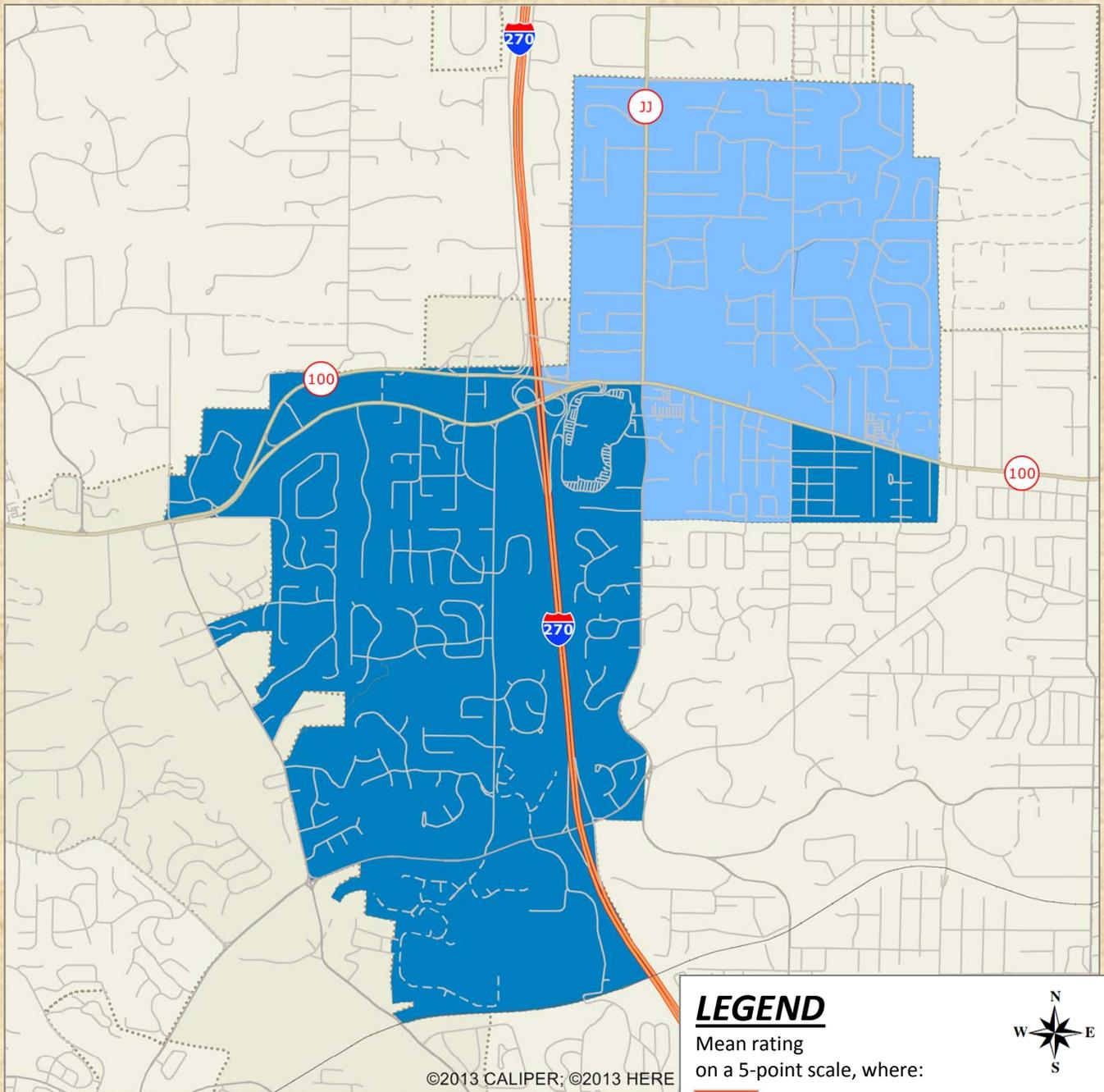
**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)

Q3j Ratings of the overall appearance of the City



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)



Q8a Satisfaction with overall performance of the Des Peres Police Department



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q8b Satisfaction with overall quality of local police protection



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

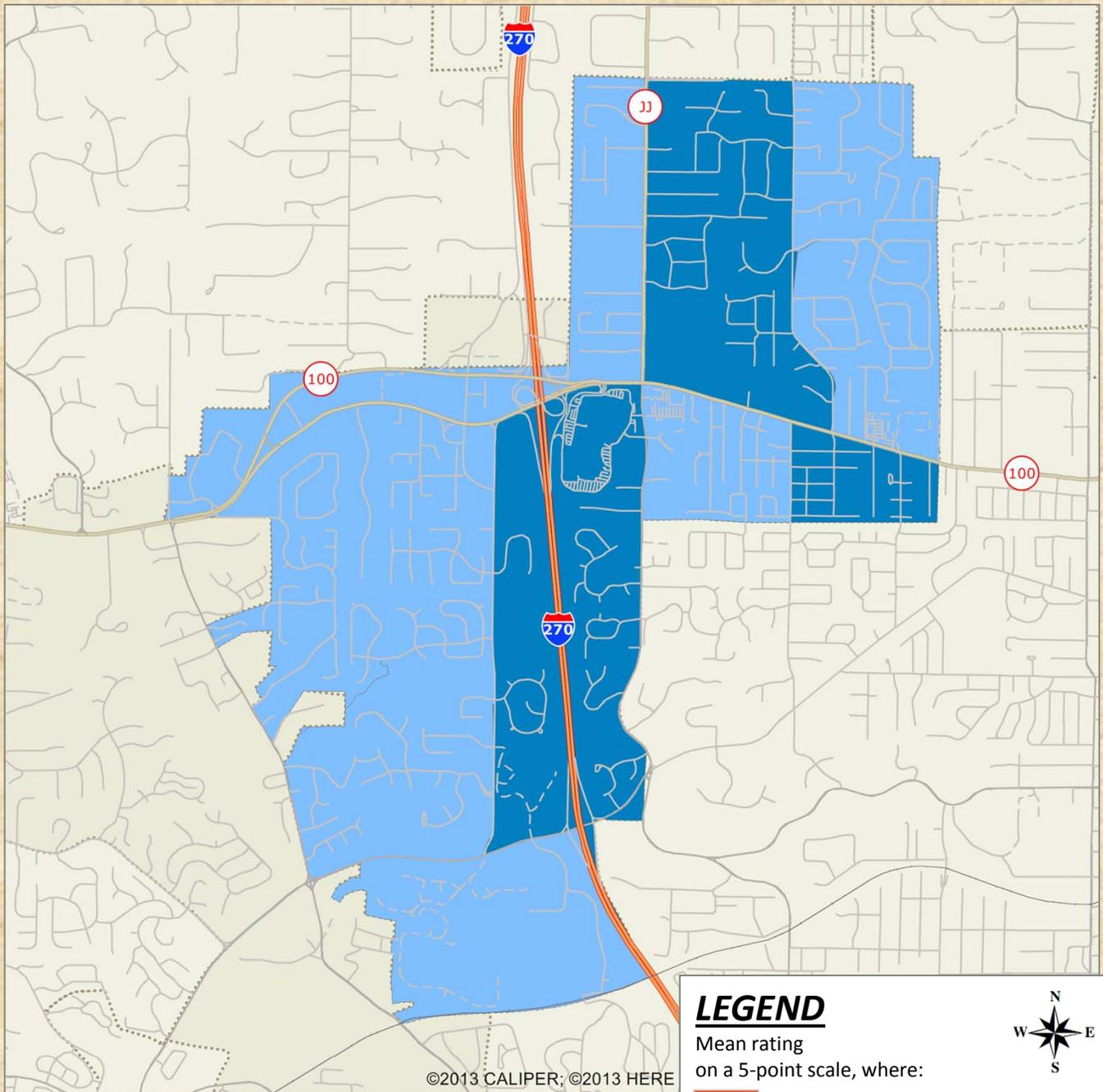
LEGEND

Mean rating
on a 5-point scale, where:

Red	1.0-1.8 Very Dissatisfied
Yellow	1.8-2.6 Dissatisfied
Light Green	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grey cross-hatch	Other (no responses)

North arrow: N, S, E, W

Q8c Satisfaction with visibility of police in neighborhoods



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

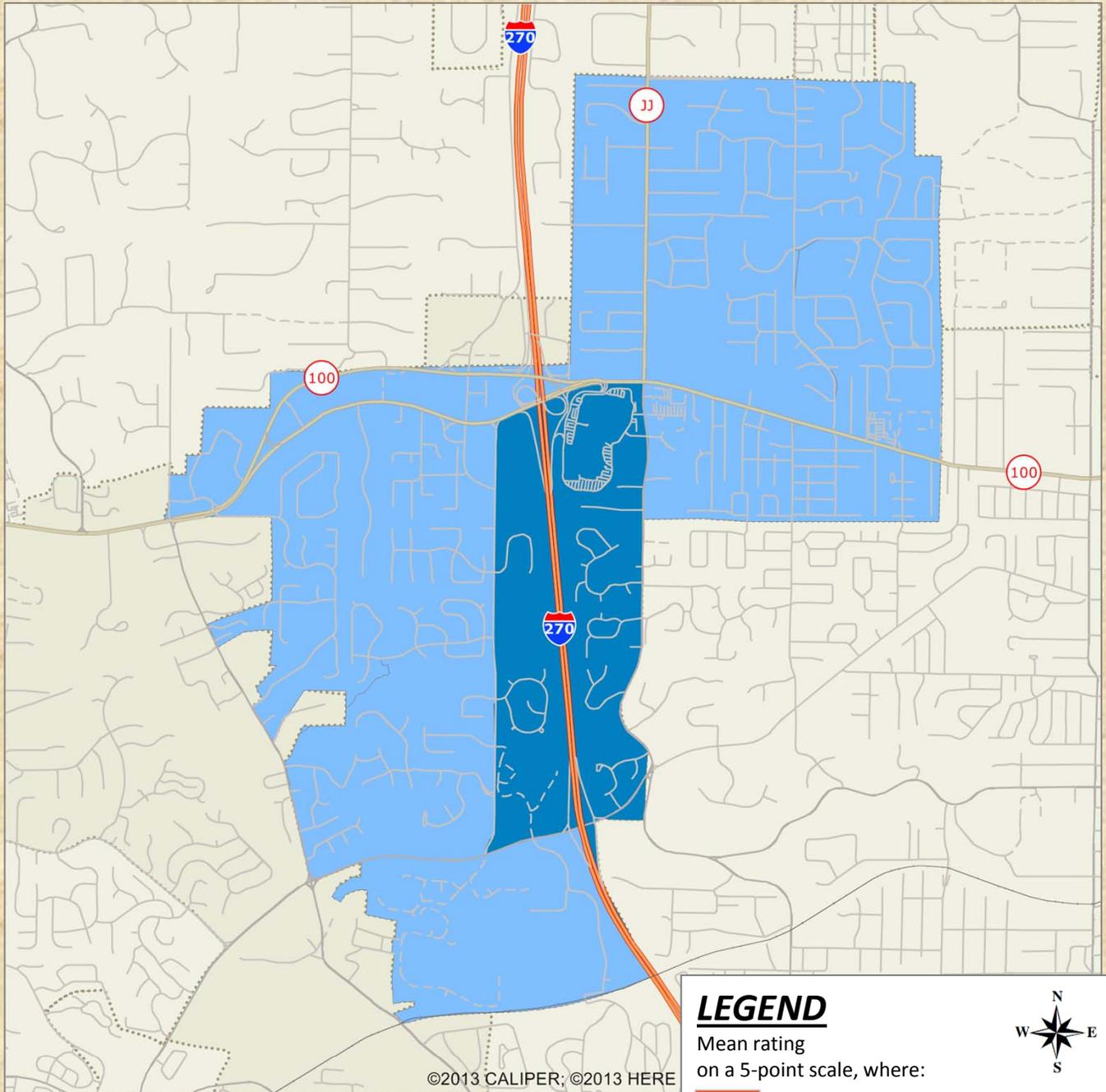
LEGEND

Mean rating
on a 5-point scale, where:

Red	1.0-1.8 Very Dissatisfied
Yellow	1.8-2.6 Dissatisfied
Light Green	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grey cross-hatch	Other (no responses)

North arrow: N, S, E, W

Q8d Satisfaction with visibility of police in retail shopping areas



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q8e Satisfaction with the City's efforts to prevent crime



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q8f Satisfaction with overall attitude and behavior of Police Department personnel toward citizens



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

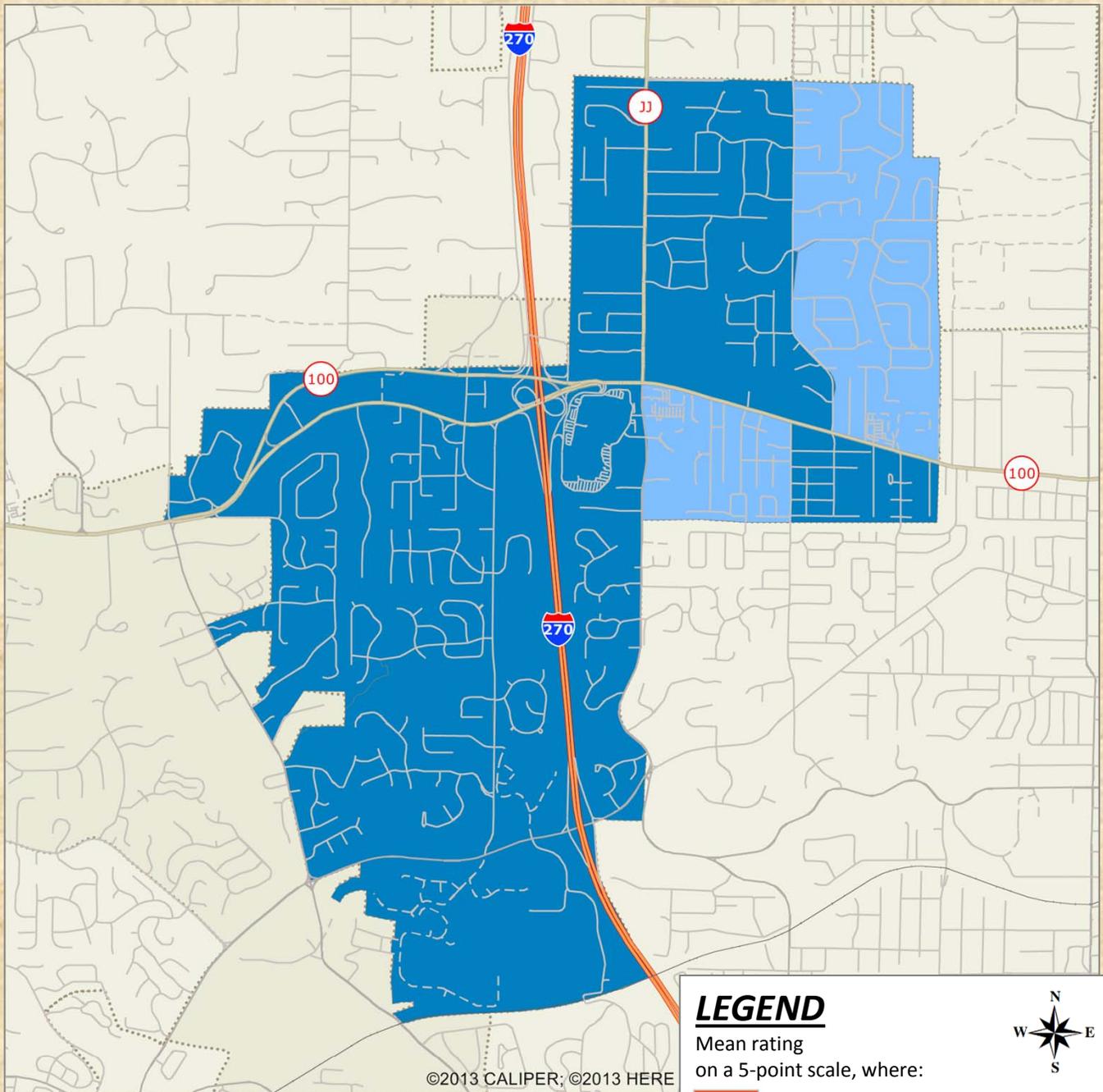
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q8g Satisfaction with enforcement of local traffic laws



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q8h Satisfaction with overall quality of Des Peres Fire Department



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q8i Satisfaction with overall quality of Des Peres EMS



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

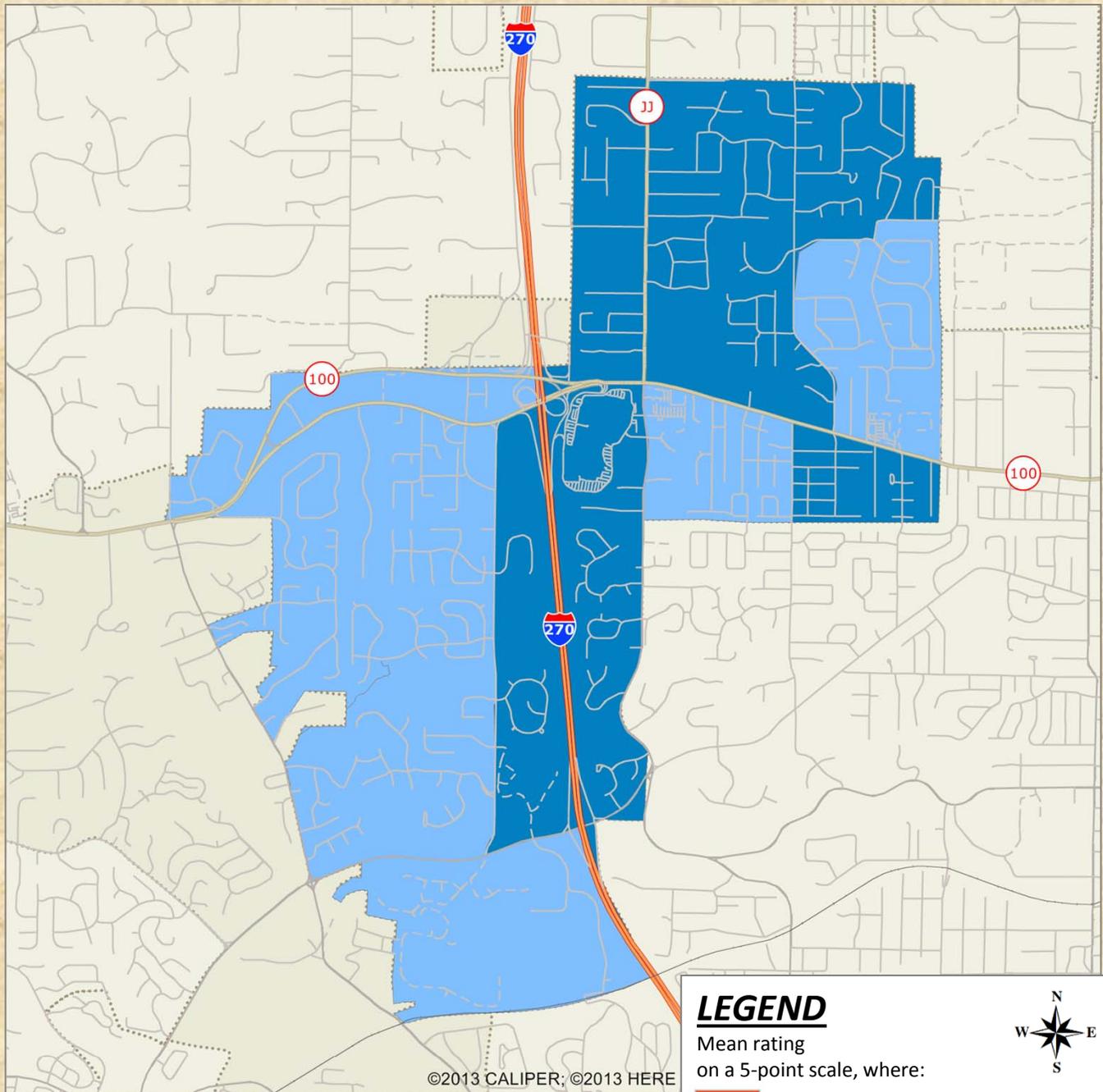
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q8j Satisfaction with the City's efforts to prevent fires and provide safety and injury prevention education



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND

Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

North arrow: N, S, E, W

Q8k Satisfaction with how quickly the Fire Department responds to emergencies



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q8I Satisfaction with how quickly the Police Department responds to emergencies



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

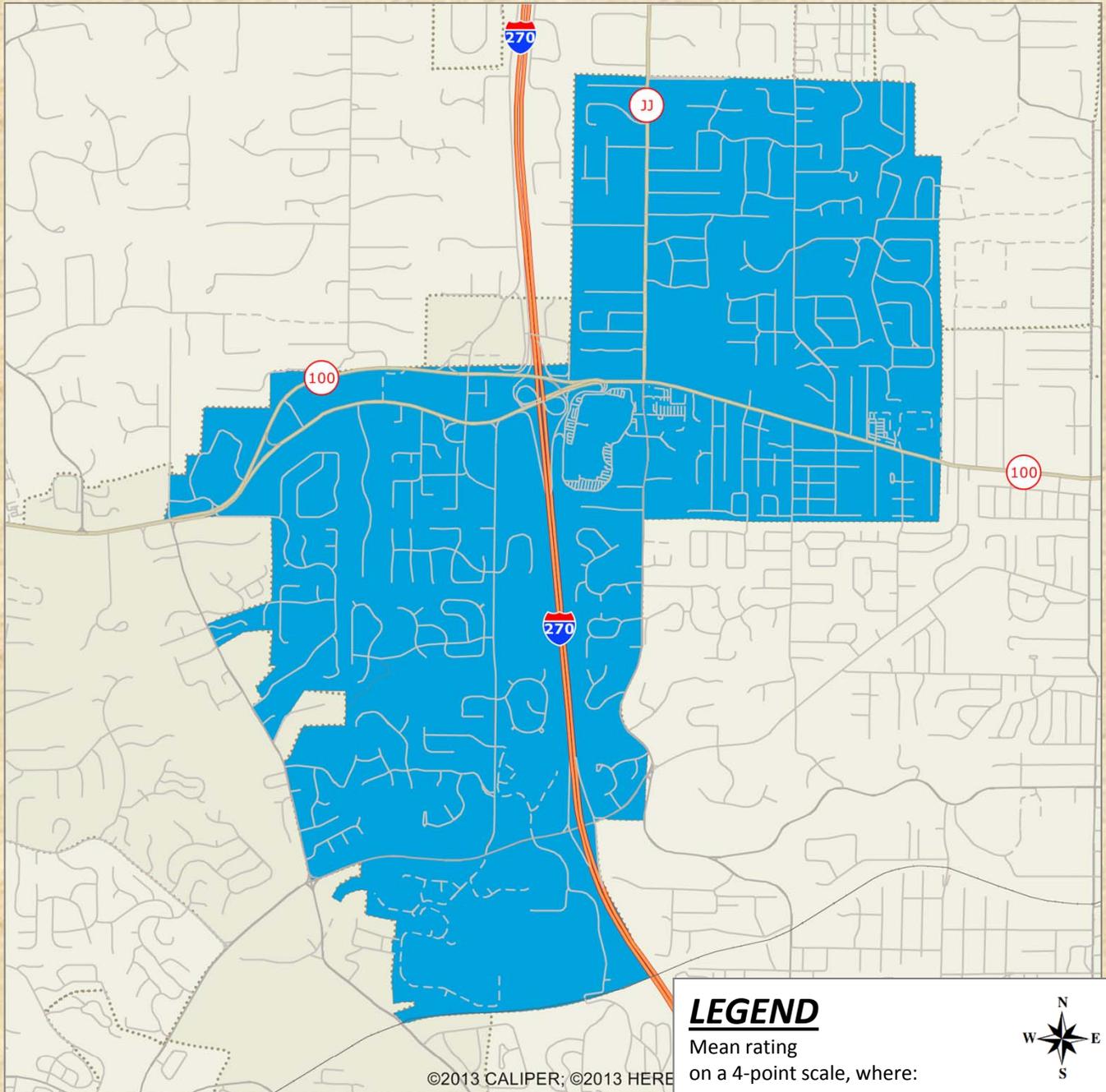
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q10a Feeling of safety walking alone in the neighborhood in general



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

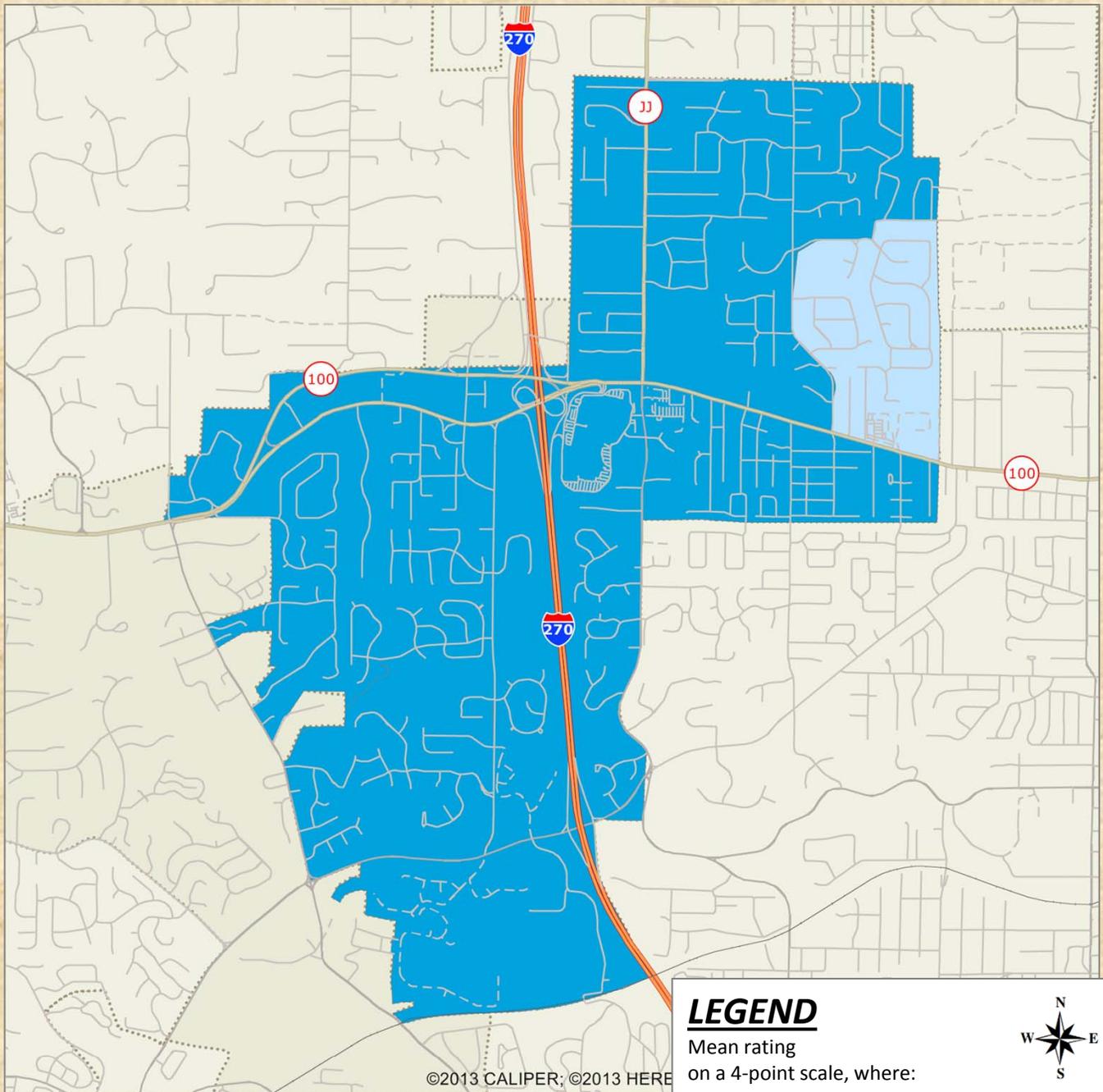
LEGEND

Mean rating
on a 4-point scale, where:

-  1.0-1.75 Very Unsafe
-  1.75-2.5 Somewhat Unsafe
-  2.5-3.25 Somewhat Safe
-  3.25-4.0 Very Safe
-  Other (no responses)



Q10b Feeling of safety walking alone in the neighborhood after dark



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

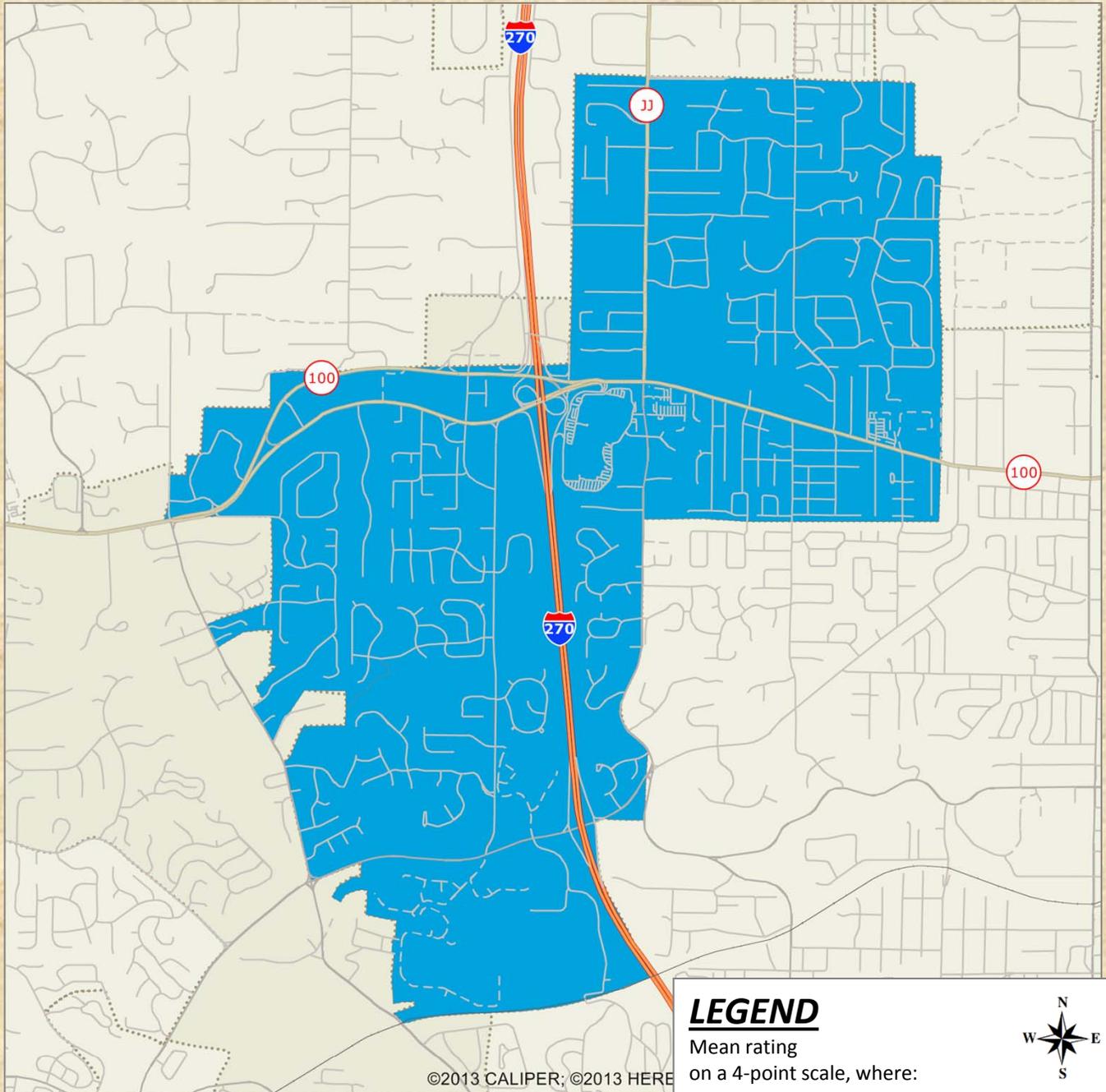
LEGEND

Mean rating
on a 4-point scale, where:

-  1.0-1.75 Very Unsafe
-  1.75-2.5 Somewhat Unsafe
-  2.5-3.25 Somewhat Safe
-  3.25-4.0 Very Safe
-  Other (no responses)



Q10c Feeling of safety walking alone in the neighborhood during the day



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

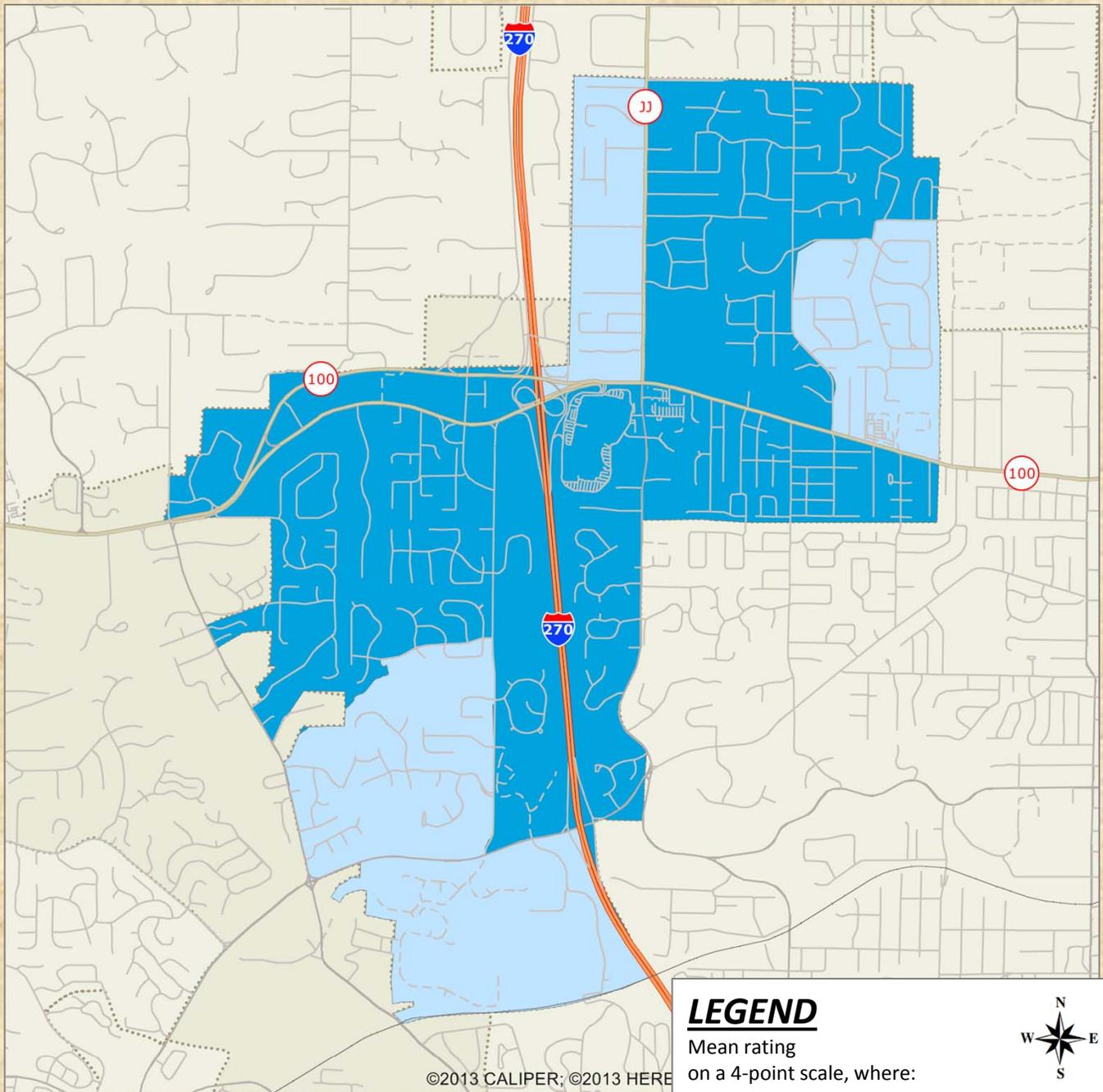
LEGEND

Mean rating
on a 4-point scale, where:

- 1.0-1.75 Very Unsafe
- 1.75-2.5 Somewhat Unsafe
- 2.5-3.25 Somewhat Safe
- 3.25-4.0 Very Safe
- Other (no responses)



Q10d Feeling of safety walking alone in business areas after dark



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

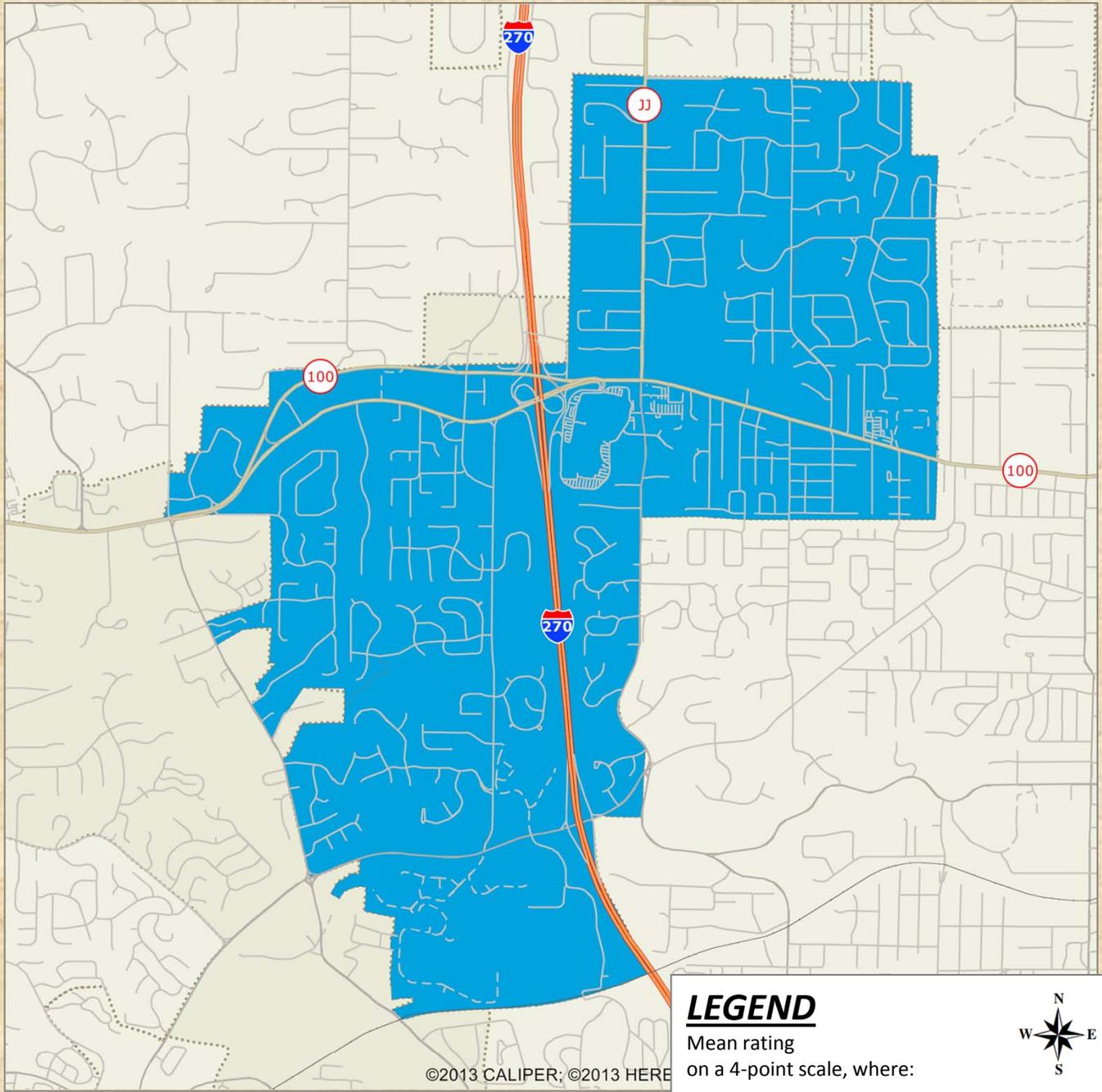
LEGEND

Mean rating
on a 4-point scale, where:

-  1.0-1.75 Very Unsafe
-  1.75-2.5 Somewhat Unsafe
-  2.5-3.25 Somewhat Safe
-  3.25-4.0 Very Safe
-  Other (no responses)



Q10e Feeling of safety walking in business areas during the day



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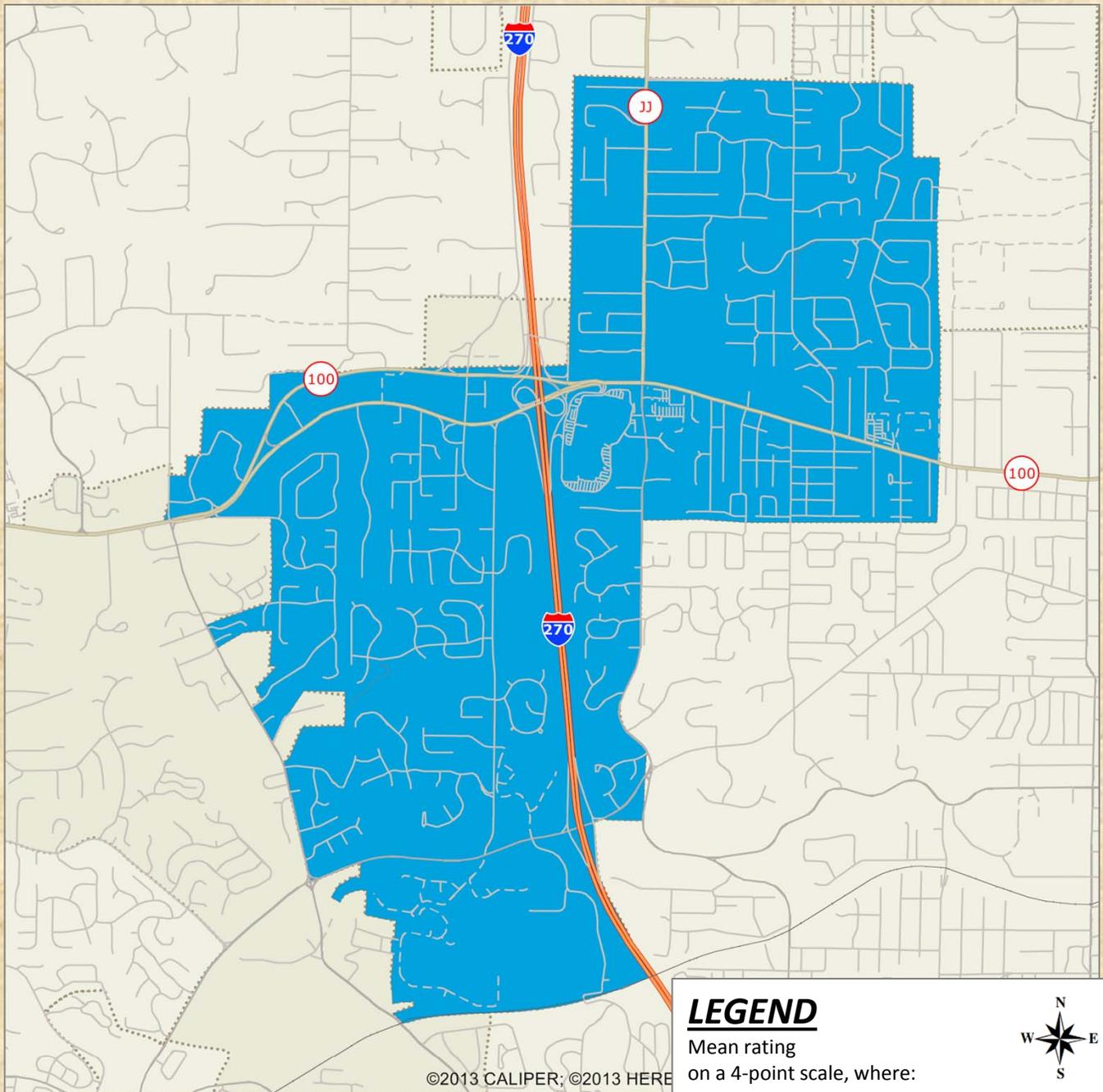
**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 4-point scale, where:

	1.0-1.75 Very Unsafe
	1.75-2.5 Somewhat Unsafe
	2.5-3.25 Somewhat Safe
	3.25-4.0 Very Safe
	Other (no responses)

North arrow: N, S, E, W

Q10f Overall feeling of safety in Des Peres



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

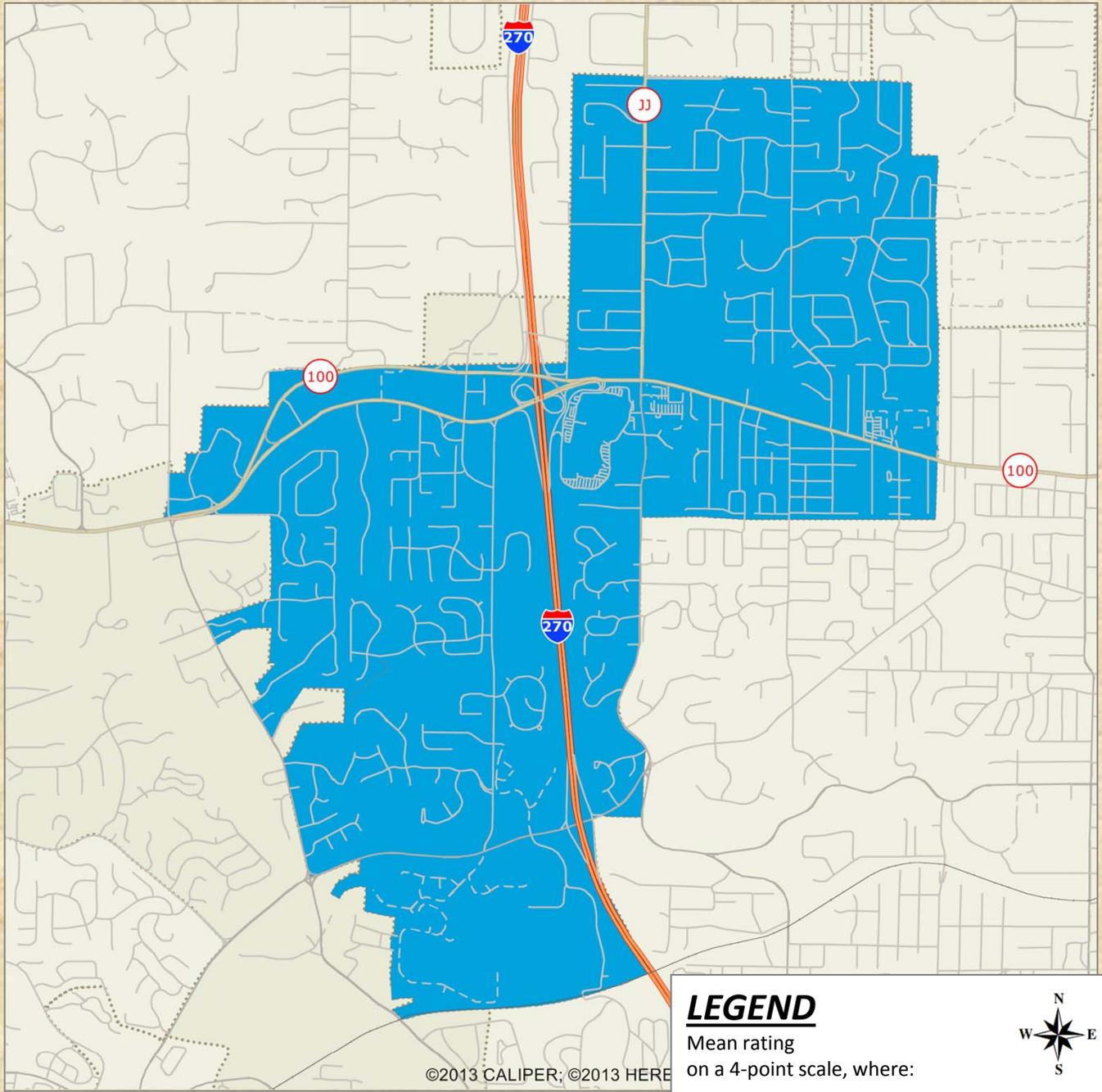
LEGEND

Mean rating
on a 4-point scale, where:

- 1.0-1.75 Very Unsafe
- 1.75-2.5 Somewhat Unsafe
- 2.5-3.25 Somewhat Safe
- 3.25-4.0 Very Safe
- Other (no responses)



Q10g Feeling of safety while shopping at West County Center



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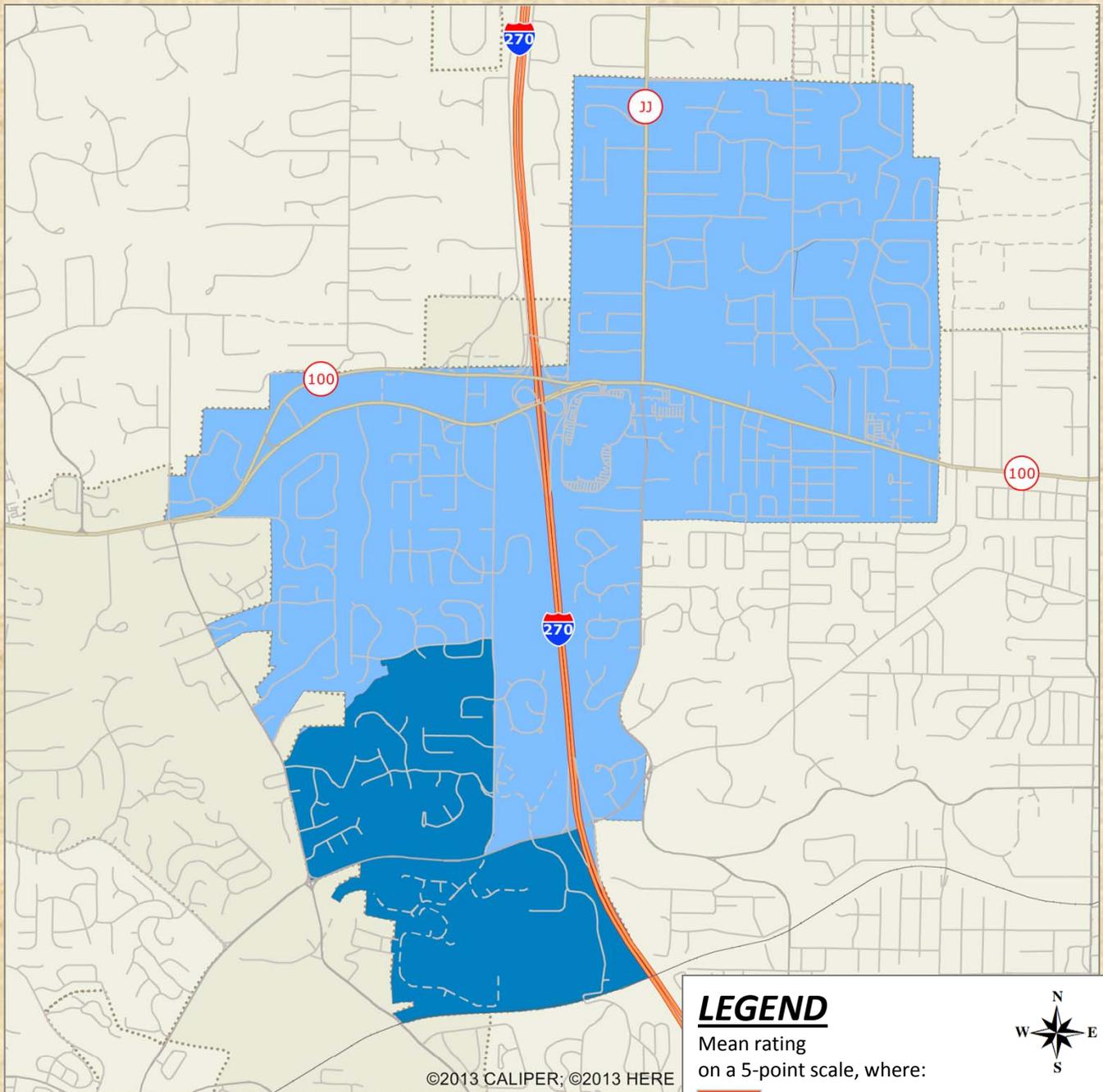
**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 4-point scale, where:

	1.0-1.75 Very Unsafe
	1.75-2.5 Somewhat Unsafe
	2.5-3.25 Somewhat Safe
	3.25-4.0 Very Safe
	Other (no responses)

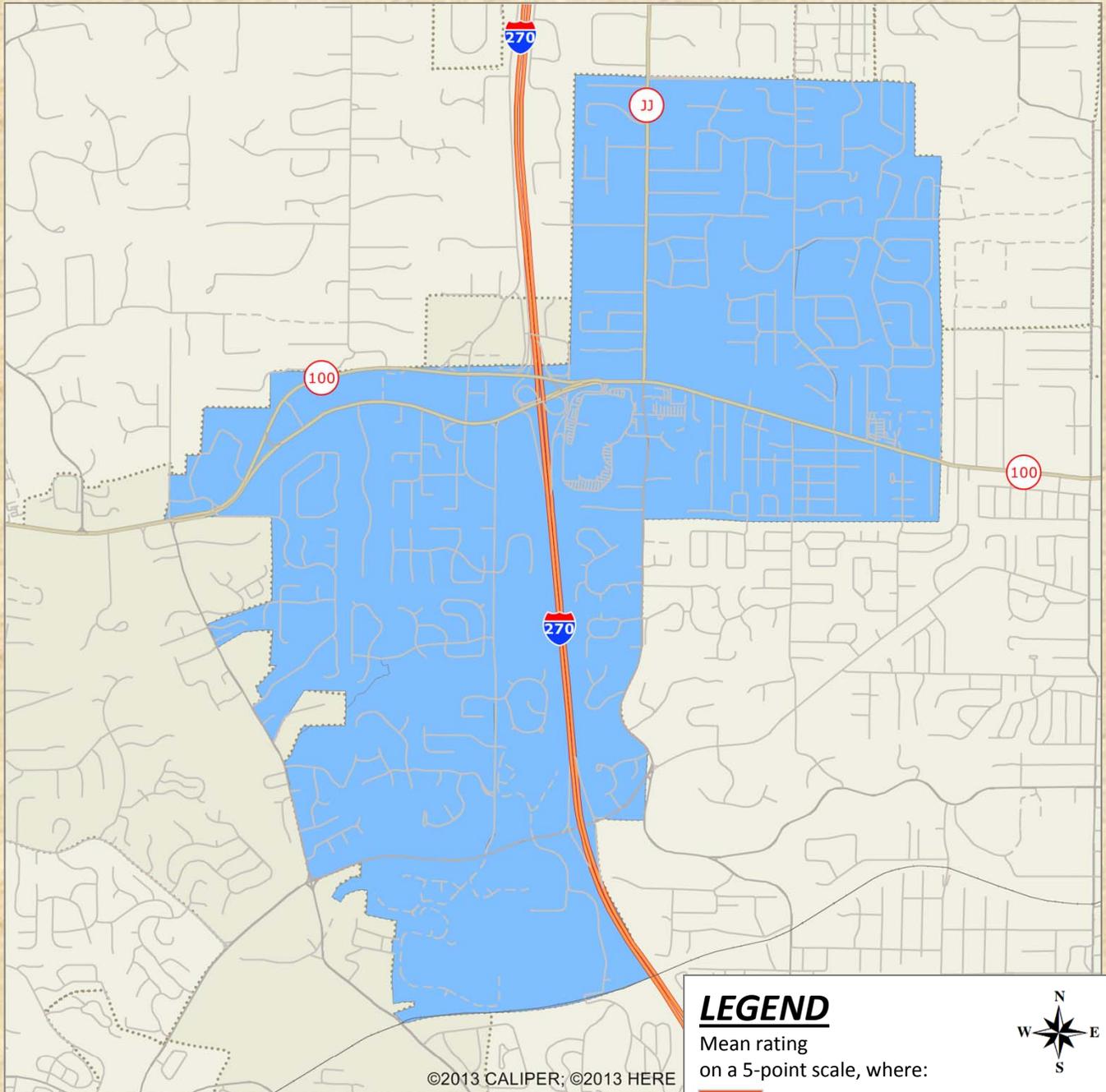


Q13a Satisfaction with maintenance of major City streets



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q13b Satisfaction with maintenance of neighborhood streets



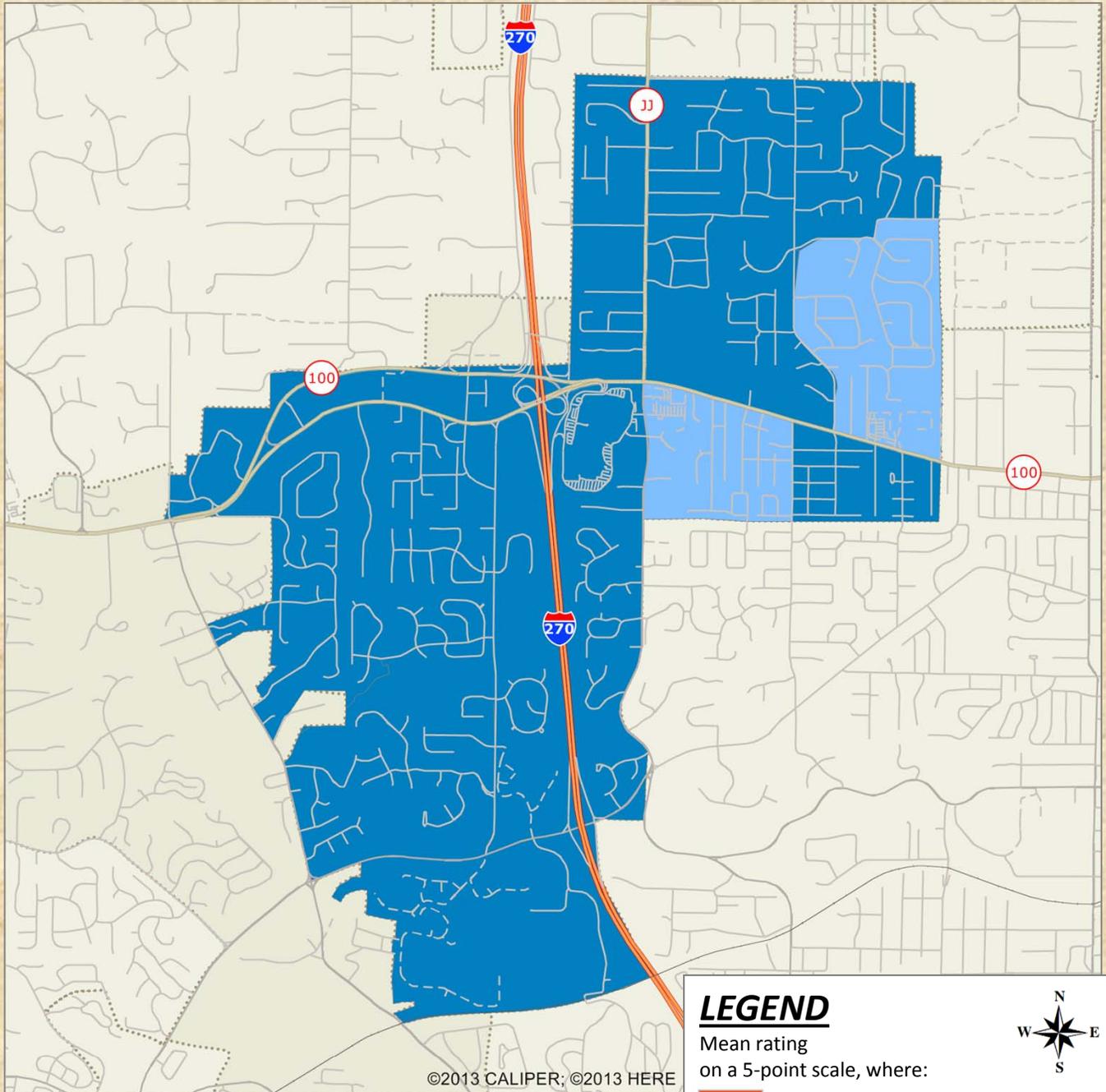
**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

Compass rose: N, S, E, W

Q13c Satisfaction with maintenance of City traffic signals/street signs



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q13d Satisfaction with maintenance of City buildings



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid pattern	Other (no responses)

North arrow: N, S, E, W

Q13e Satisfaction with snow removal on major City streets



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

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Q13f Satisfaction with snow removal on neighborhood streets



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

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Q13g Satisfaction with overall cleanliness of City streets and other public areas



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

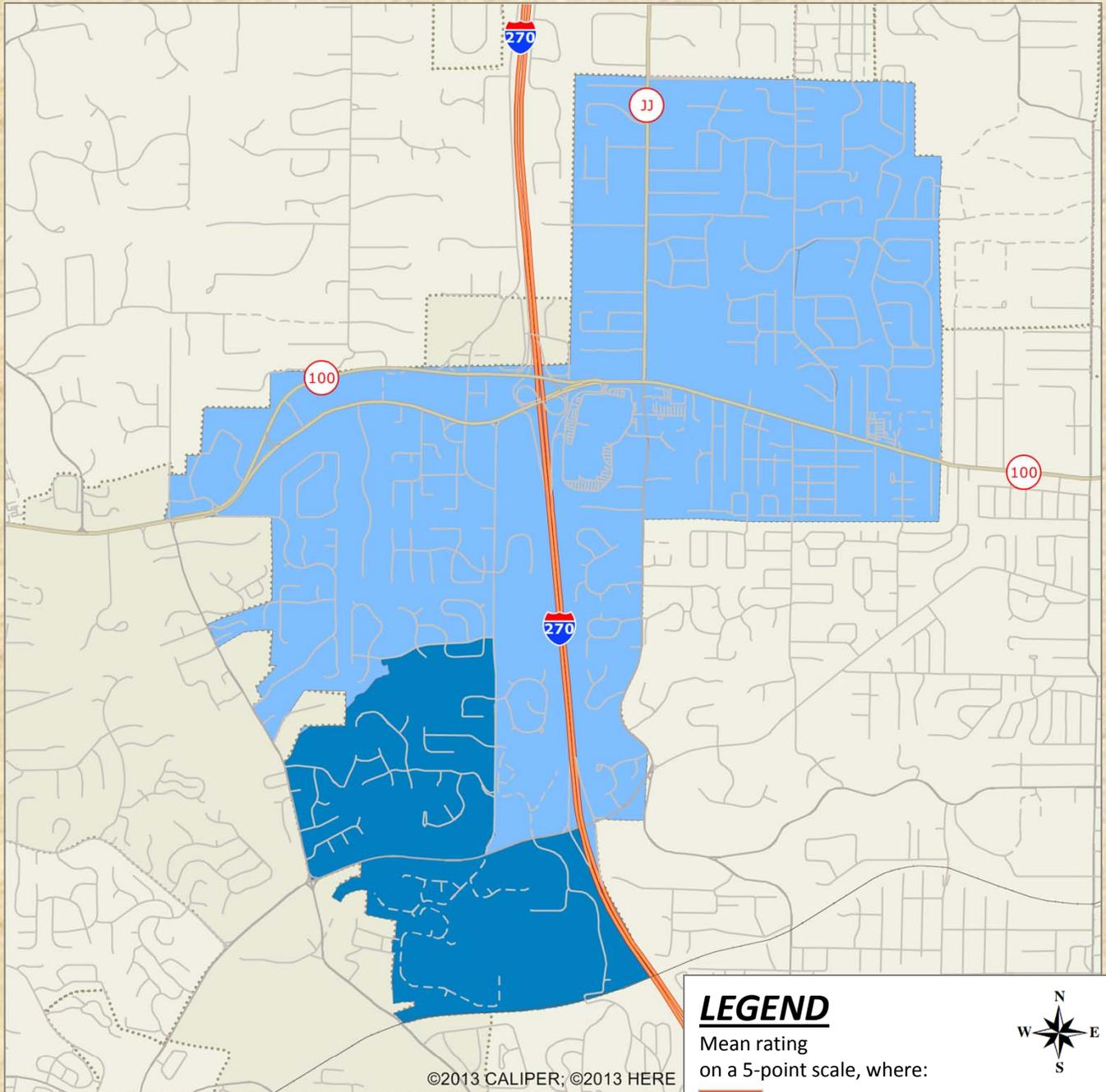
LEGEND
Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

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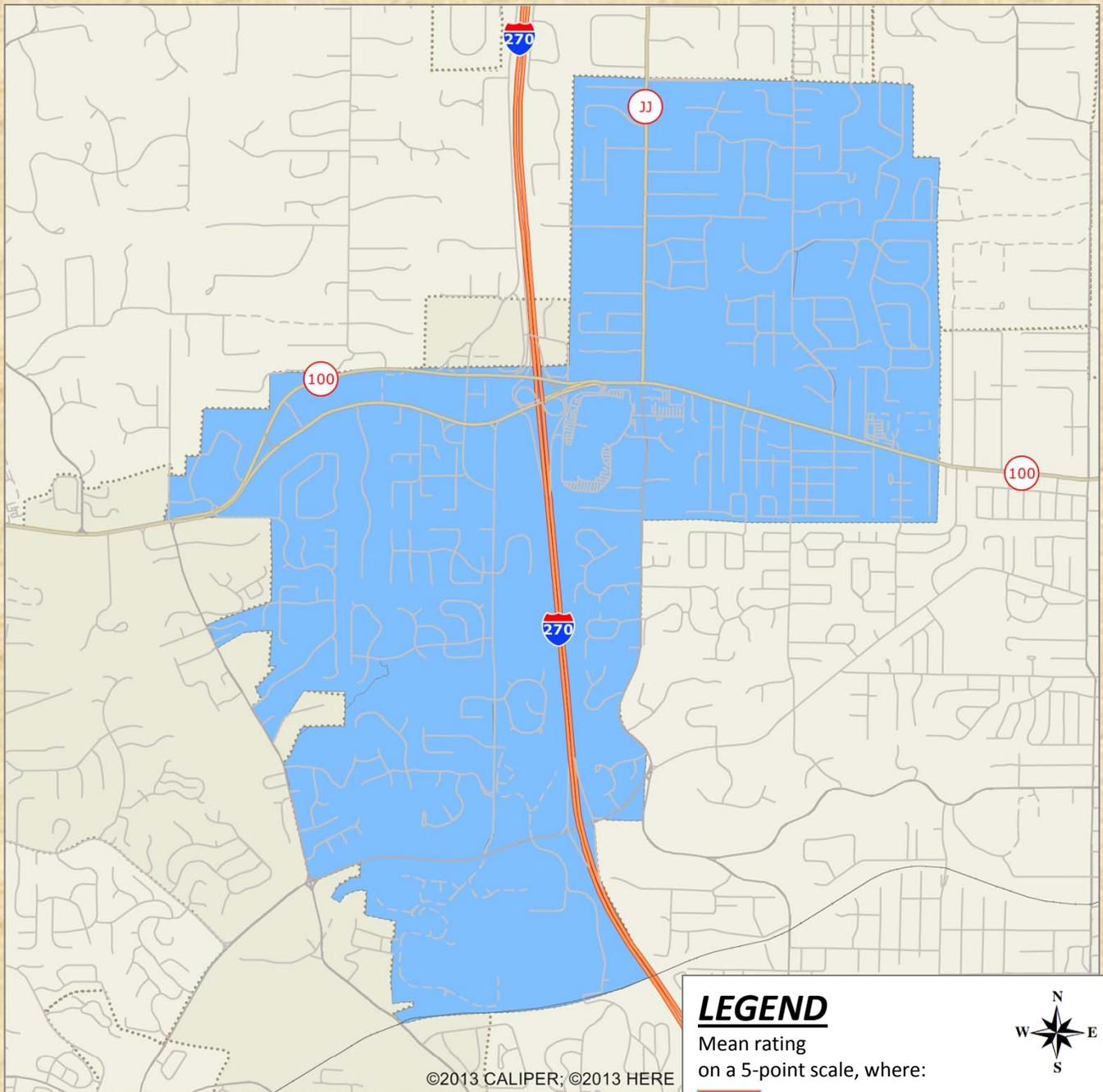


Q13h Satisfaction with availability of pedestrian walkways/sidewalks



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q13i Satisfaction with condition of City sidewalks



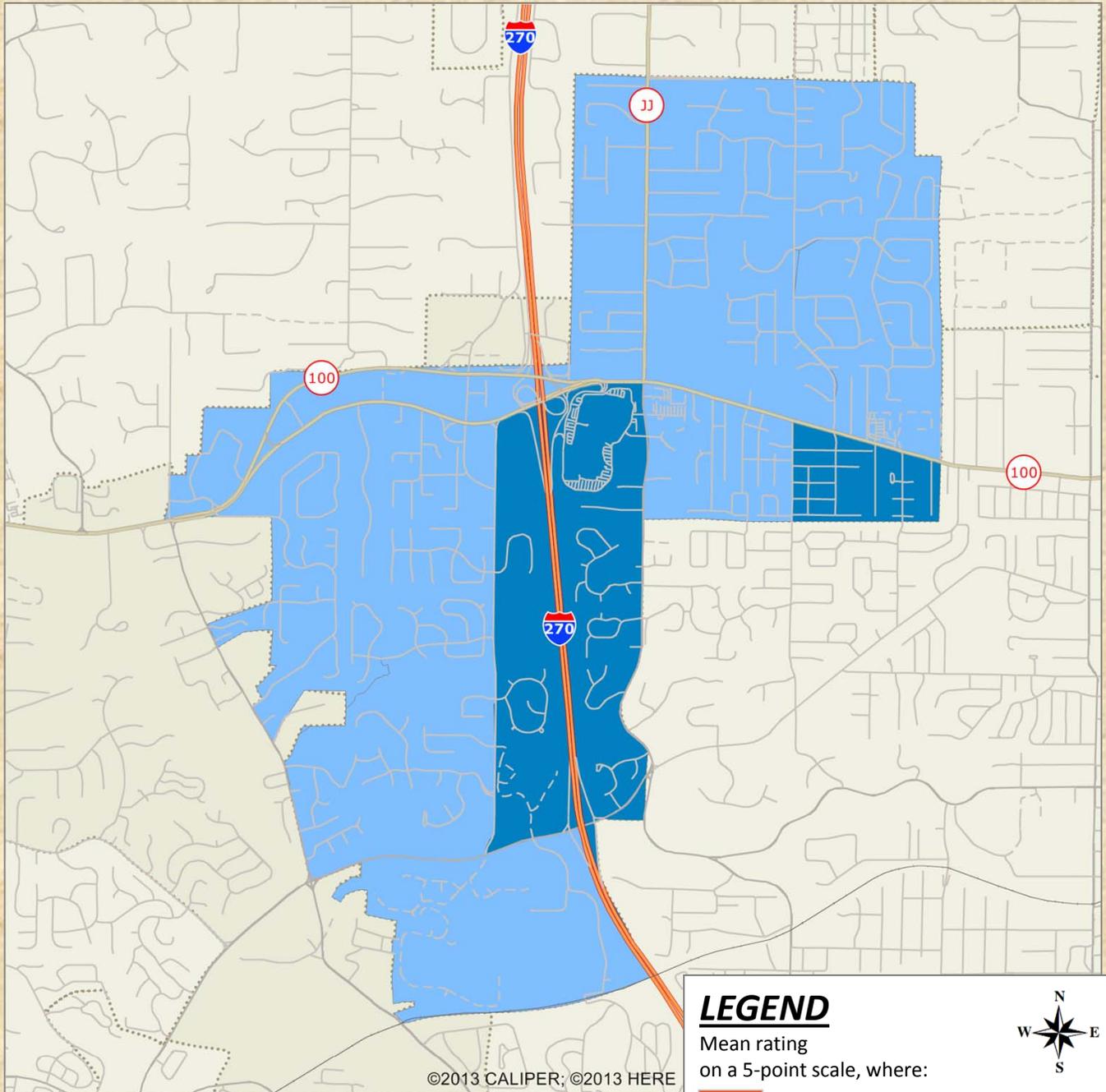
**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

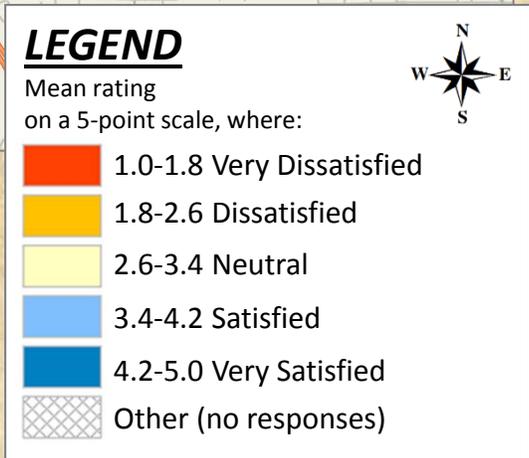
	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

Compass rose: N, S, E, W

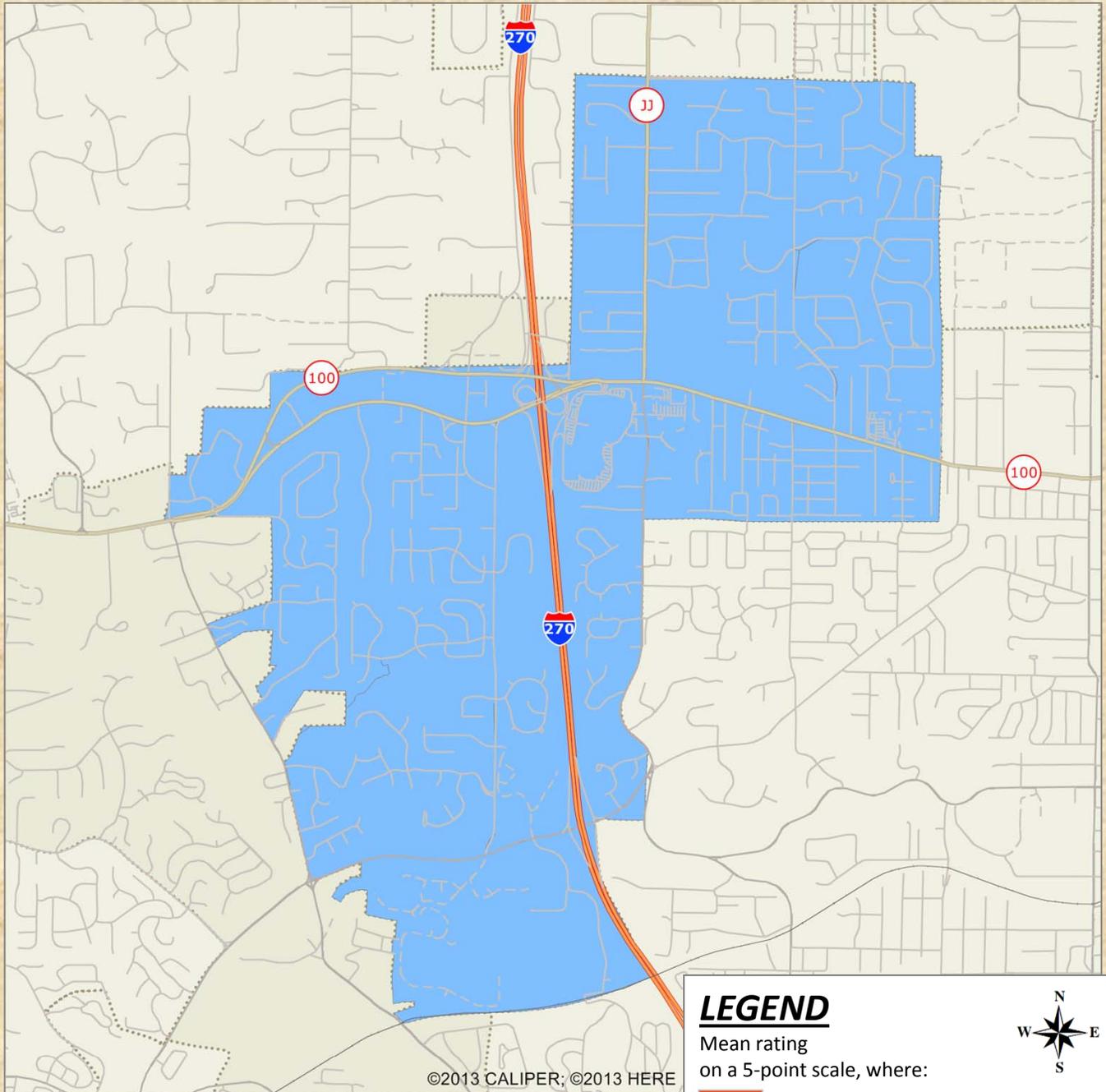
Q13j Satisfaction with landscaping/appearance of public areas along City streets



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)



Q13k Satisfaction with tree trimming/removals (on City right of way)



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

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Q16a Satisfaction with maintenance of City parks



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

Red	1.0-1.8 Very Dissatisfied
Yellow	1.8-2.6 Dissatisfied
Light Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid pattern	Other (no responses)

North arrow (N, S, E, W)

Q16b Satisfaction with the number of parks



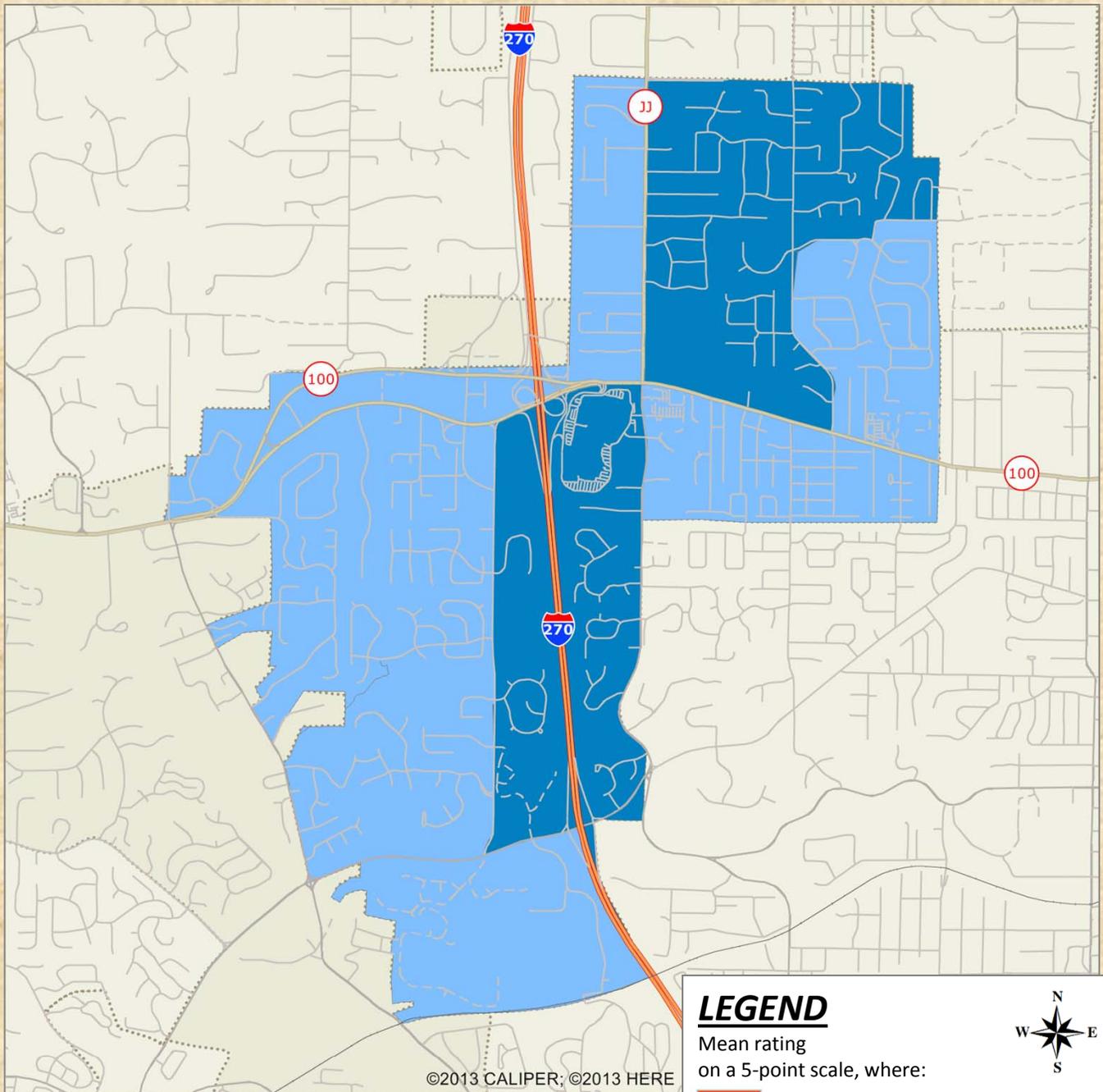
**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid Pattern	Other (no responses)

North Arrow: N, S, E, W

Q16c Satisfaction with the number of walking/biking trails



2014 City of Des Peres Community Survey

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

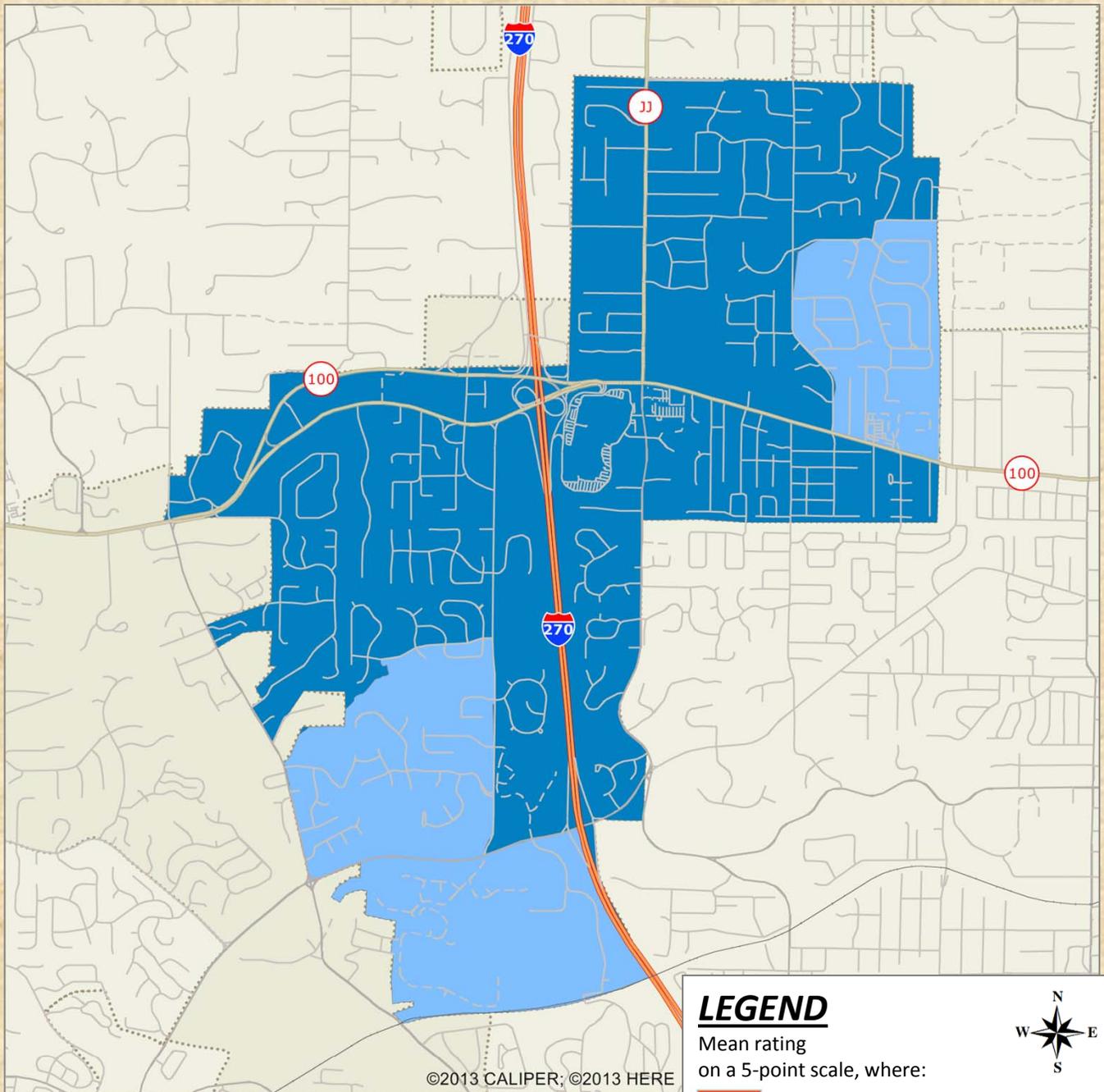
LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q16d Satisfaction with the quality of outdoor athletic fields



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

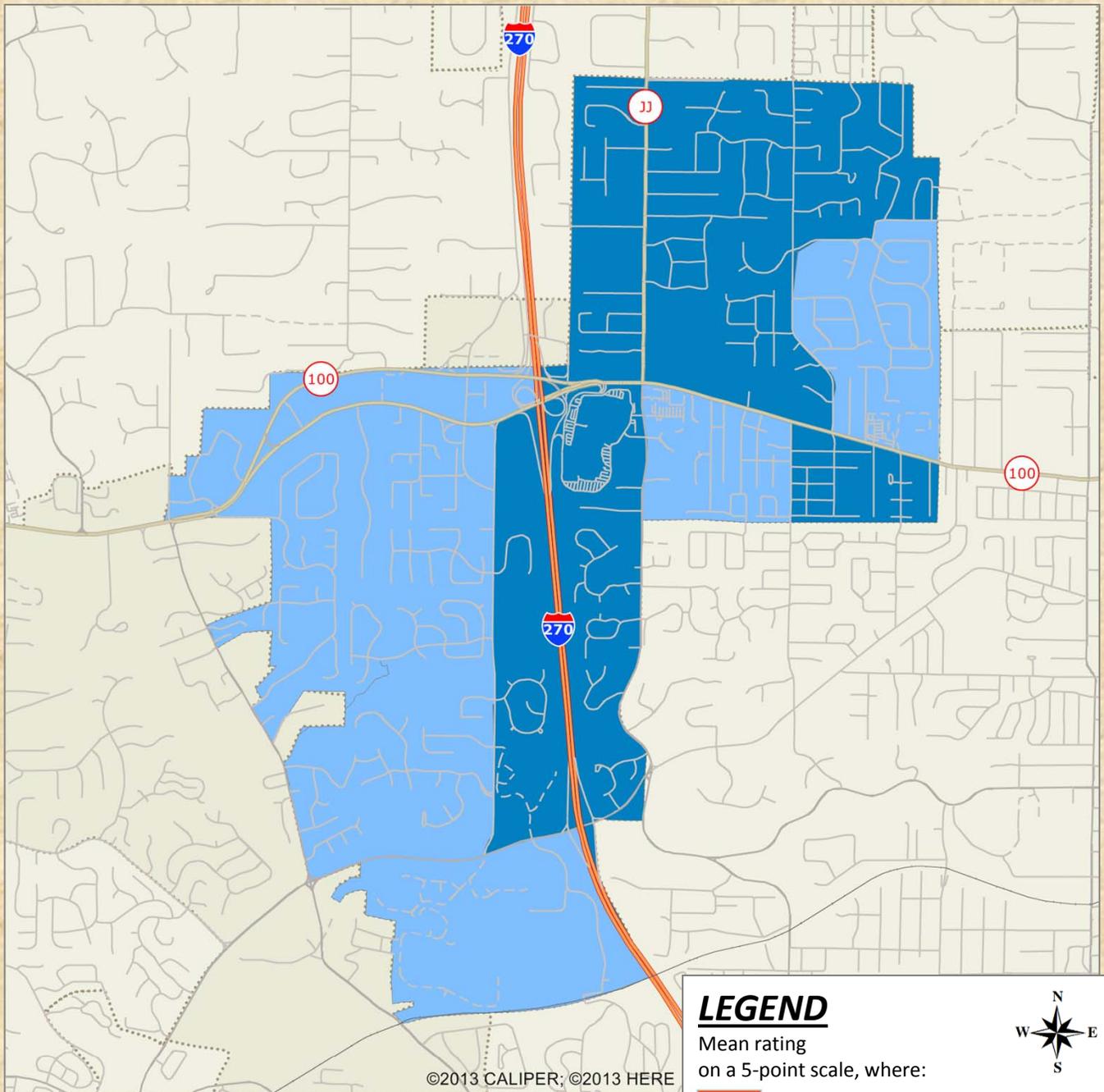
LEGEND

Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

Compass rose: N, S, E, W

Q16e Satisfaction with the number of outdoor athletic fields



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

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Q16f Satisfaction with the number of playgrounds



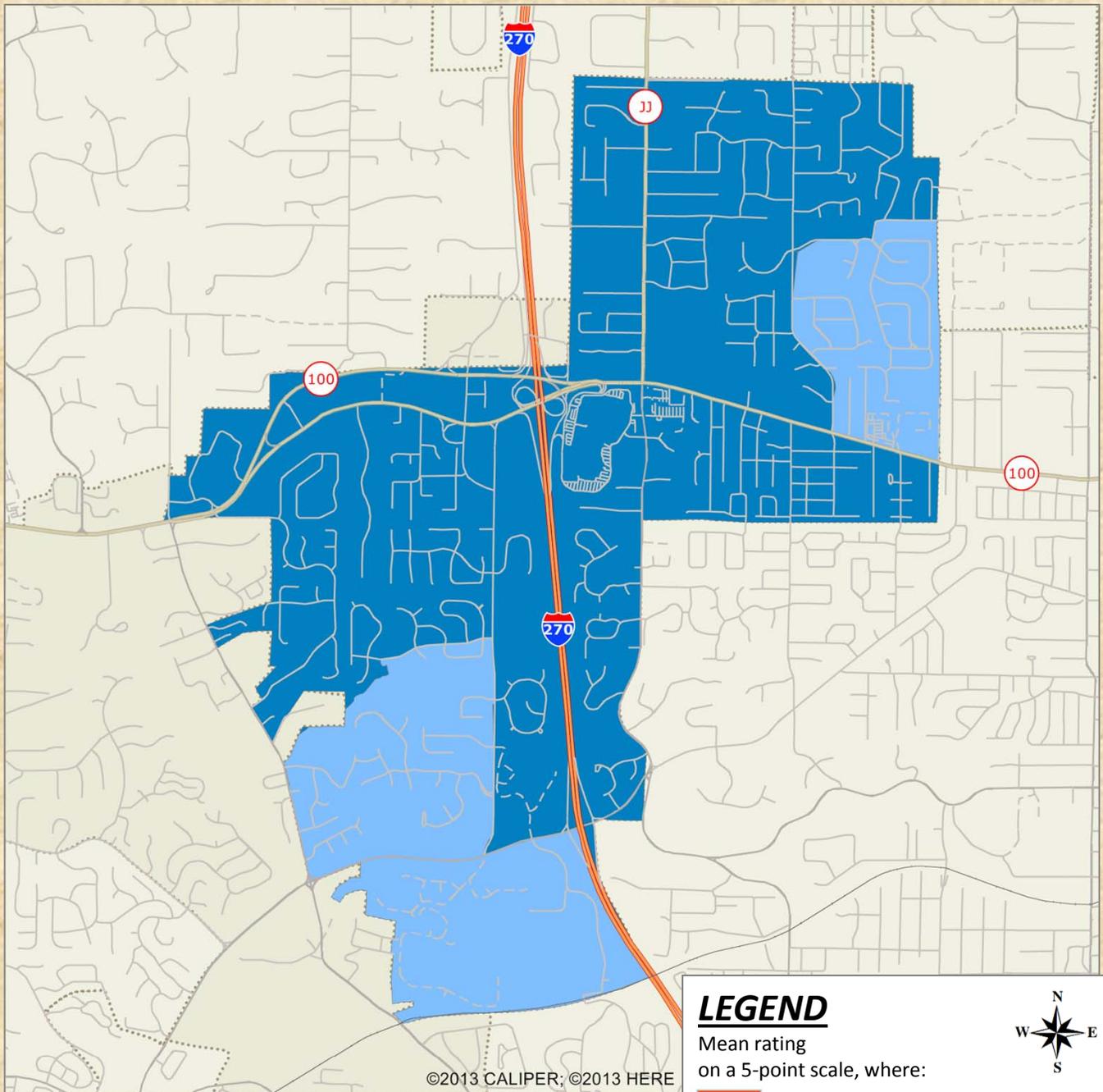
**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

Red	1.0-1.8 Very Dissatisfied
Yellow	1.8-2.6 Dissatisfied
Light Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid Pattern	Other (no responses)

North Arrow: N, S, E, W

Q16g Satisfaction with the quality of playgrounds



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q16h Satisfaction with the availability of information about City parks and recreation programs



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

W N
E
S

Q16i Satisfaction with City recreation opportunities



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

Orange	1.0-1.8 Very Dissatisfied
Yellow	1.8-2.6 Dissatisfied
Light Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid Pattern	Other (no responses)

North Arrow: N, S, E, W

Q16j Satisfaction with special events and festivals (Concerts in the Park, Fall Festival, Egg Hunt, Arbor Day Celebration, etc.)



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

North arrow: N, S, E, W

Q16k Satisfaction with The Lodge Des Peres



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2014 City of Des Peres Community Survey

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

LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q18a Satisfaction with The Lodge Des Peres facility as a whole



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

Orange	1.0-1.8 Very Dissatisfied
Yellow	1.8-2.6 Dissatisfied
Light Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid Pattern	Other (no responses)

North Arrow: N, S, E, W

Q18b Satisfaction with the availability and quality of information on The Lodge Des Peres programs and classes



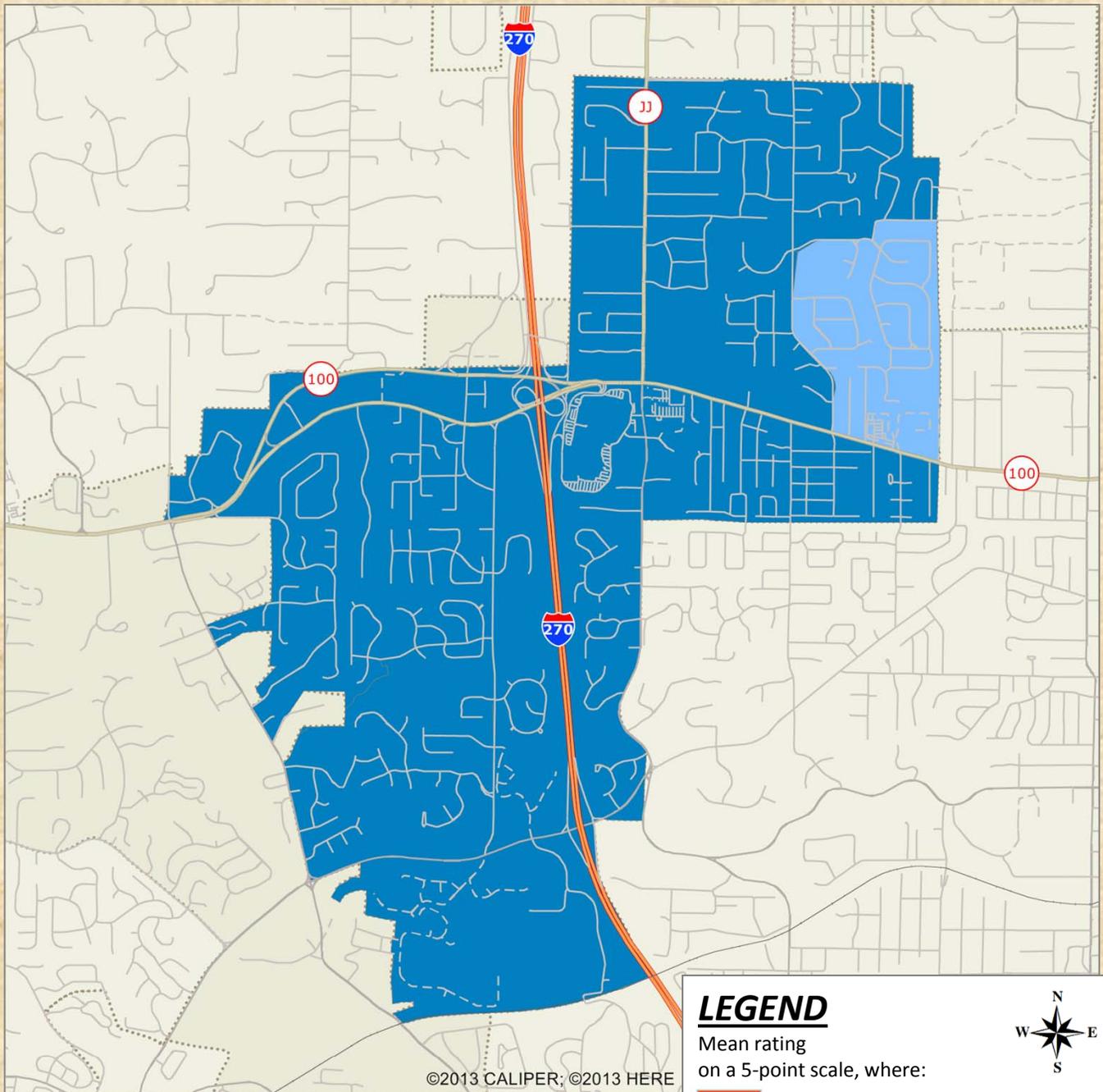
**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

Compass rose showing North (N), South (S), East (E), and West (W).

Q18c Satisfaction with the availability of meeting space/ rental facilities



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

Red	1.0-1.8 Very Dissatisfied
Yellow	1.8-2.6 Dissatisfied
Light Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid Pattern	Other (no responses)

North Arrow: N, S, E, W

Q18d Satisfaction with the quality of meeting space/ rental facilities



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

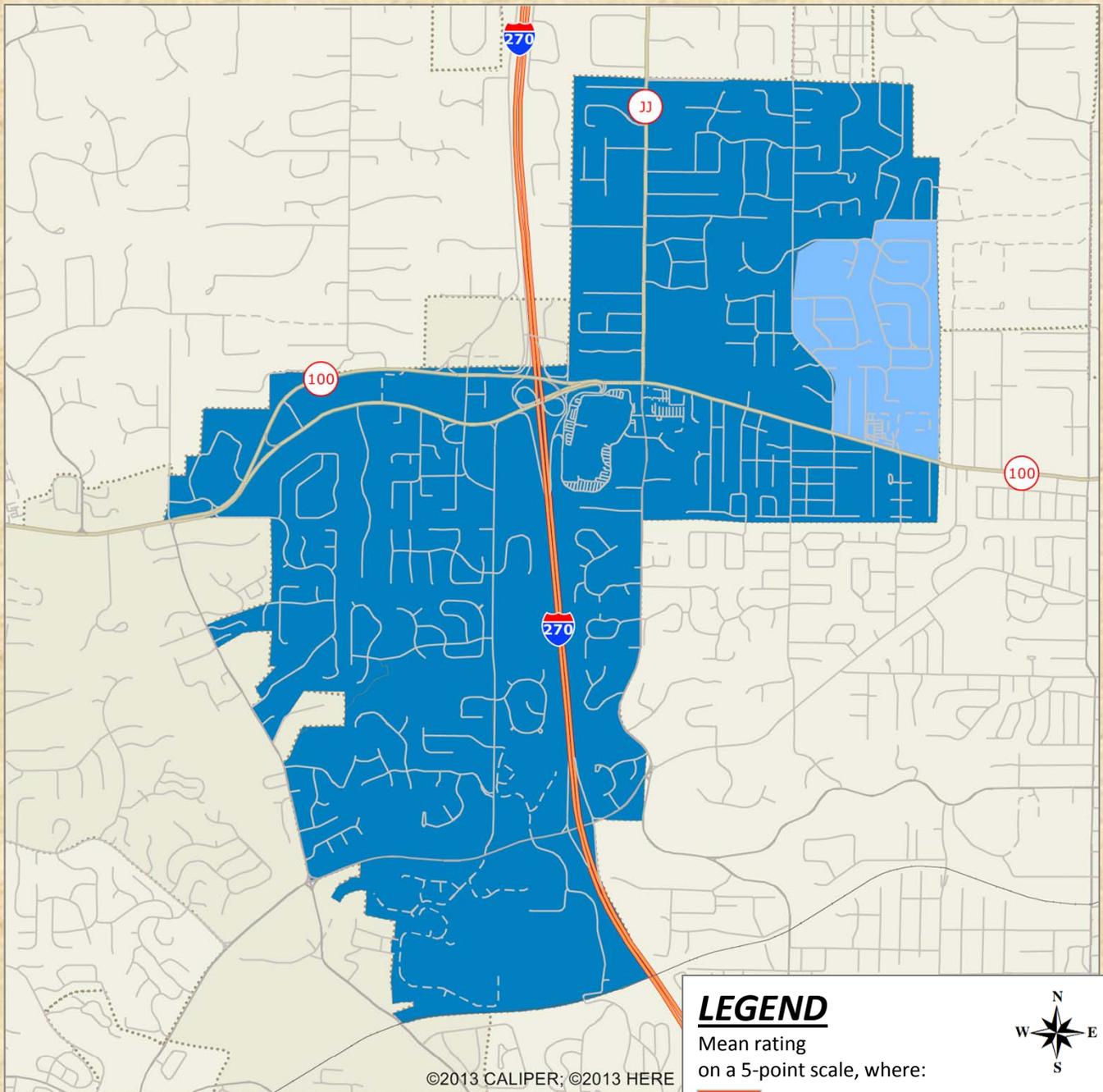
LEGEND
Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

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Q18e Satisfaction with the fitness center



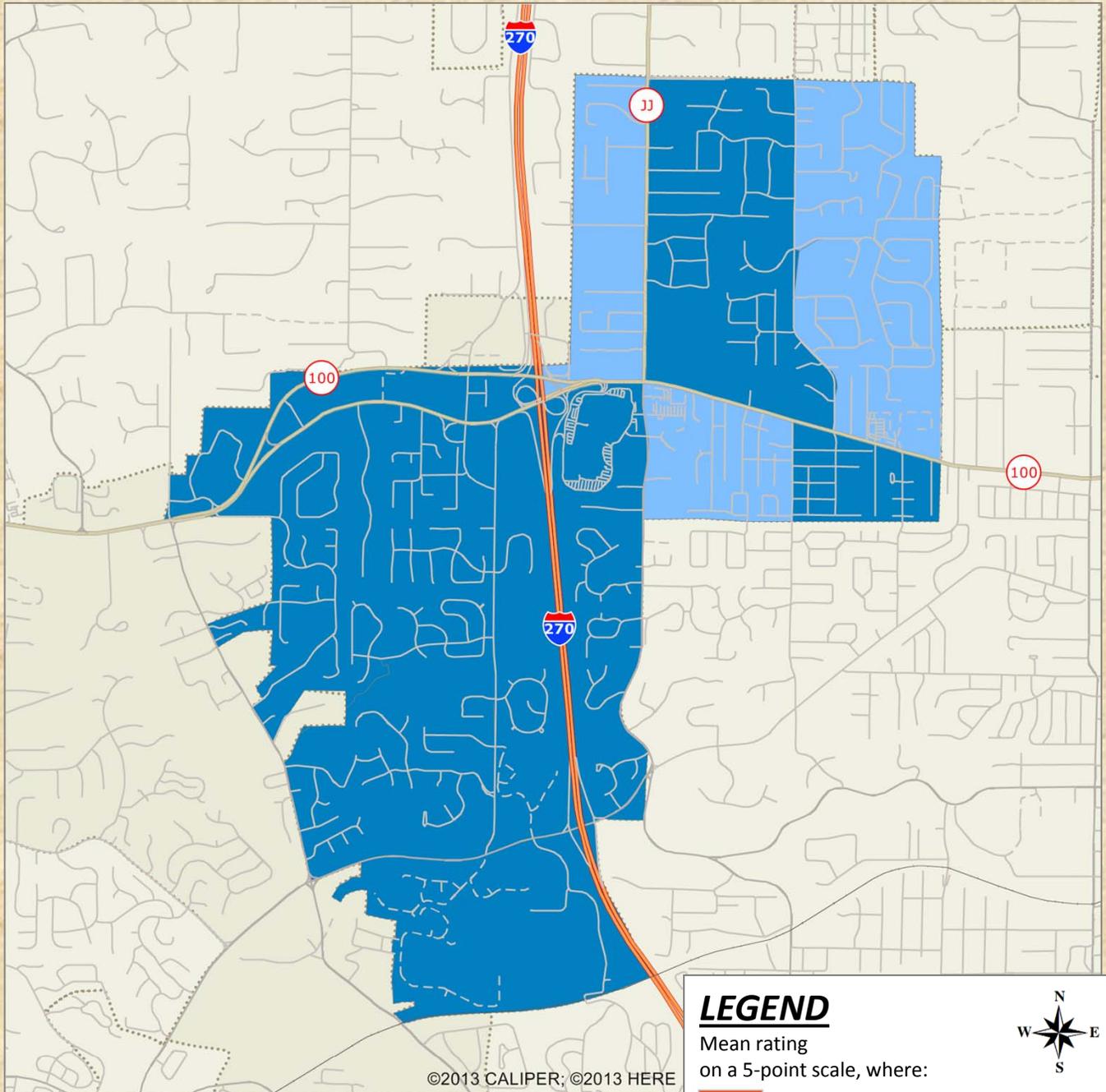
**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid pattern	Other (no responses)

North arrow: N, S, E, W

Q18f Satisfaction with indoor aquatic facilities



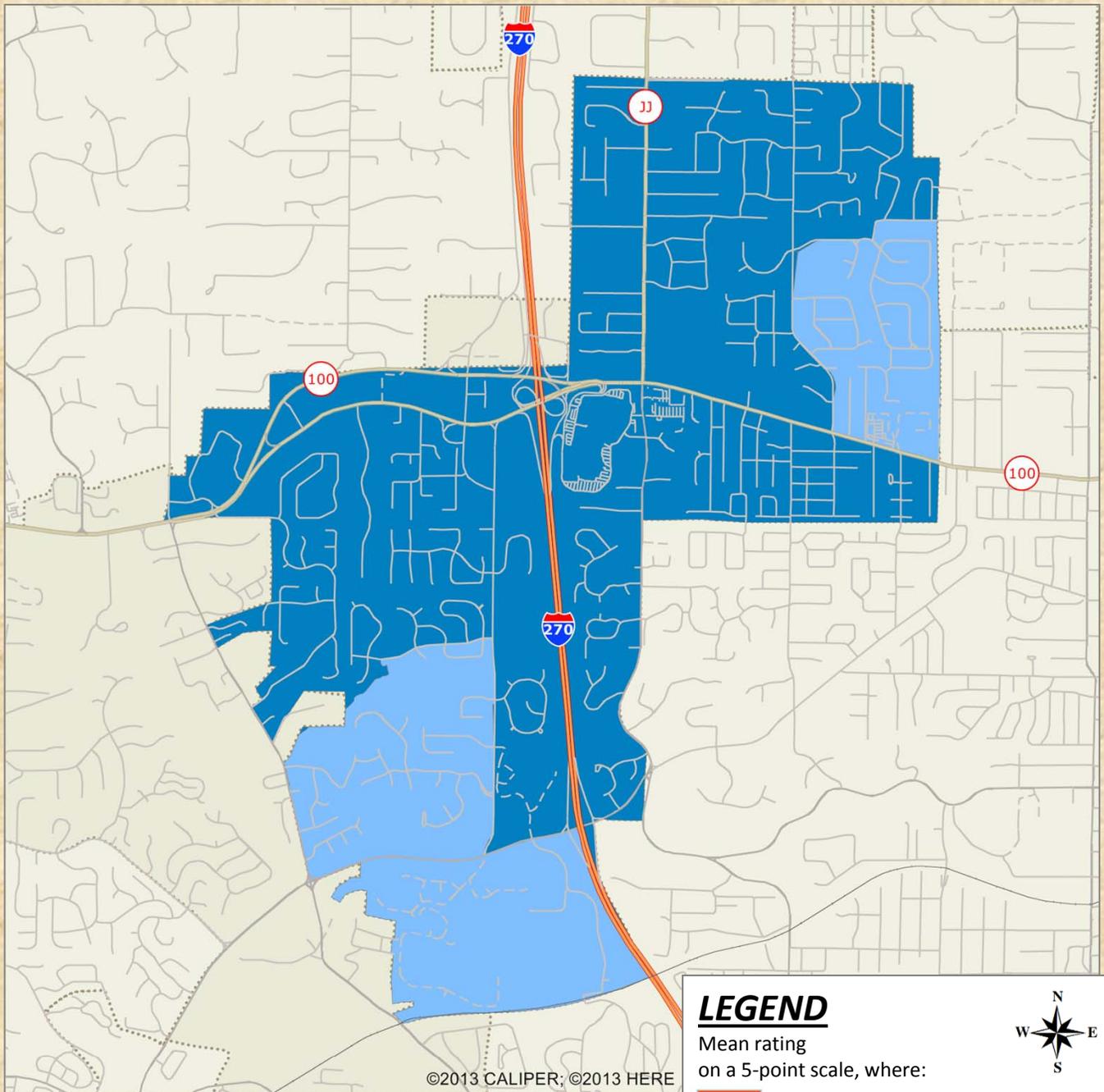
**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

Compass rose: N, S, E, W

Q18g Satisfaction with outdoor aquatic facilities



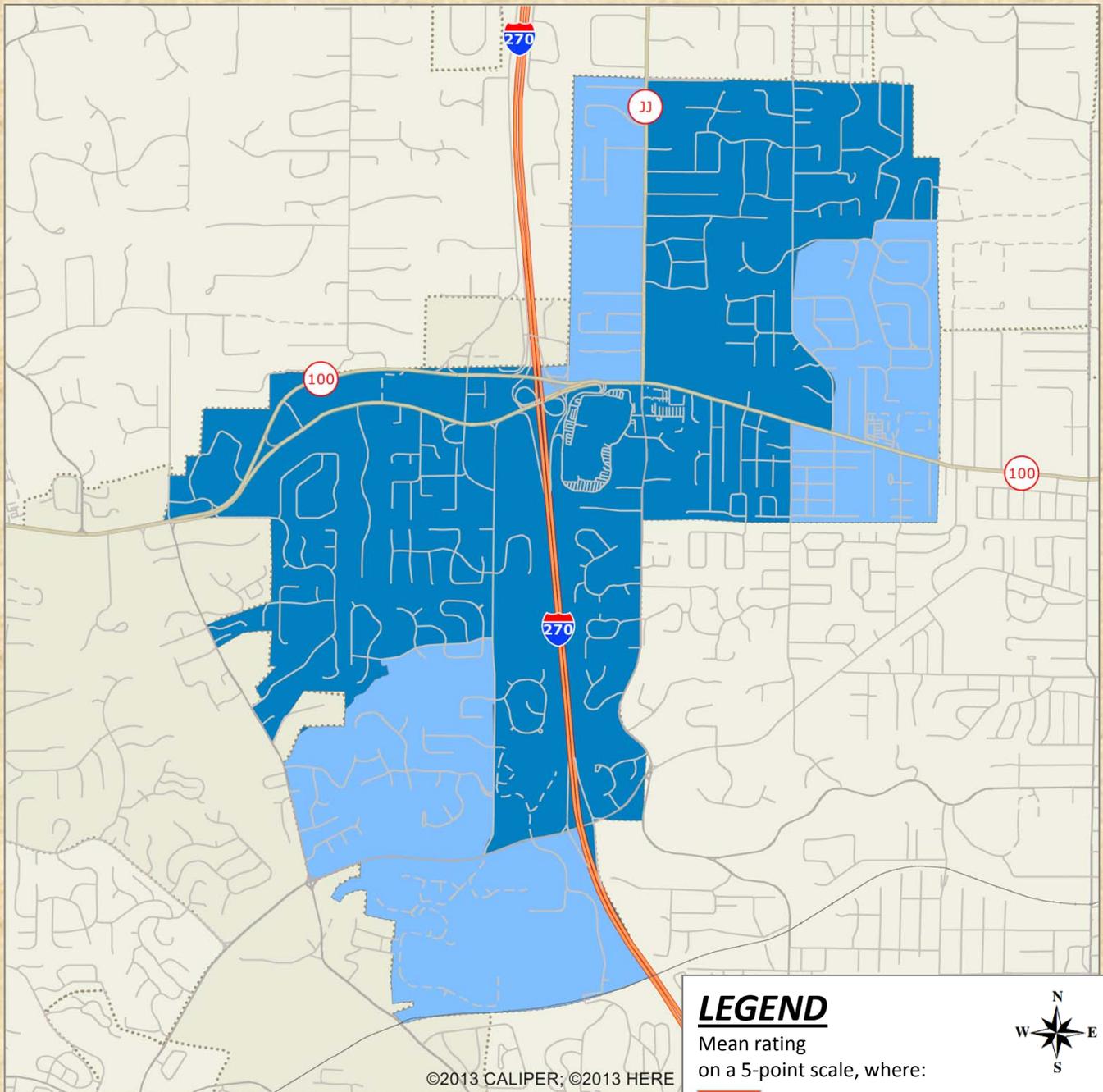
**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

Red	1.0-1.8 Very Dissatisfied
Orange	1.8-2.6 Dissatisfied
Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid pattern	Other (no responses)

North arrow: N, S, E, W

Q18h Satisfaction with the quality of youth programs



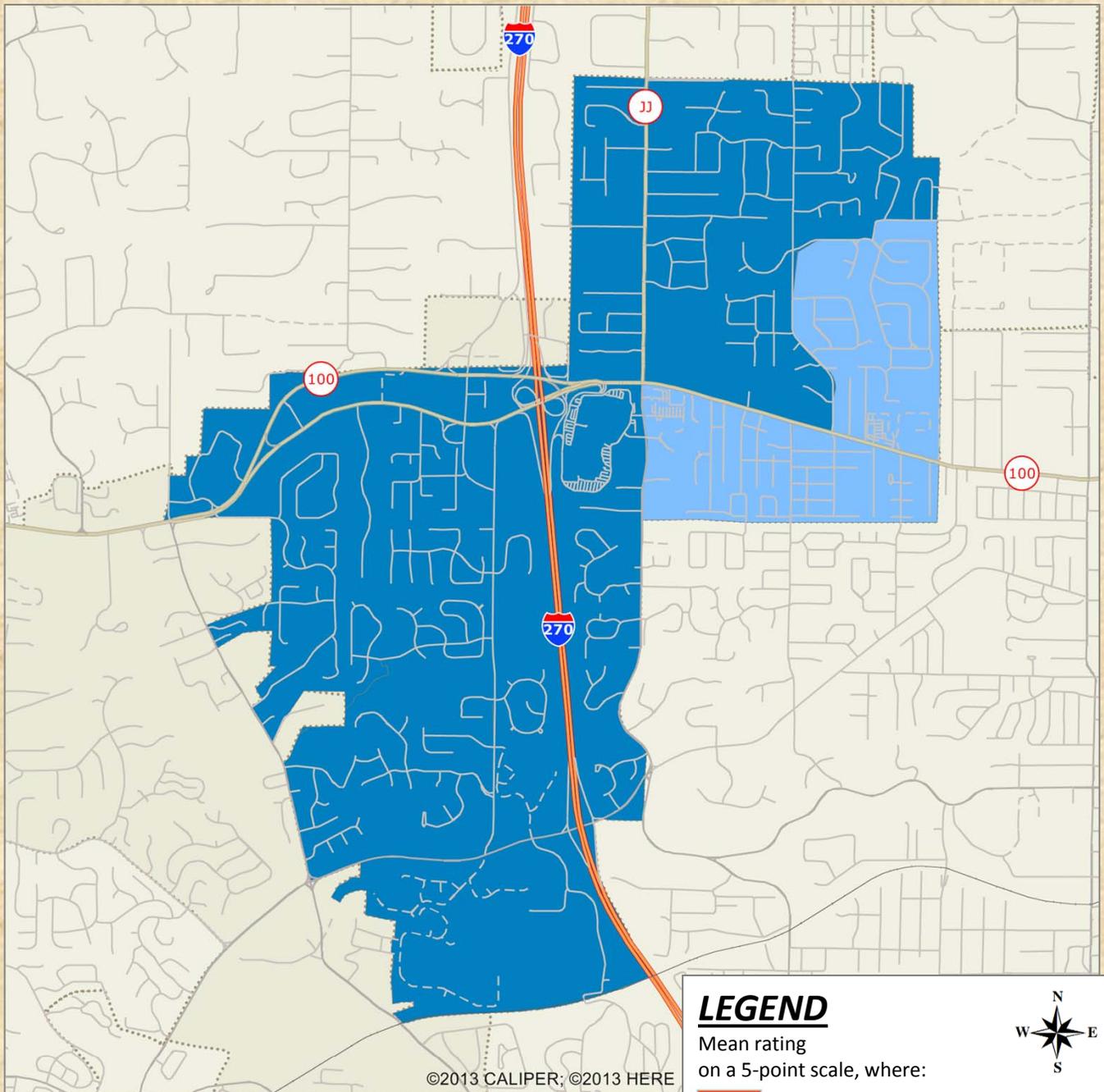
**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

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Q18i Satisfaction with the quality of adult programs



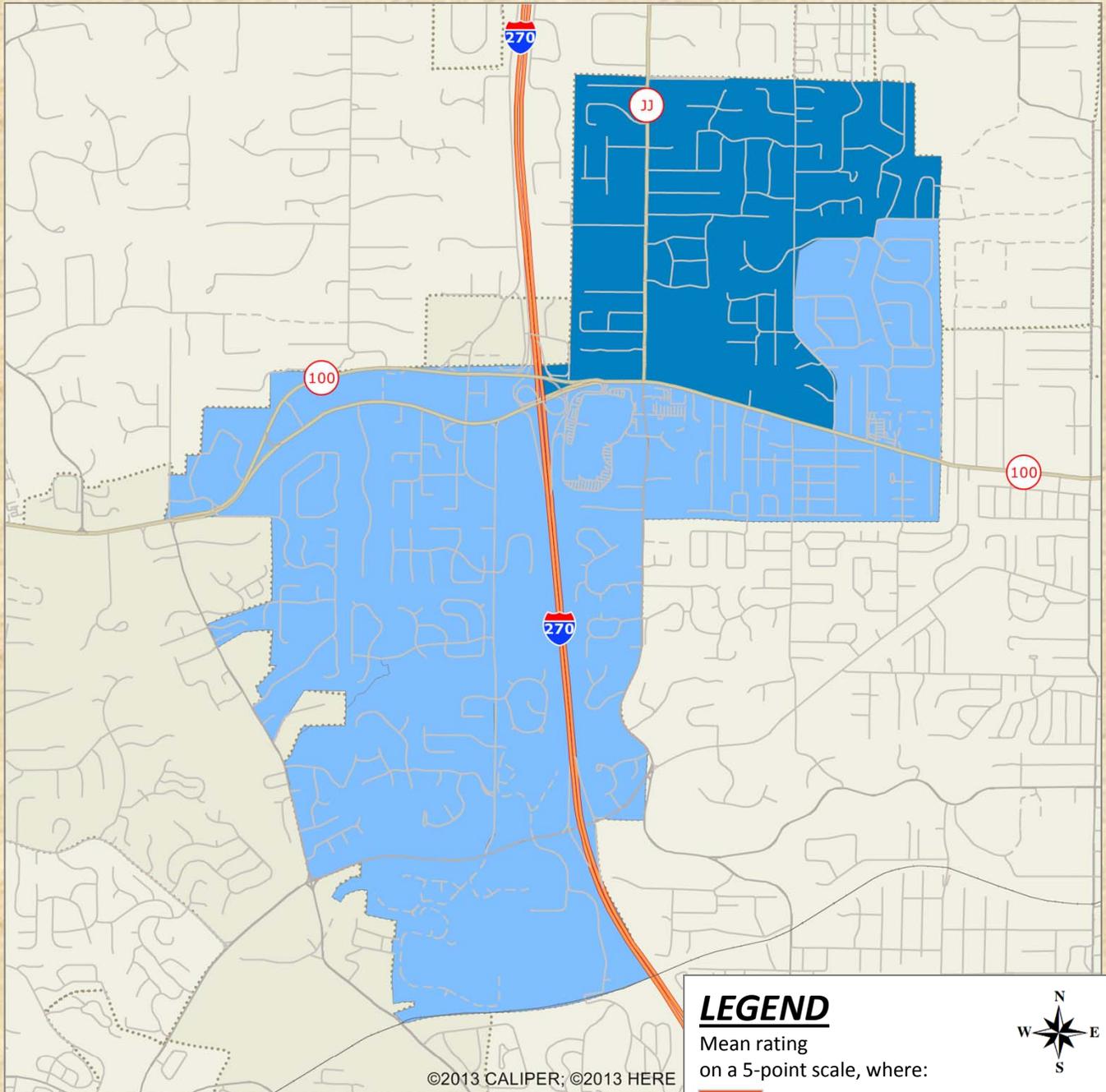
**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

W N
S E

Q18j Satisfaction with the value or fee structure of recreation programs/classes



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

Compass rose showing N, S, E, W directions.

Q18k Satisfaction with the cleanliness of The Lodge



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

Orange	1.0-1.8 Very Dissatisfied
Yellow	1.8-2.6 Dissatisfied
Light Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid Pattern	Other (no responses)

North Arrow: N, S, E, W

Q18l Satisfaction with customer service provided by The Lodge Des Peres Staff



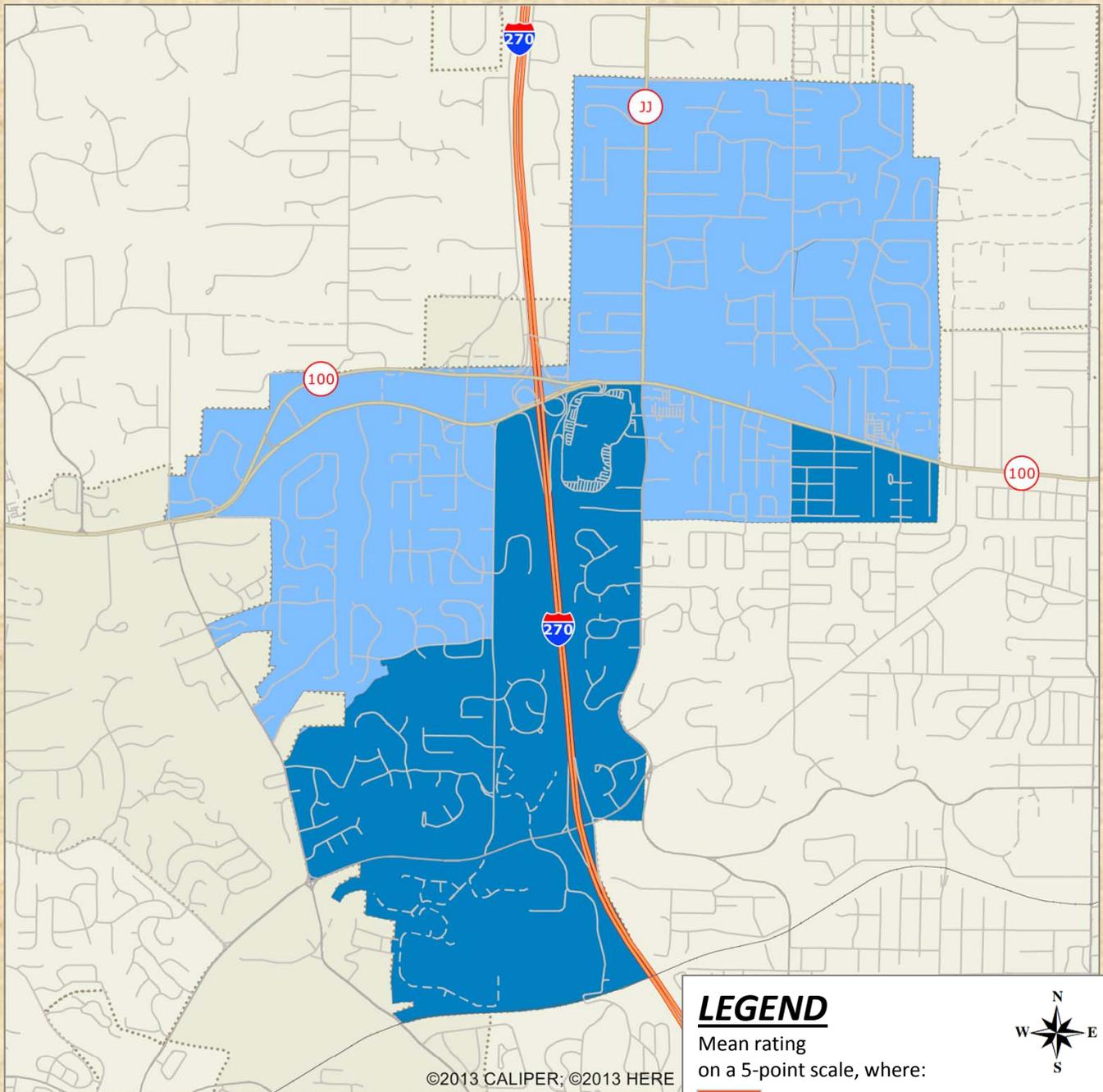
**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

Compass rose: N, S, E, W

Q22a Satisfaction with the availability of information about City programs and services



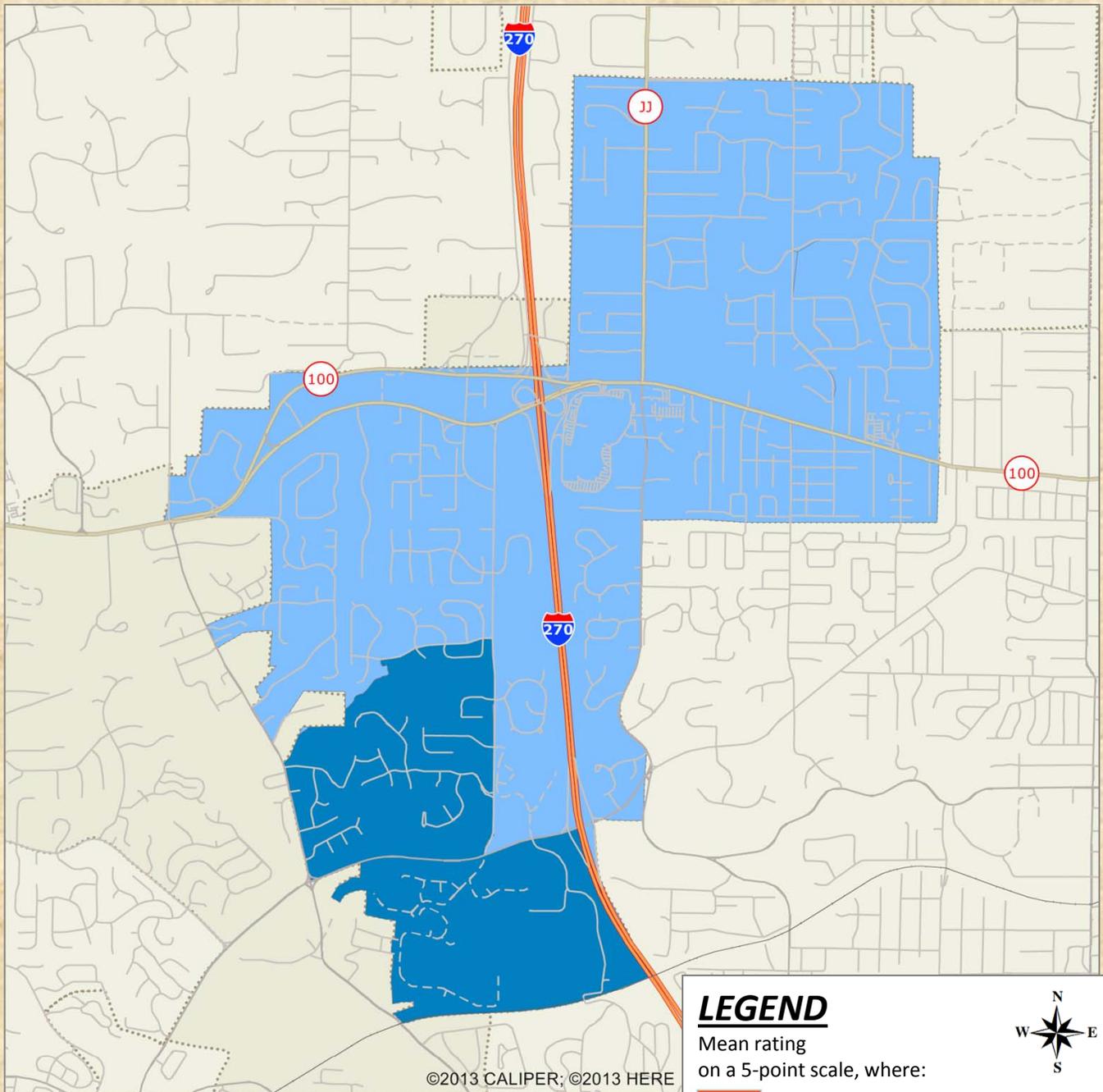
**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

North arrow: N, S, E, W

Q22b Satisfaction with City efforts to keep residents Informed about local issues



2014 City of Des Peres Community Survey

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

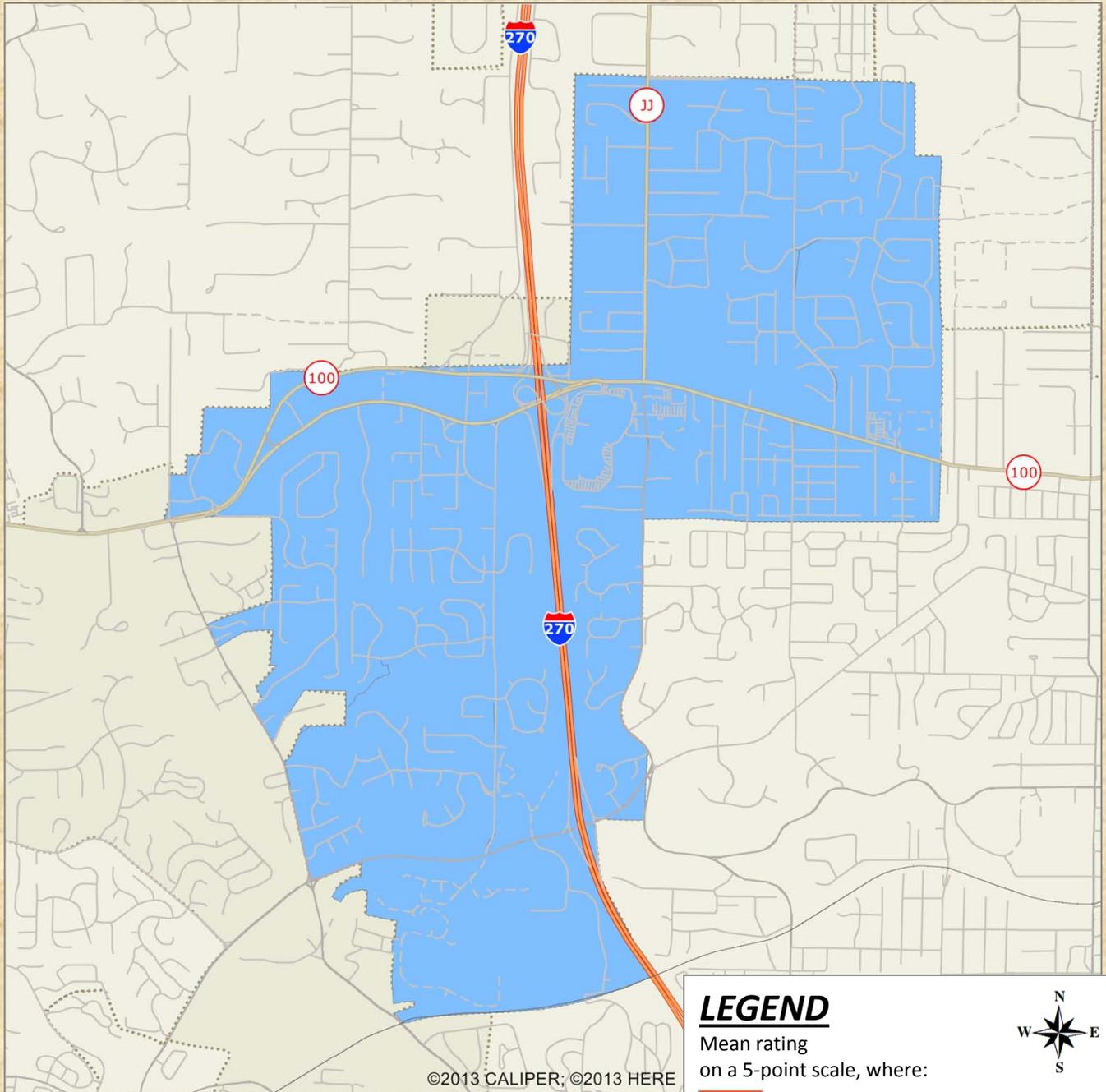
LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q22c Satisfaction with how open the City is to public involvement and input from residents



2014 City of Des Peres Community Survey

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

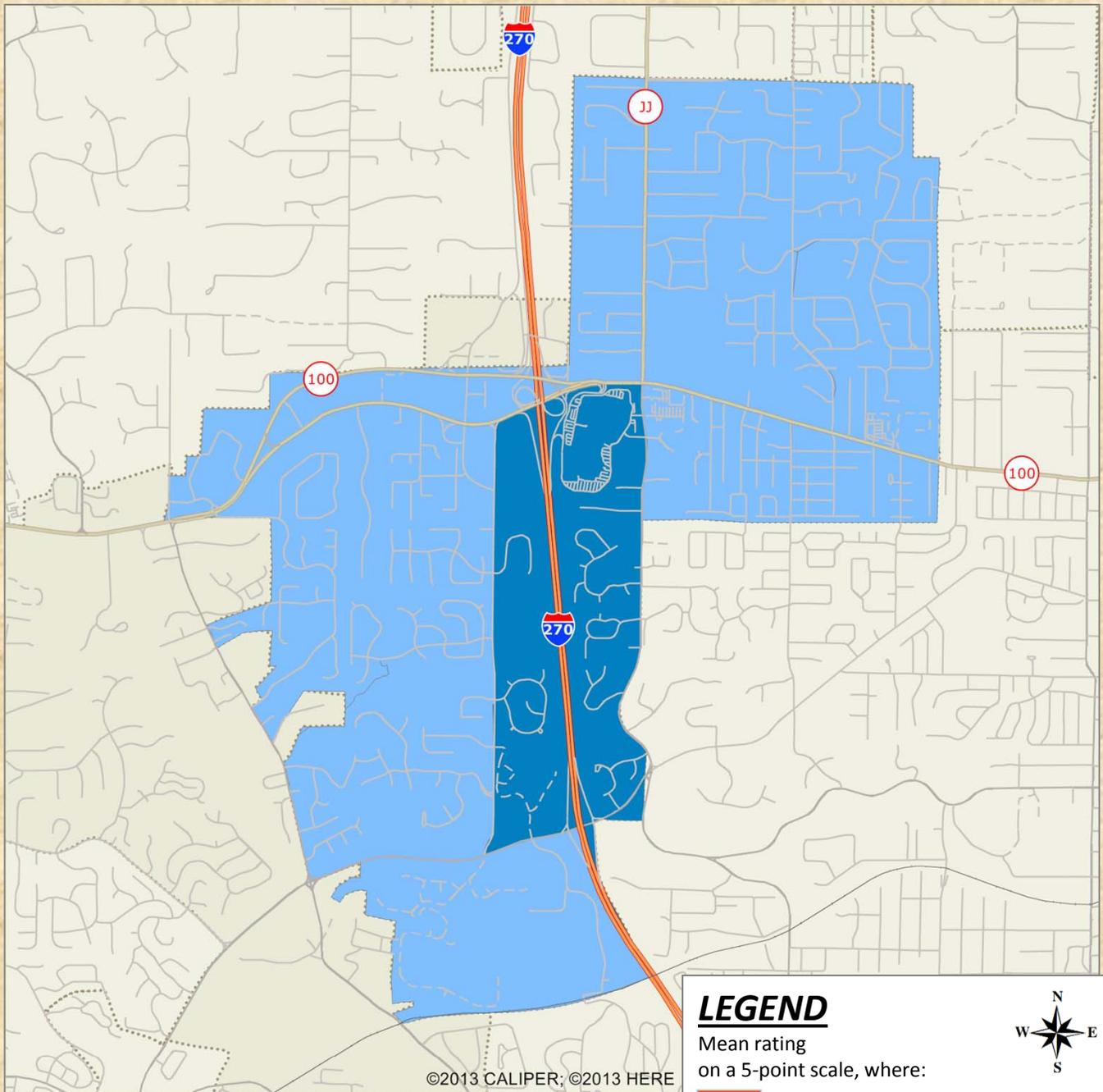
LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



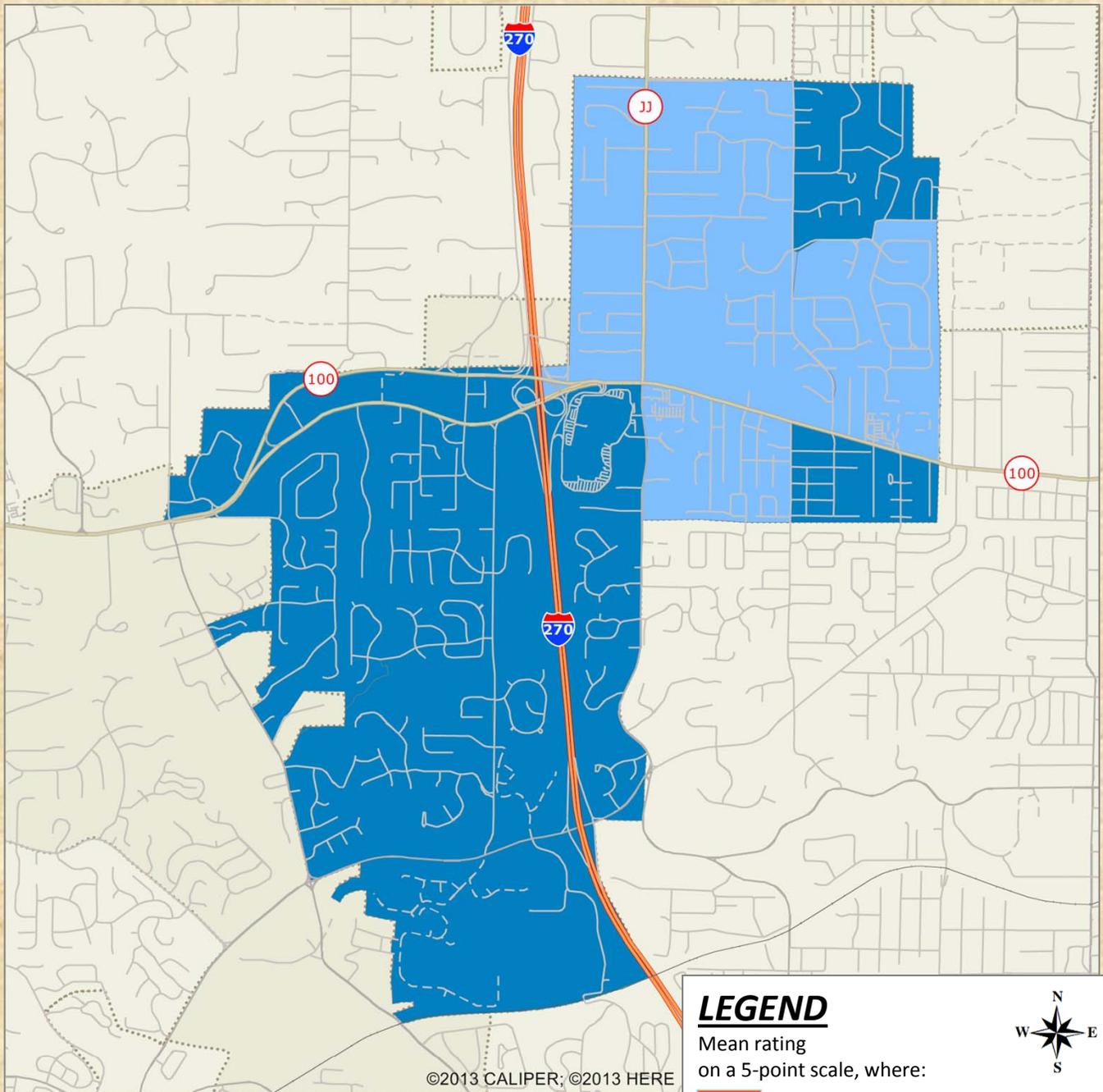
Q22d Satisfaction with the quality of the City website



2014 City of Des Peres Community Survey

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

Q22e Satisfaction with the content of the City Newsletter



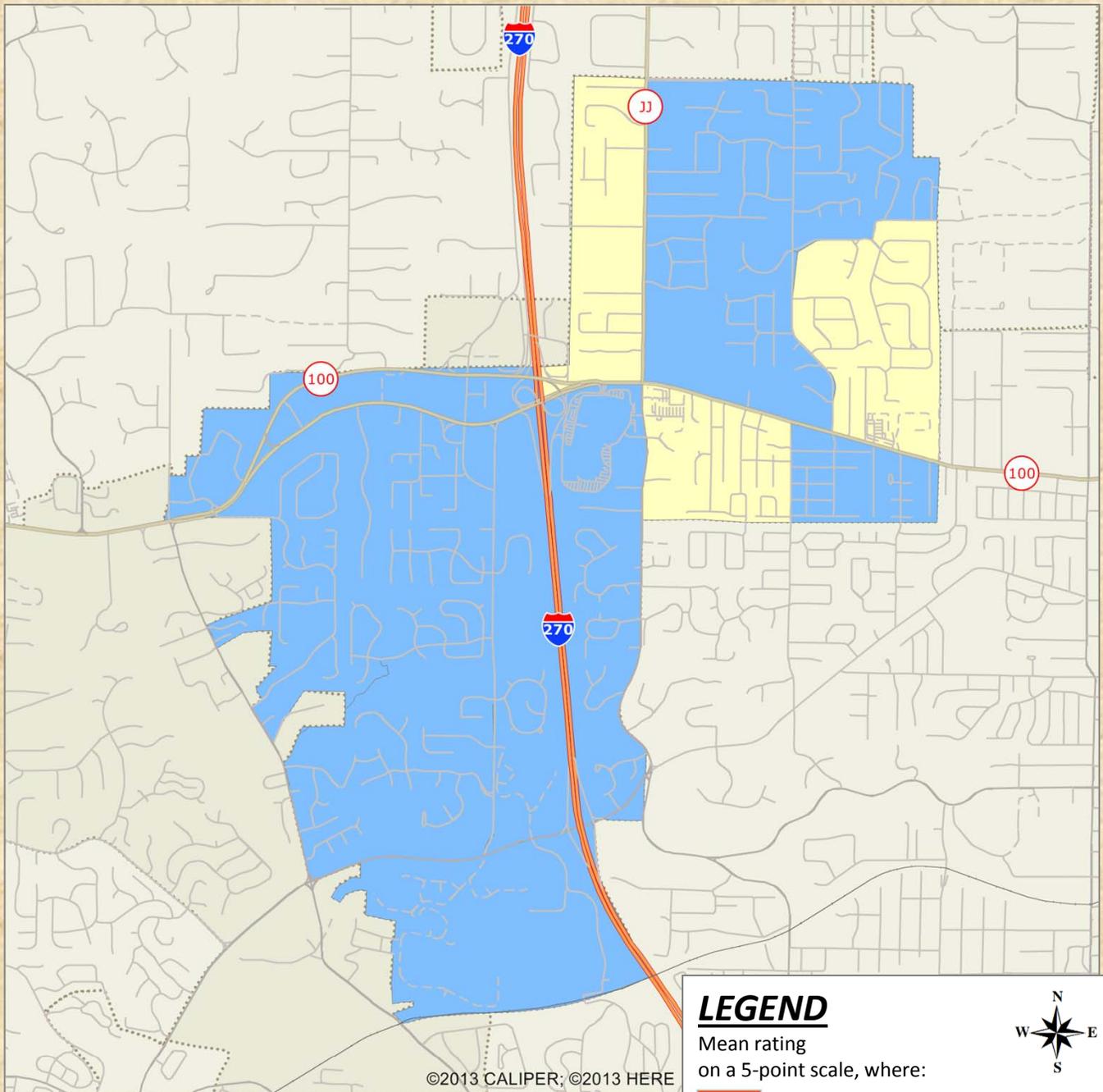
**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

North arrow: N, S, E, W

Q22f Satisfaction with Facebook, Twitter, YouTube and other social media



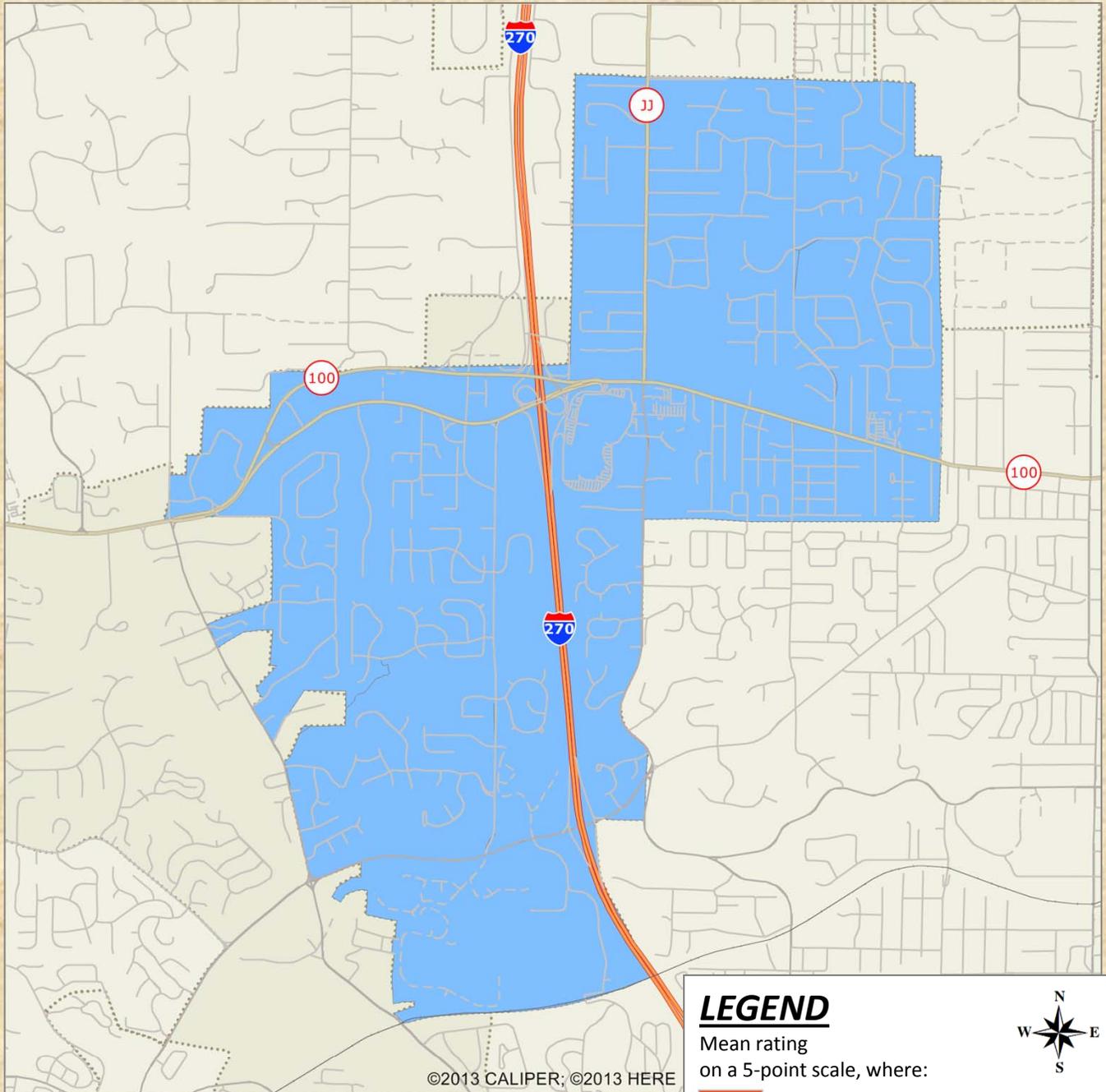
**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

North arrow: N, S, E, W

Q22g Satisfaction with how well City communication meets the needs of residents



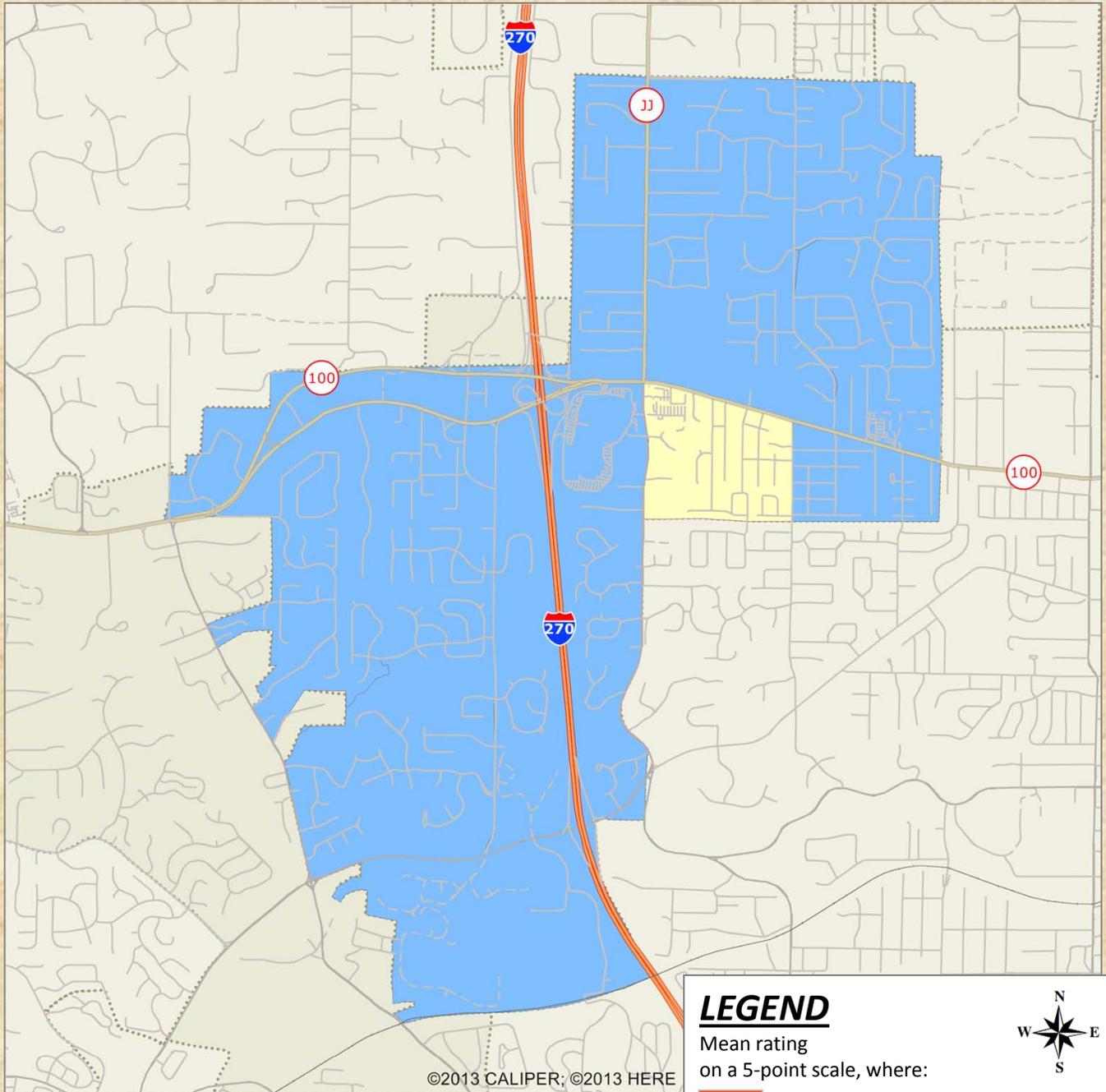
**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

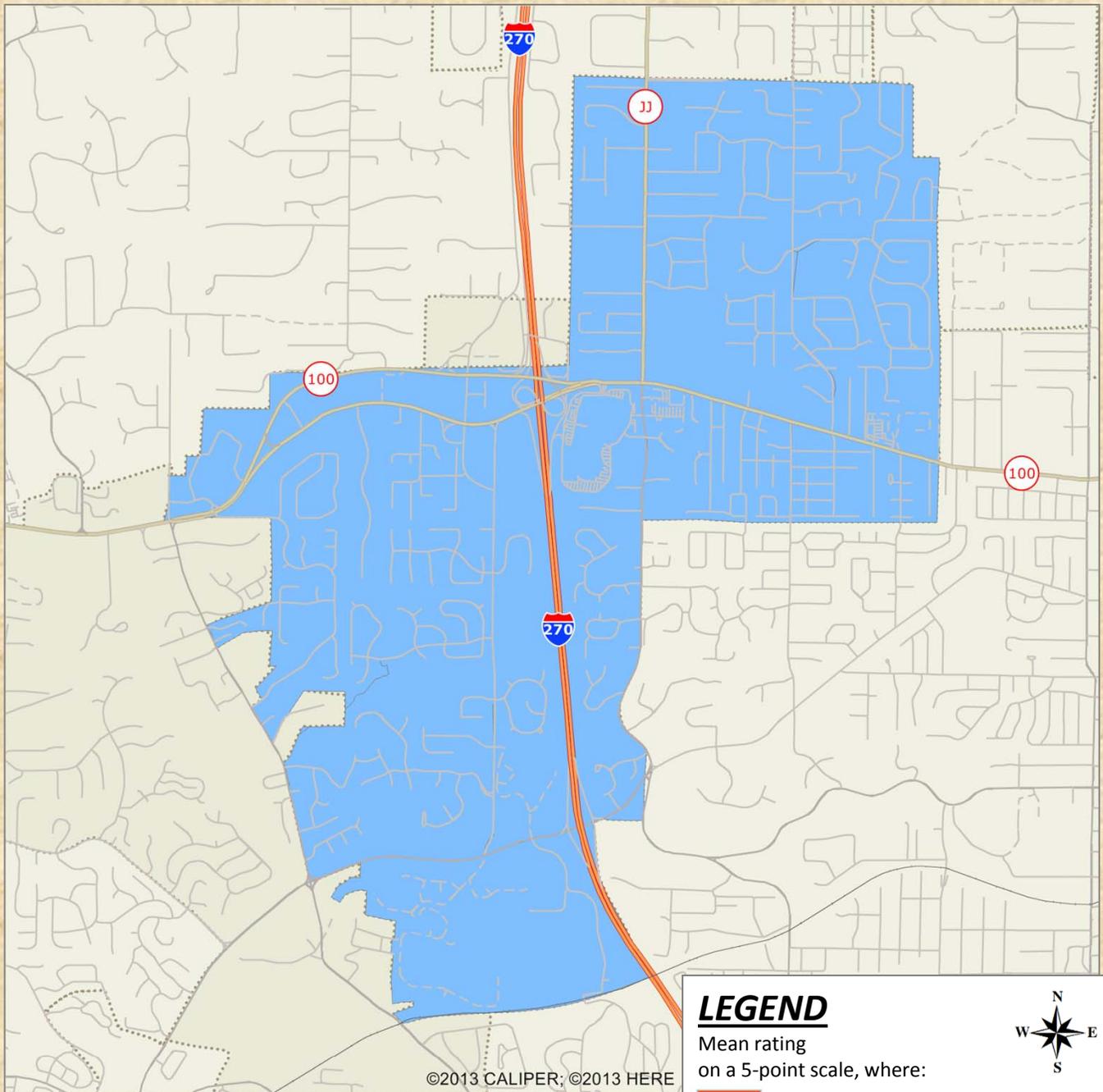
North arrow: N, S, E, W

Q23a Satisfaction with enforcing the cleanup of litter and debris on private property



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q23b Satisfaction with enforcing the mowing and trimming of lawns



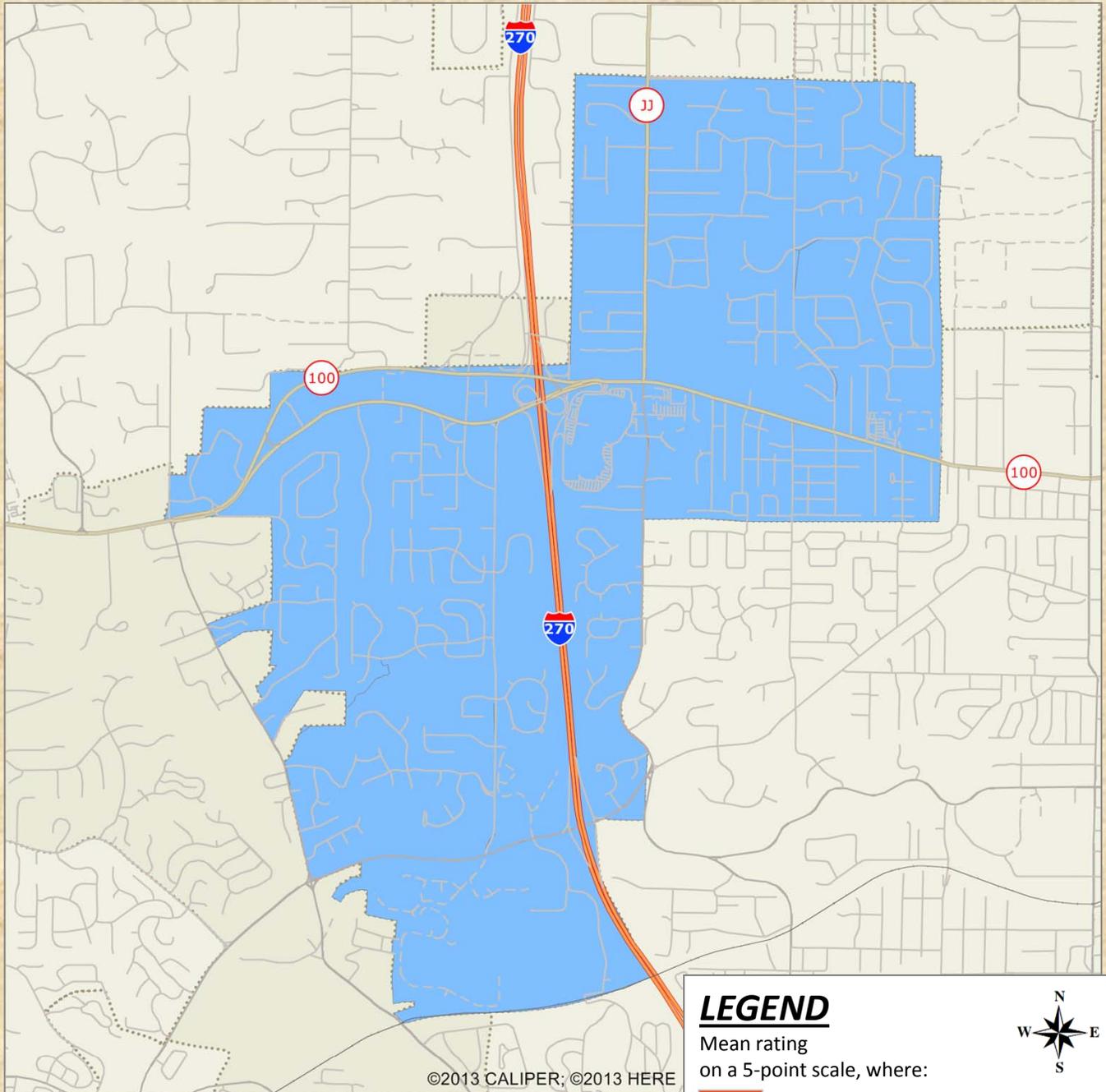
**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

Compass rose showing North (N), South (S), East (E), and West (W).

Q23c Satisfaction with enforcing the maintenance of residential property (exterior of homes)



2014 City of Des Peres Community Survey

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

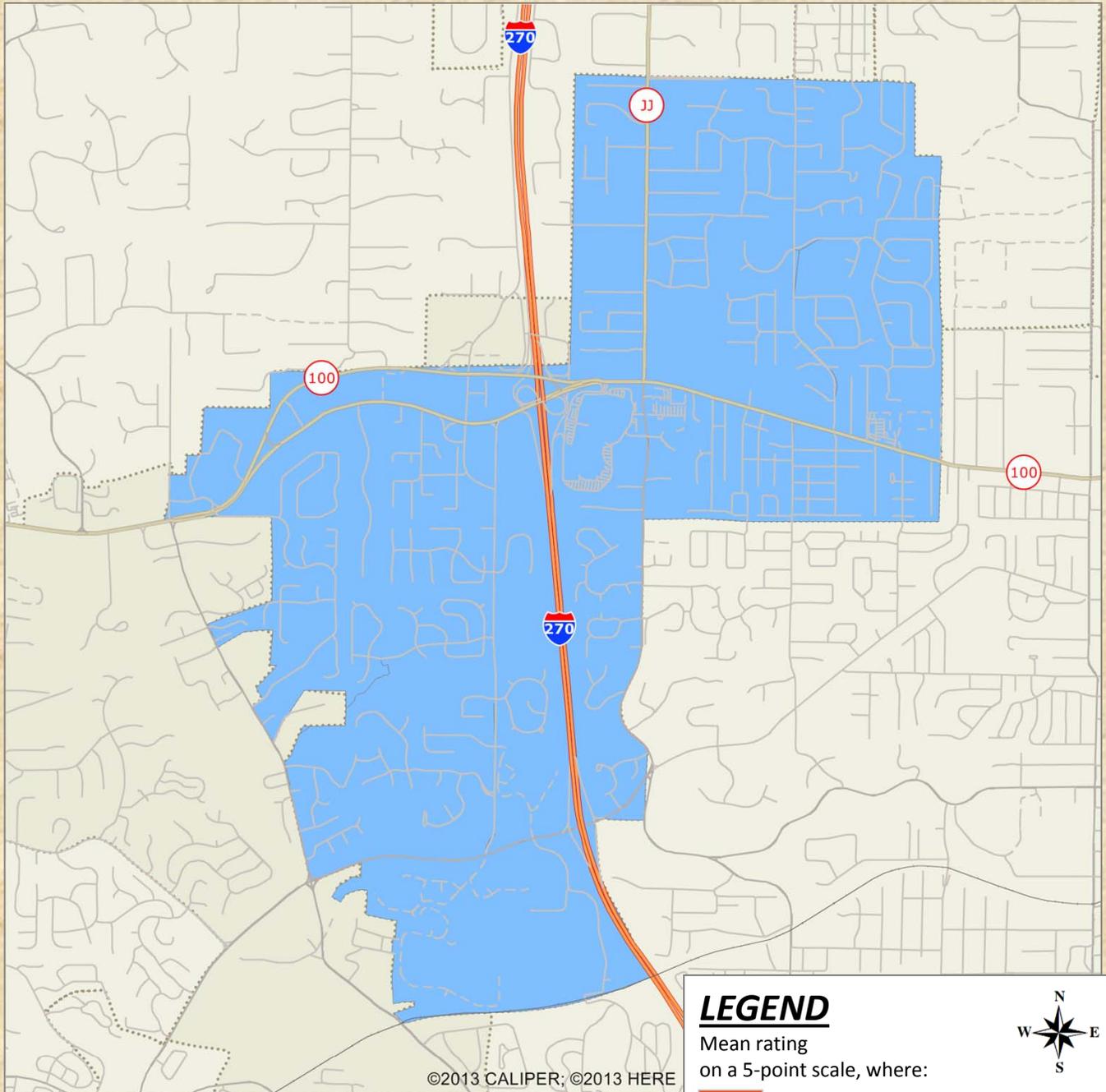
LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q23d Satisfaction with enforcing the maintenance of business property



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by CBG (merged as needed)

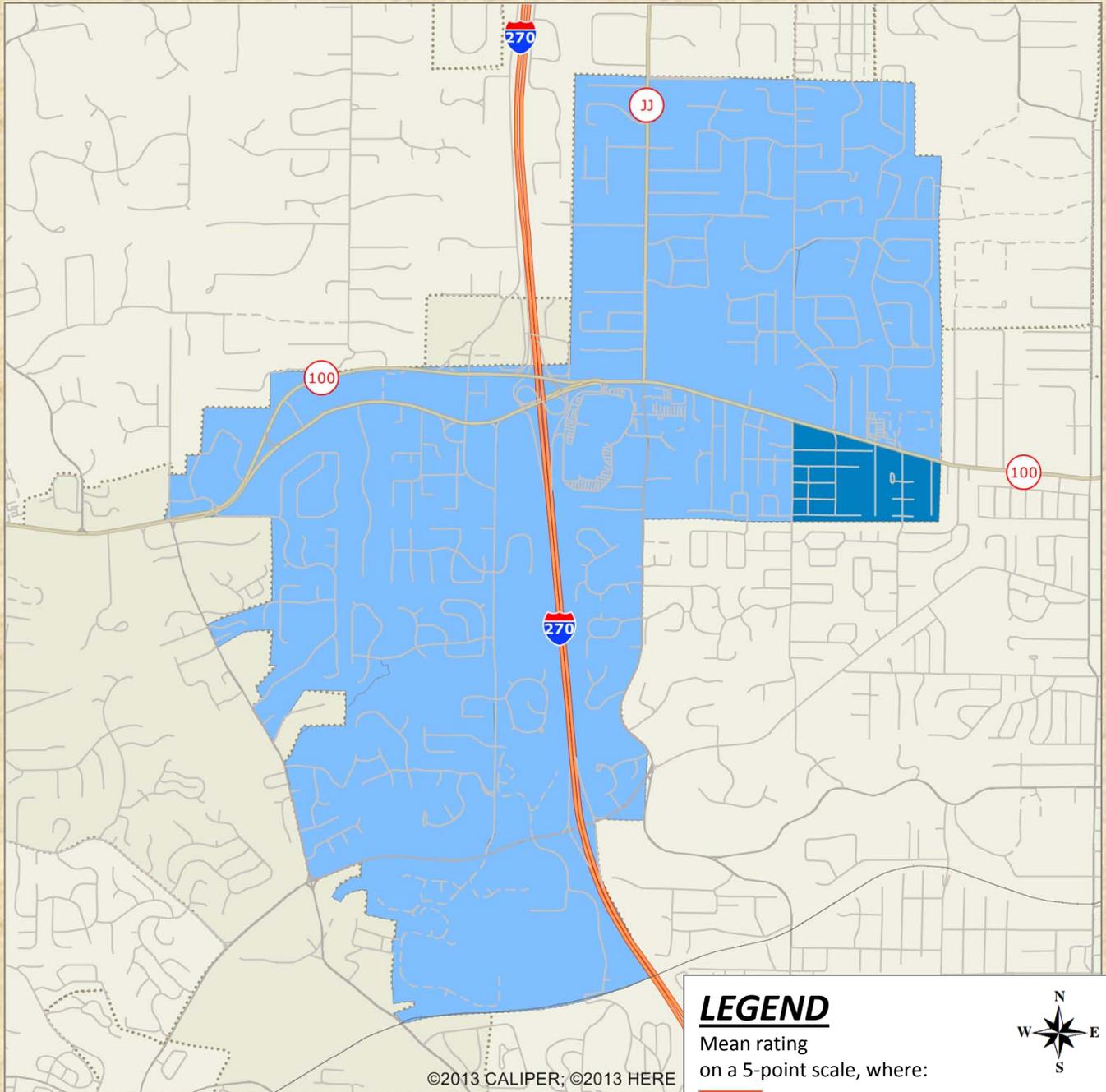
LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q23e Satisfaction with enforcing codes designed to protect public safety



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2014 City of Des Peres Community Survey

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by CBG (merged as needed)

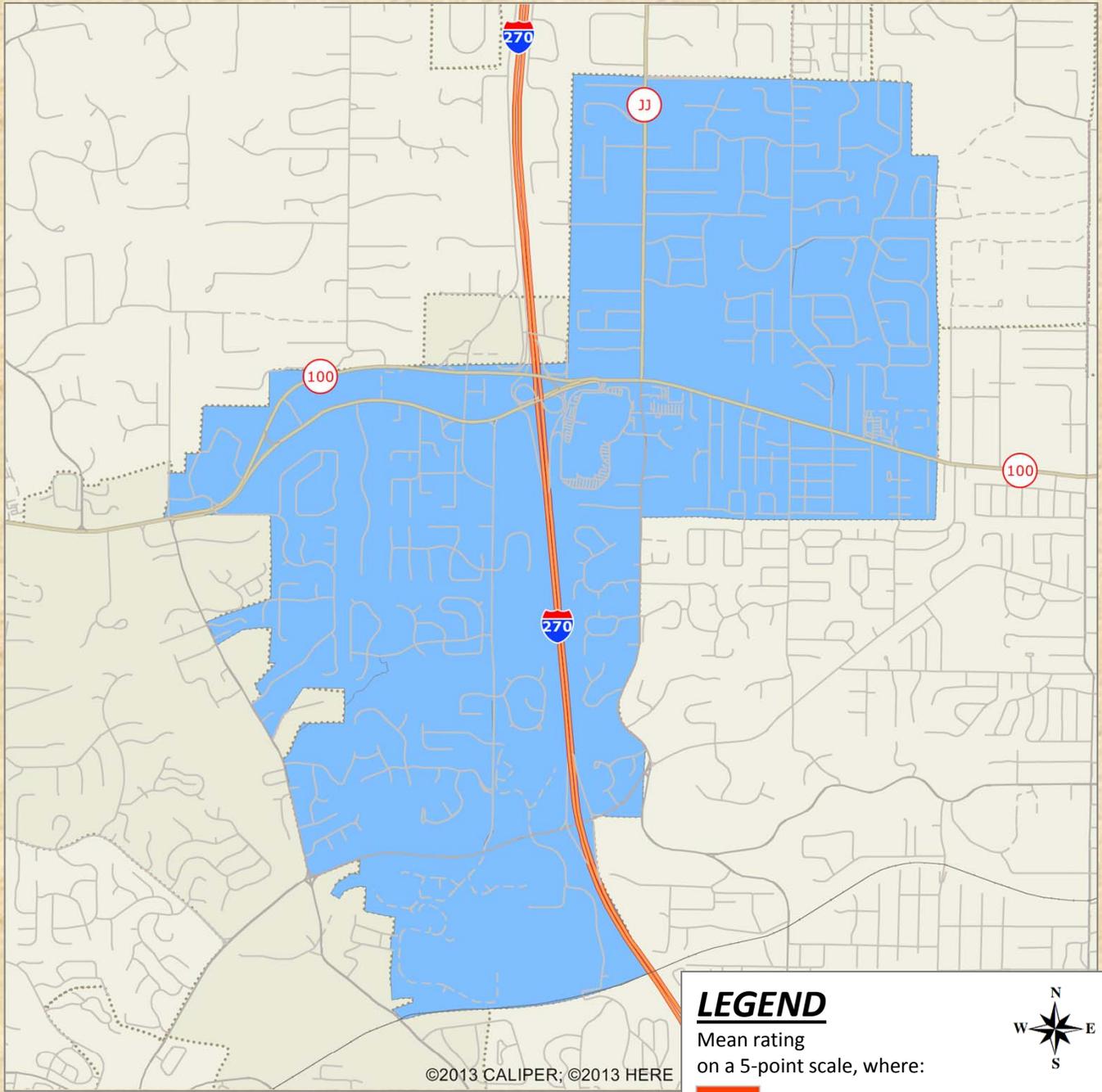
LEGEND

Mean rating
on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



Q23f Satisfaction with enforcing sign regulations



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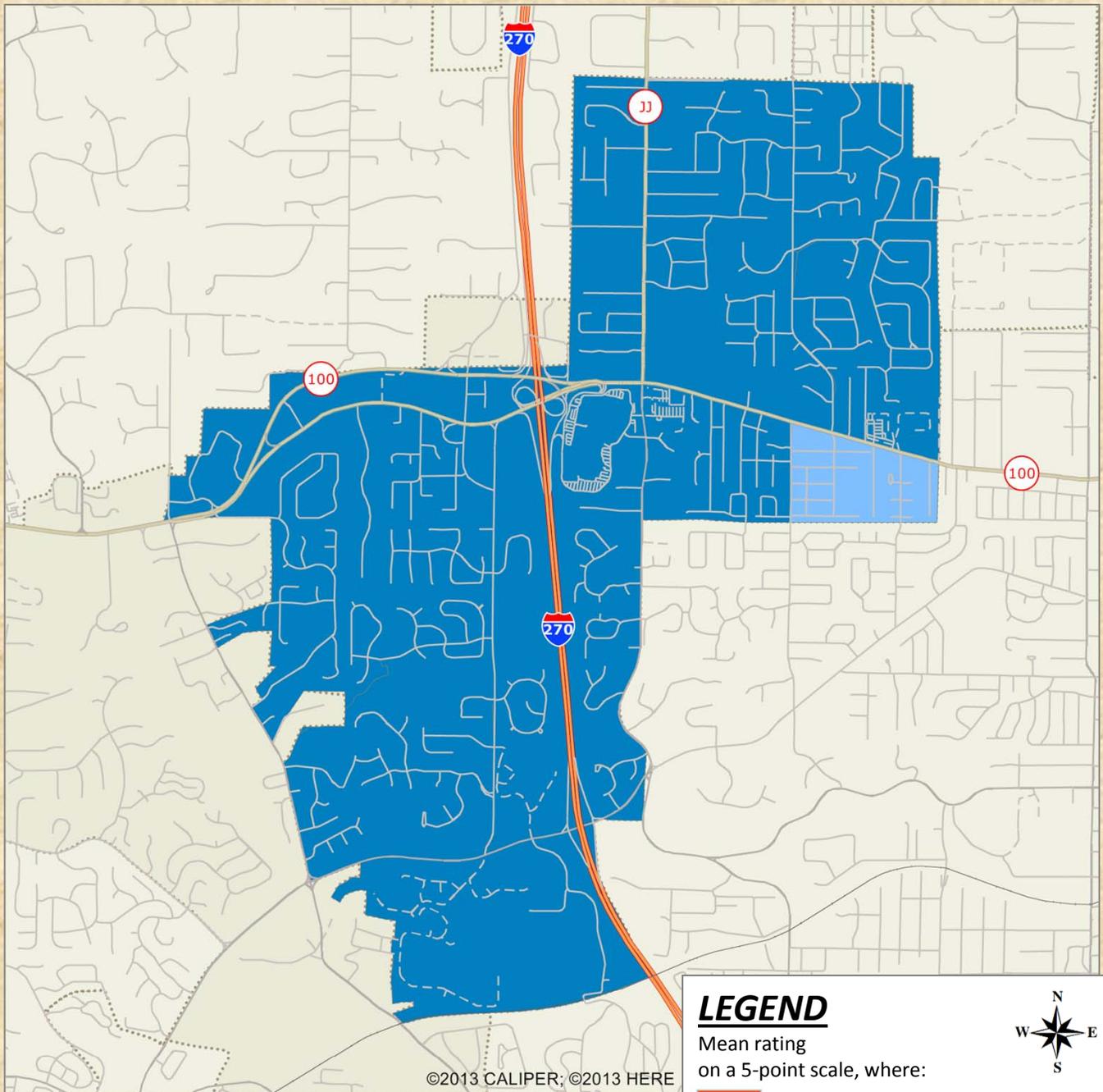
**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

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Q26b Satisfaction with how easy the department was to contact



**2014 City of Des Peres
Community Survey**
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by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

Red	1.0-1.8 Very Dissatisfied
Yellow	1.8-2.6 Dissatisfied
Light Yellow	2.6-3.4 Neutral
Light Blue	3.4-4.2 Satisfied
Dark Blue	4.2-5.0 Very Satisfied
Grid Pattern	Other (no responses)

North Arrow: N, S, E, W

Q26c Satisfaction with how courteously residents were treated



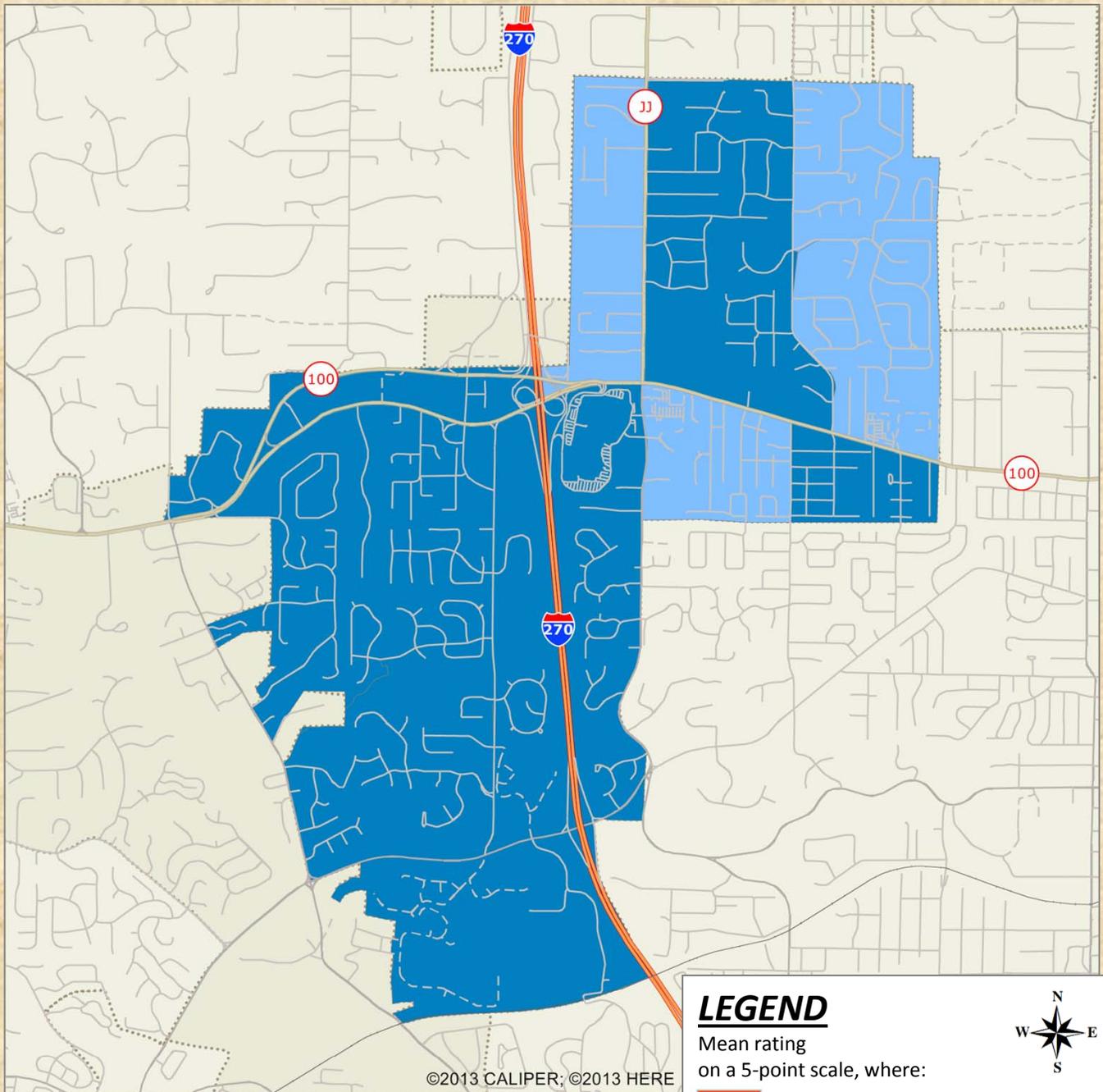
**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

Compass rose: N, S, E, W

Q26d Satisfaction with technical competence and knowledge of City employees



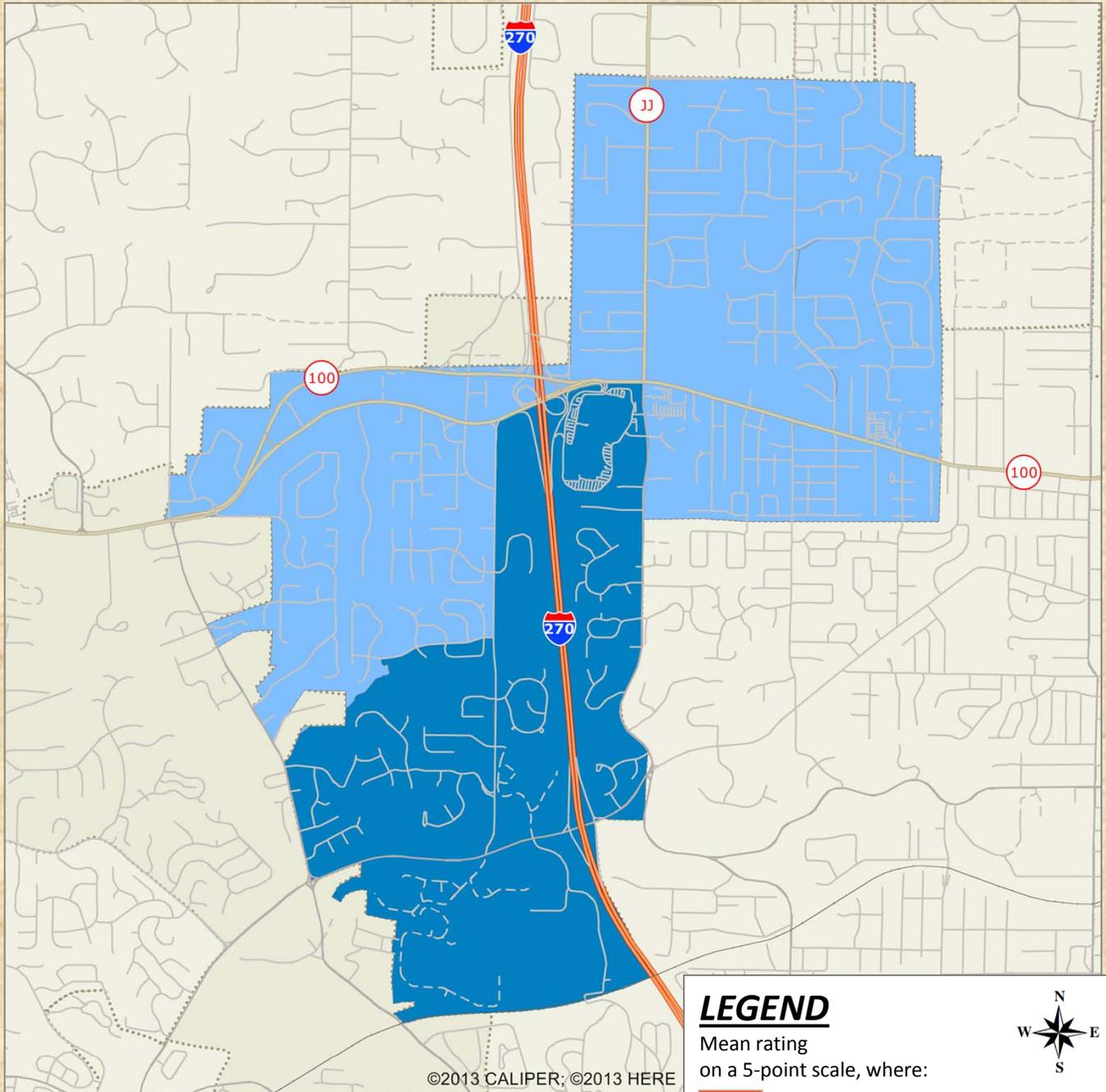
**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

LEGEND
Mean rating
on a 5-point scale, where:

	1.0-1.8 Very Dissatisfied
	1.8-2.6 Dissatisfied
	2.6-3.4 Neutral
	3.4-4.2 Satisfied
	4.2-5.0 Very Satisfied
	Other (no responses)

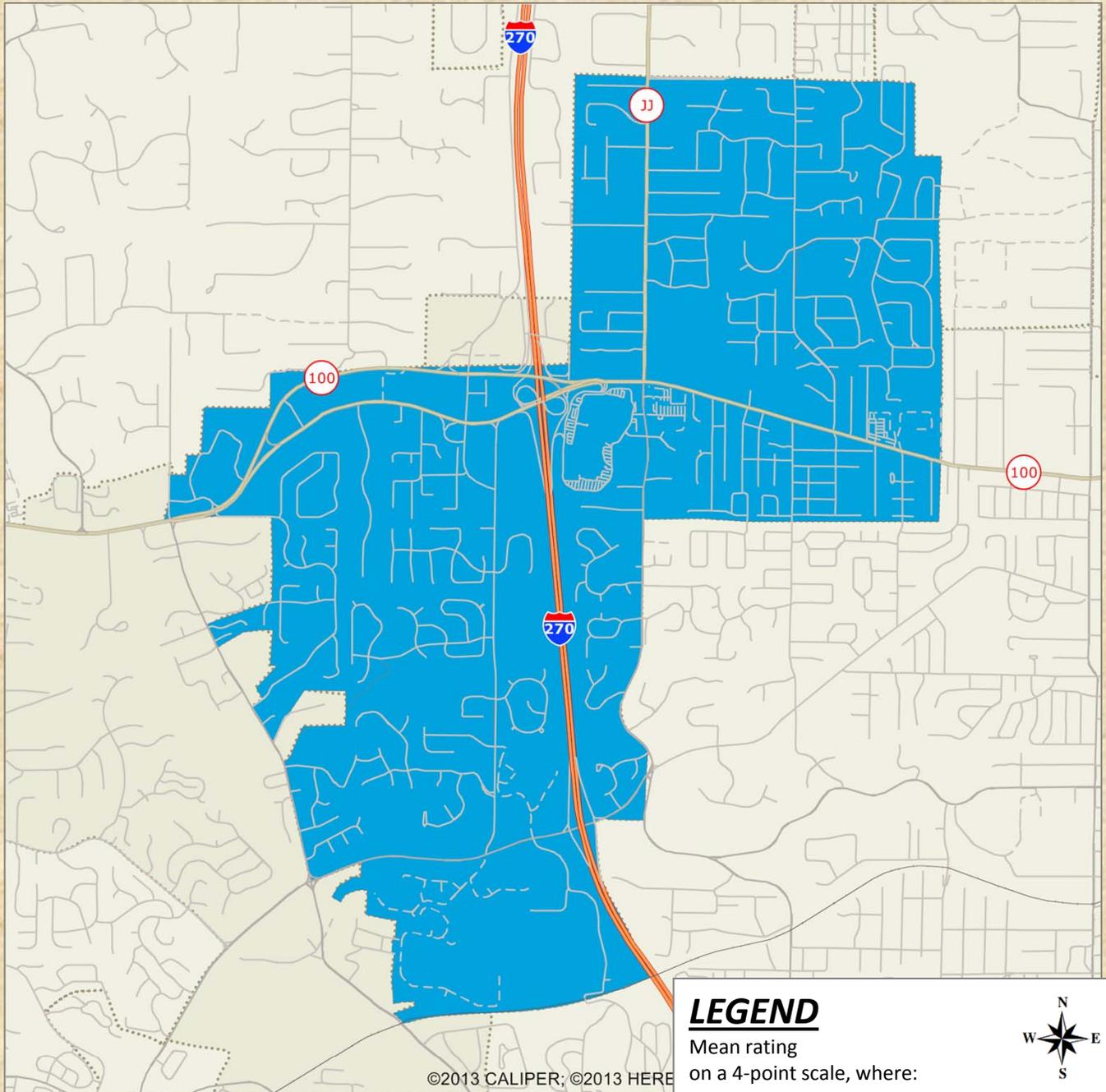
Compass rose: N, S, E, W

Q26e Satisfaction with overall responsiveness of City employees to request or concern



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q27a Importance of sense of community



**2014 City of Des Peres
Community Survey**
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by CBG (merged as needed)

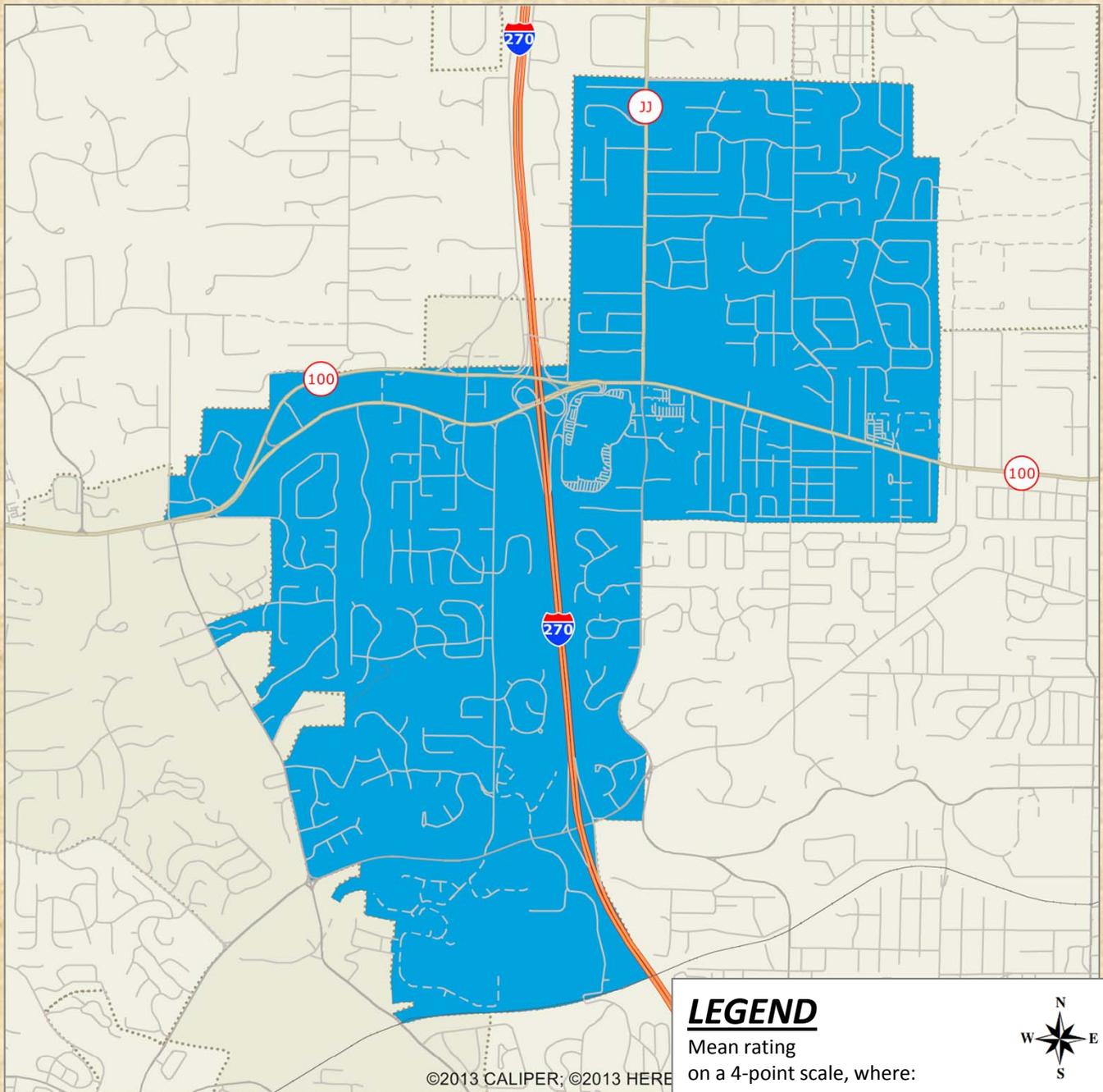
LEGEND

Mean rating
on a 4-point scale, where:

-  1.0-1.75 Not Important
-  1.75-2.5 Not Sure
-  2.5-3.25 Somewhat Important
-  3.25-4.0 Very Important
-  Other (no responses)



Q27b Importance of the quality of public school districts



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

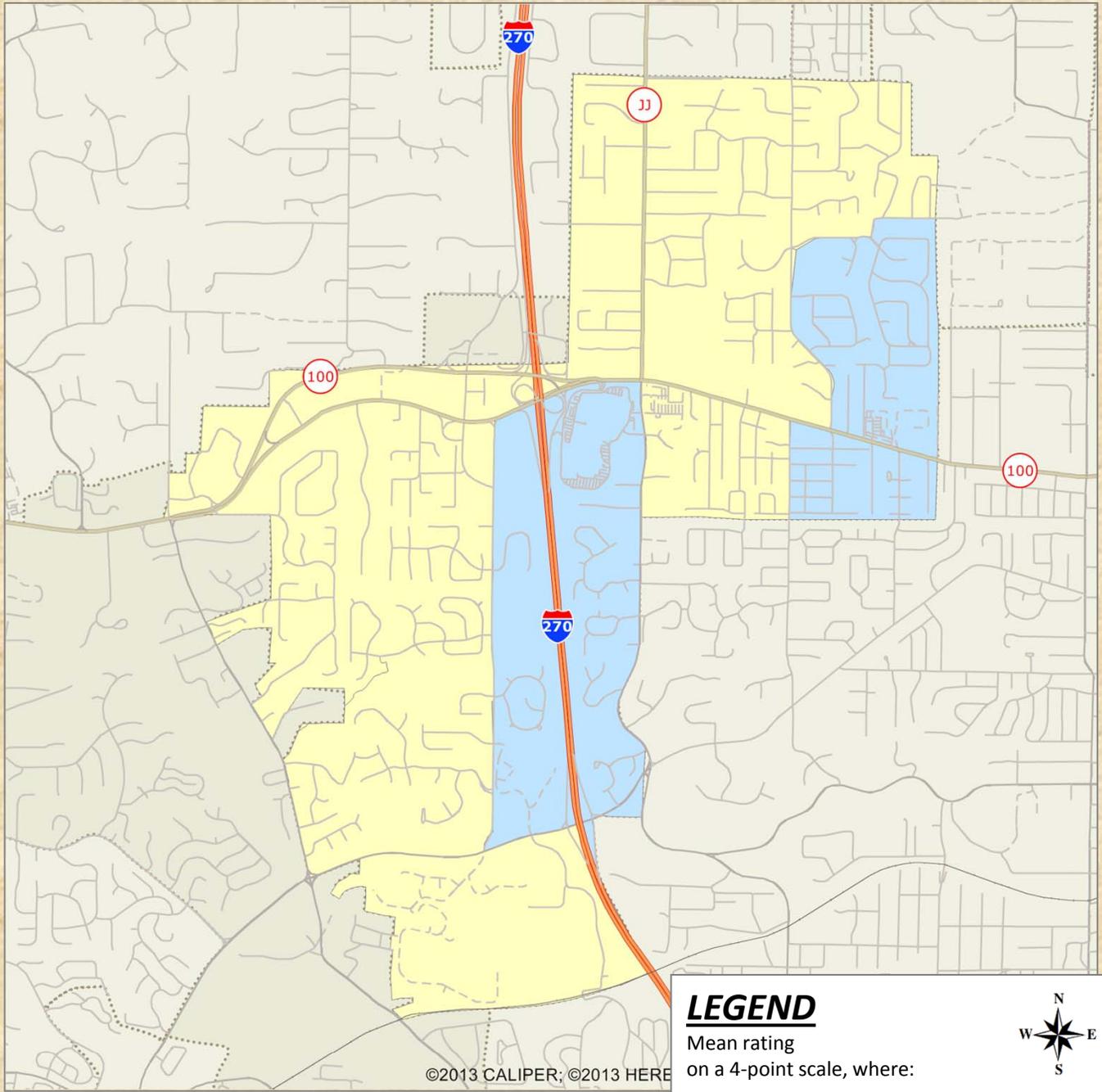
LEGEND

Mean rating
on a 4-point scale, where:

-  1.0-1.75 Not Important
-  1.75-2.5 Not Sure
-  2.5-3.25 Somewhat Important
-  3.25-4.0 Very Important
-  Other (no responses)



Q27c Importance of employment opportunities



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

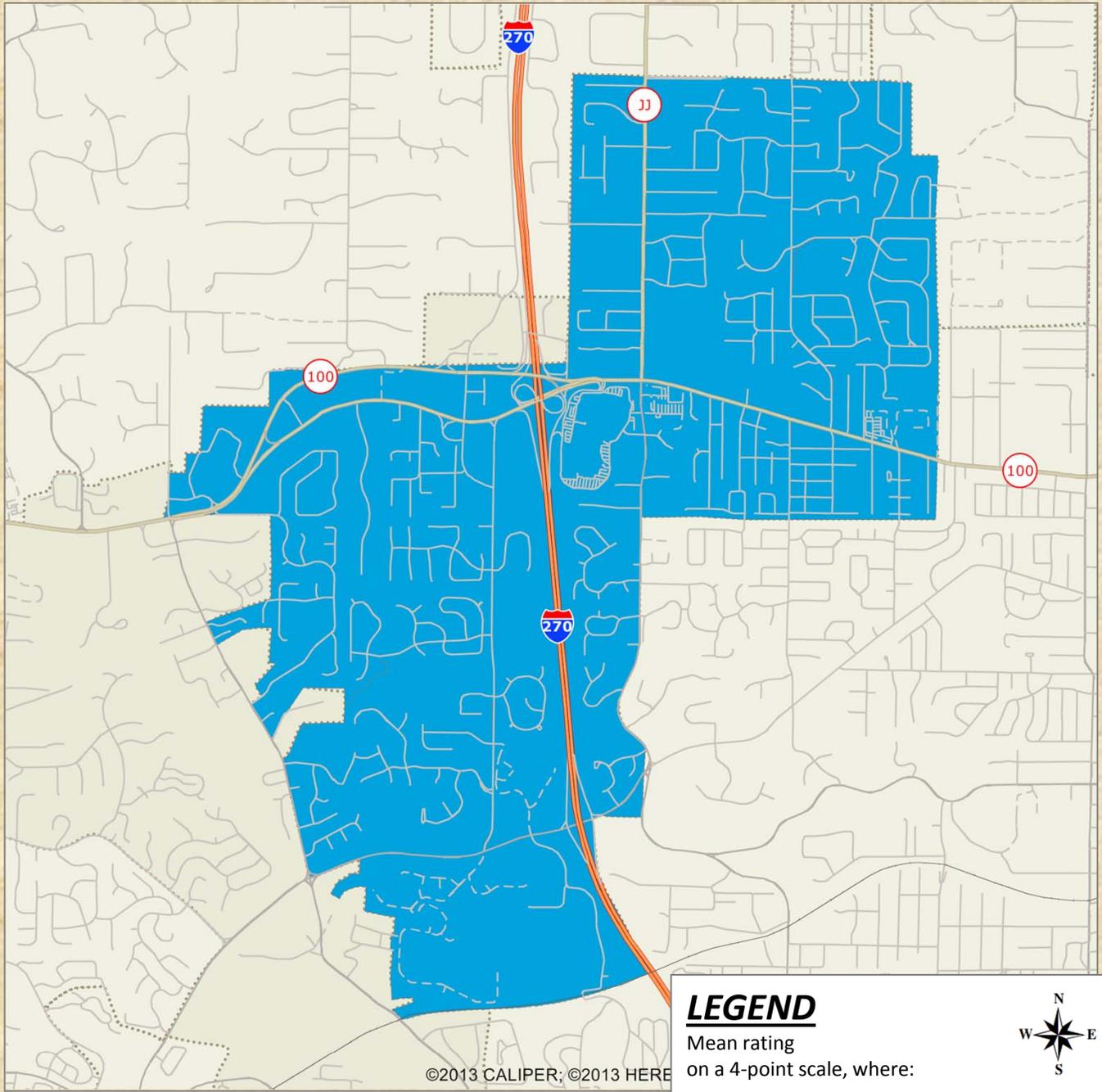
LEGEND

Mean rating
on a 4-point scale, where:

-  1.0-1.75 Not Important
-  1.75-2.5 Not Sure
-  2.5-3.25 Somewhat Important
-  3.25-4.0 Very Important
-  Other (no responses)



Q27d Importance of the quality of housing



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**2014 City of Des Peres
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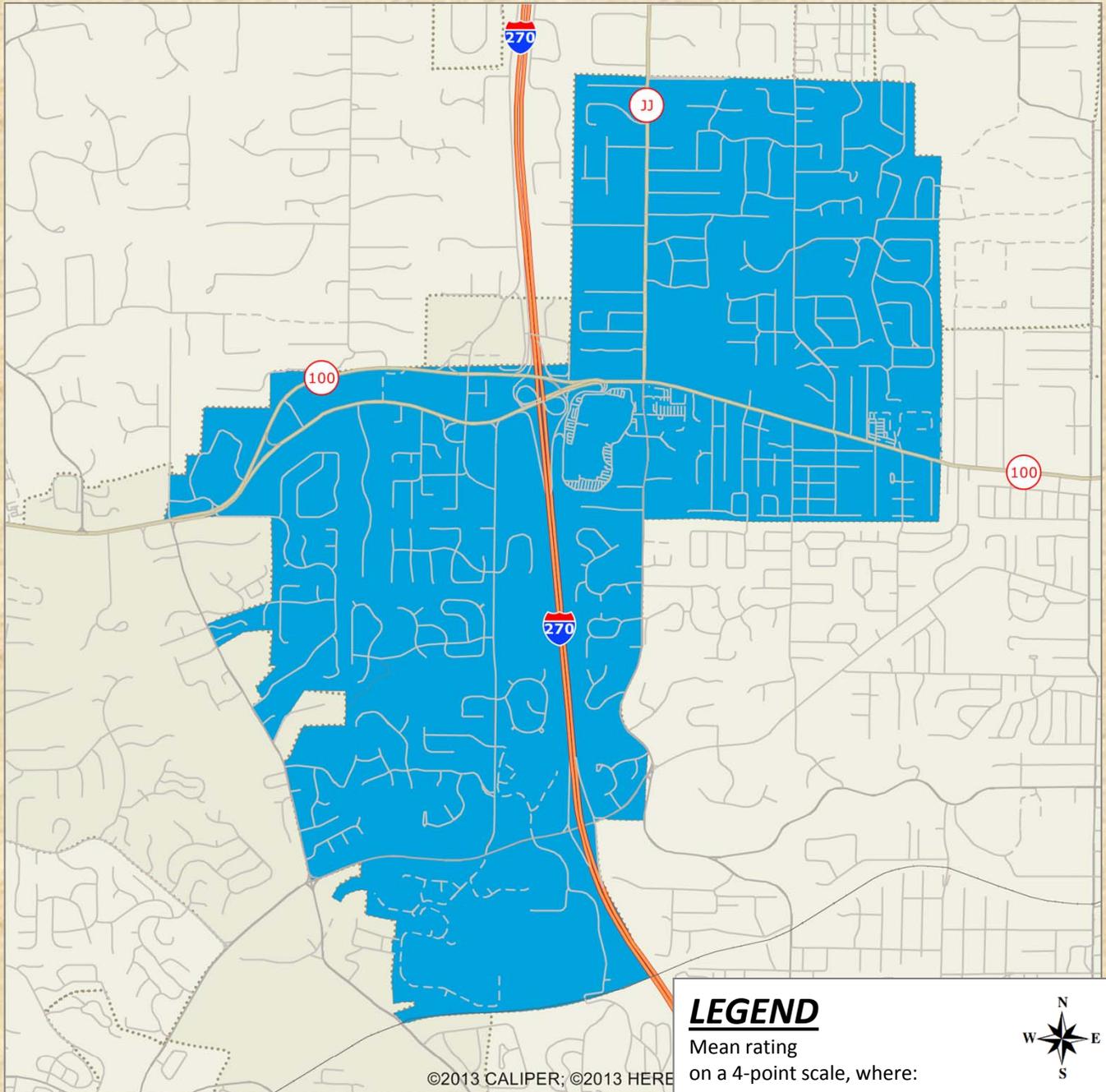
LEGEND

Mean rating
on a 4-point scale, where:

-  1.0-1.75 Not Important
-  1.75-2.5 Not Sure
-  2.5-3.25 Somewhat Important
-  3.25-4.0 Very Important
-  Other (no responses)



Q27e Importance of access to quality shopping



**2014 City of Des Peres
Community Survey**
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by CBG (merged as needed)

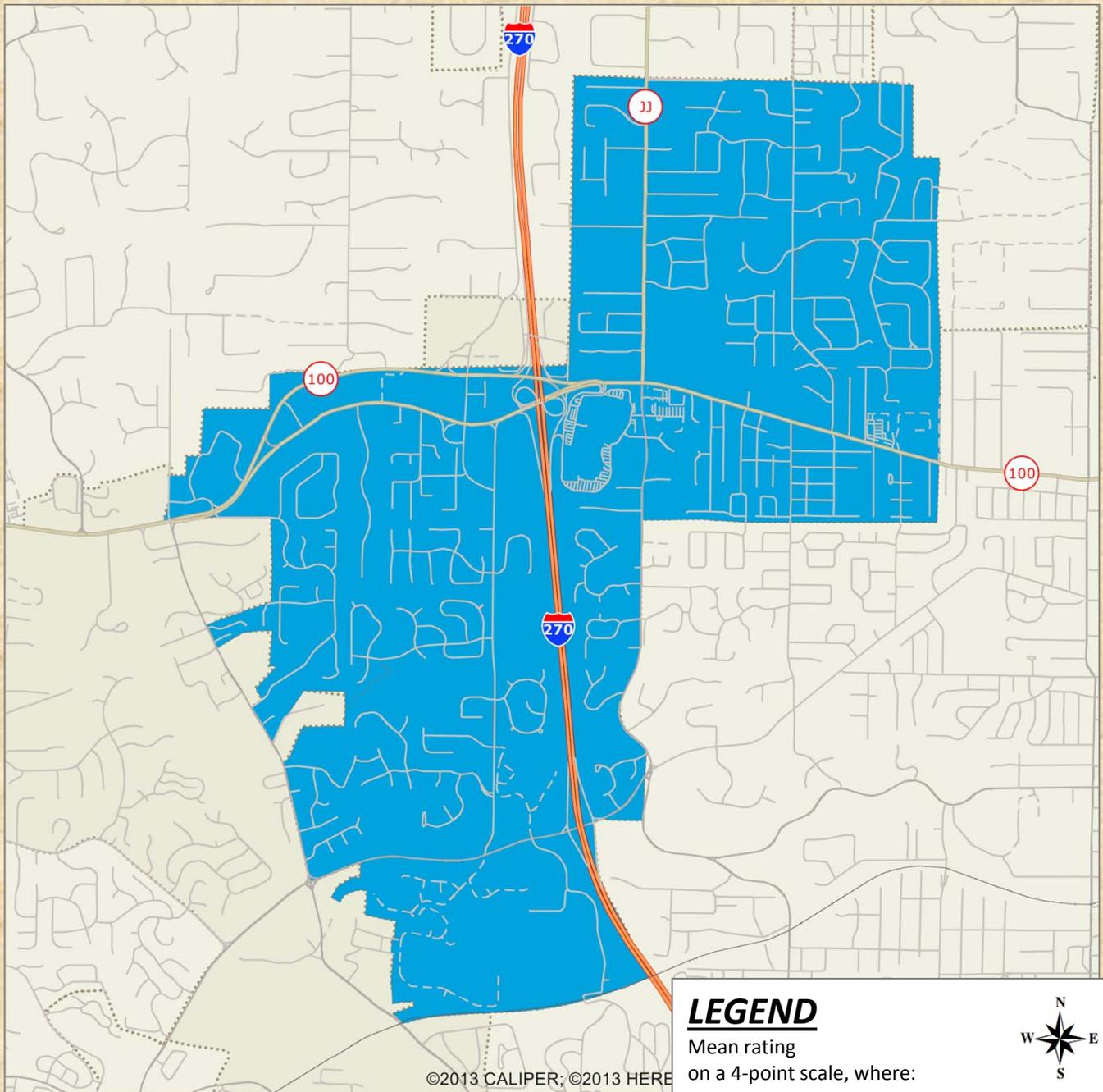
LEGEND

Mean rating
on a 4-point scale, where:

-  1.0-1.75 Not Important
-  1.75-2.5 Not Sure
-  2.5-3.25 Somewhat Important
-  3.25-4.0 Very Important
-  Other (no responses)



Q27f Importance of availability of parks and recreation opportunities



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

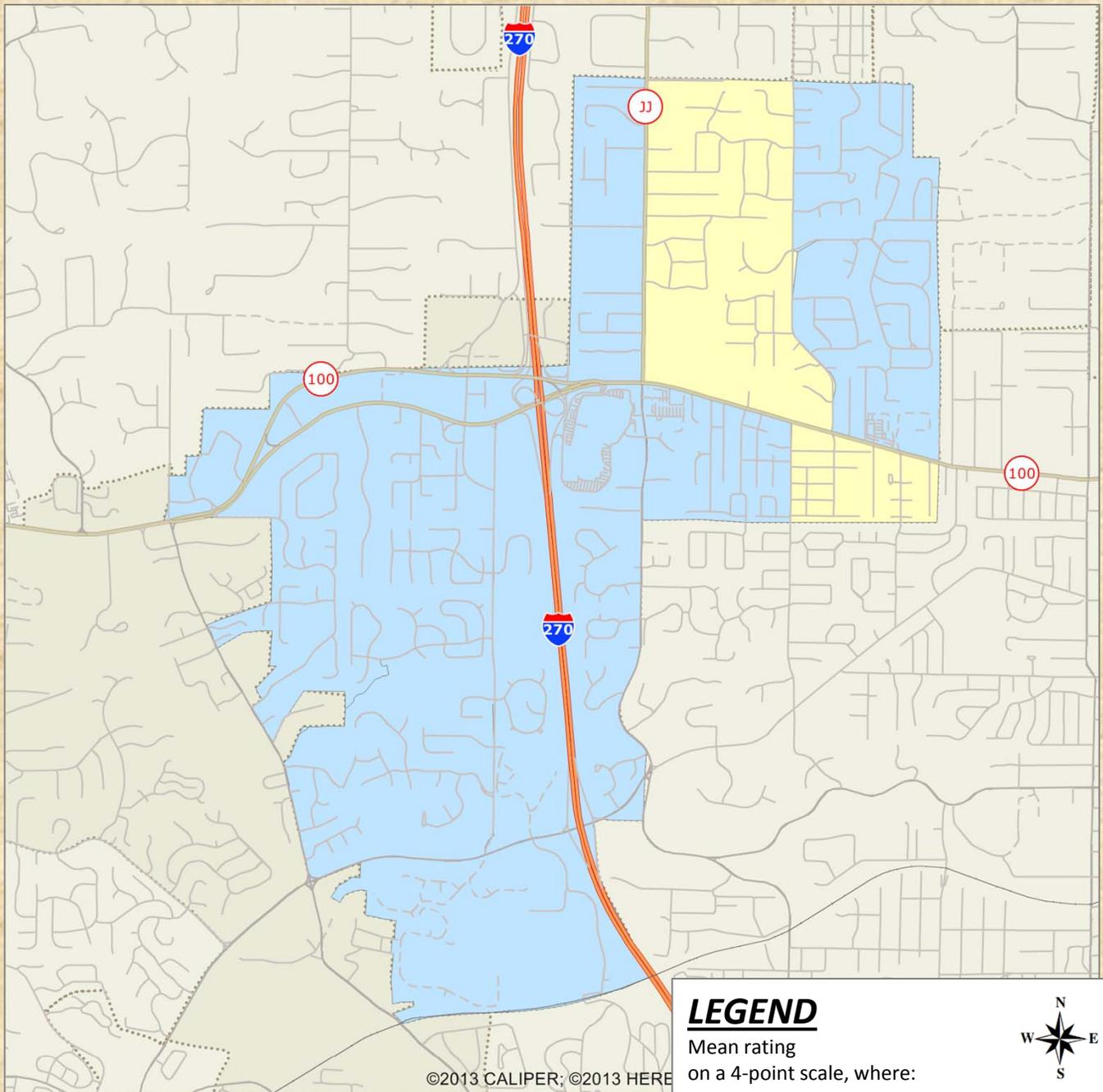
LEGEND

Mean rating
on a 4-point scale, where:

-  1.0-1.75 Not Important
-  1.75-2.5 Not Sure
-  2.5-3.25 Somewhat Important
-  3.25-4.0 Very Important
-  Other (no responses)



Q27g Importance of opportunities and/or resources for senior citizens



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

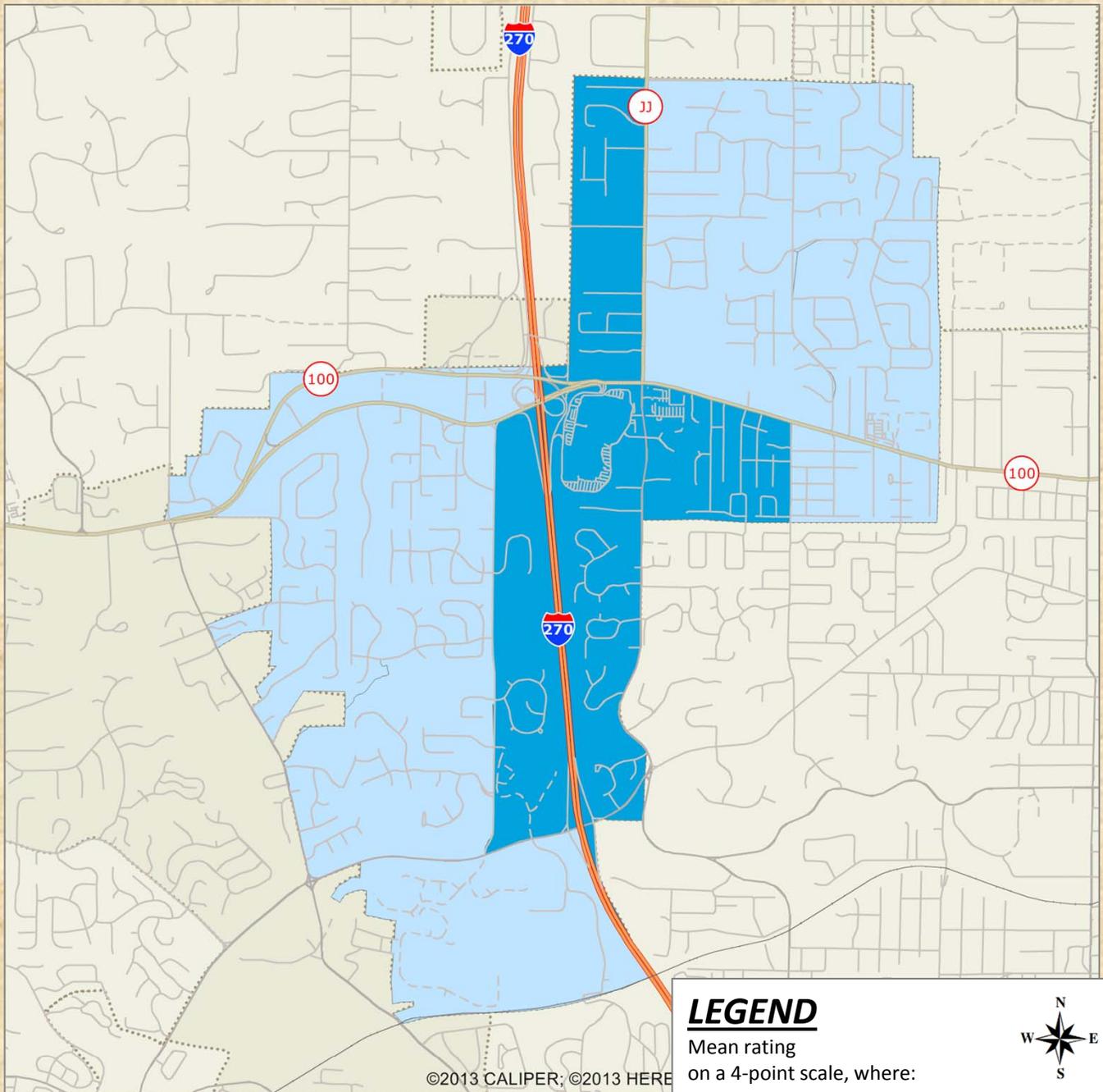
LEGEND

Mean rating
on a 4-point scale, where:

-  1.0-1.75 Not Important
-  1.75-2.5 Not Sure
-  2.5-3.25 Somewhat Important
-  3.25-4.0 Very Important
-  Other (no responses)



Q27h Importance of proximity to family or friends



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

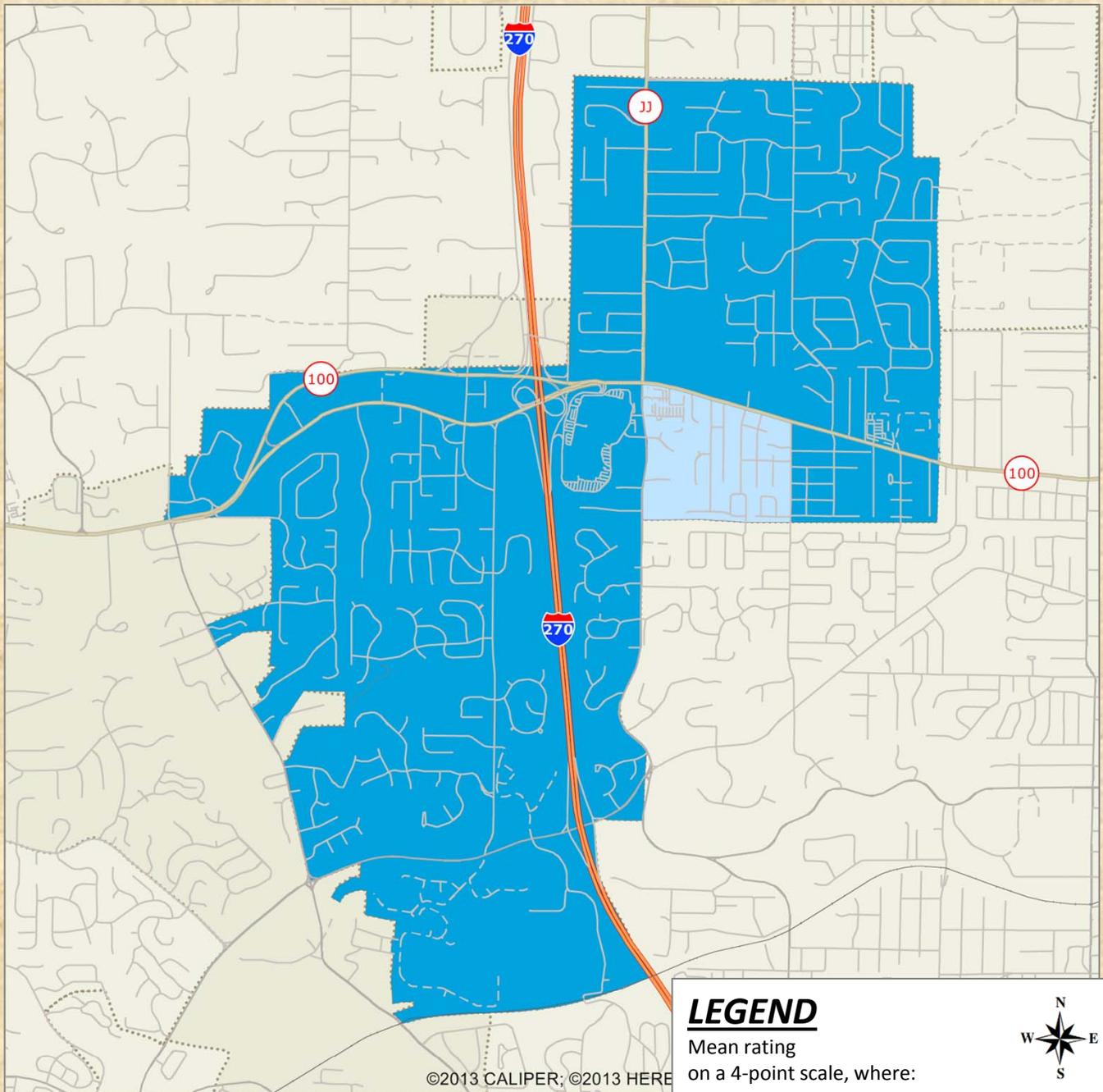
LEGEND

Mean rating
on a 4-point scale, where:

-  1.0-1.75 Not Important
-  1.75-2.5 Not Sure
-  2.5-3.25 Somewhat Important
-  3.25-4.0 Very Important
-  Other (no responses)



Q27i Importance of proximity to quality health care



**2014 City of Des Peres
Community Survey**
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

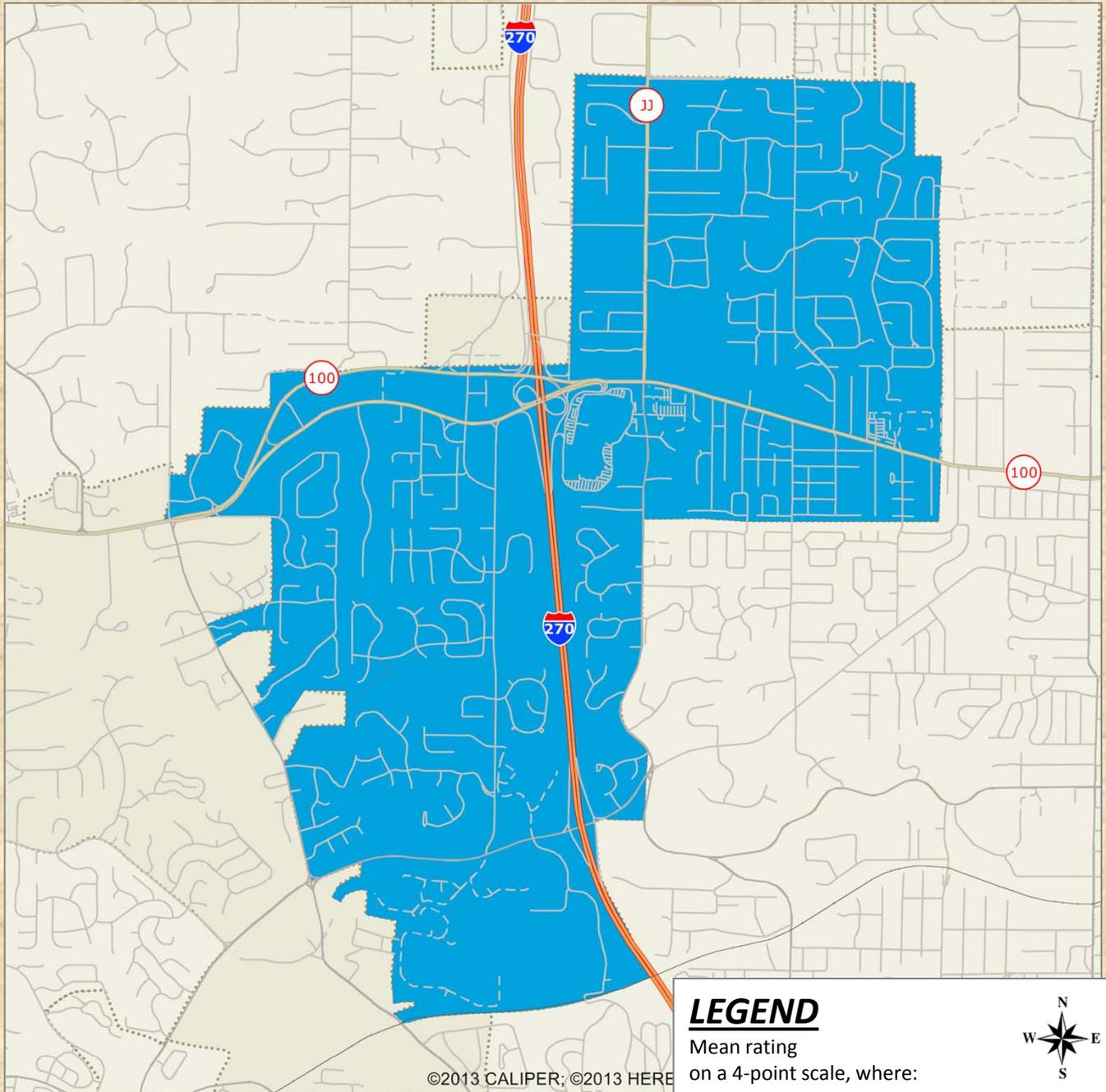
LEGEND

Mean rating
on a 4-point scale, where:

-  1.0-1.75 Not Important
-  1.75-2.5 Not Sure
-  2.5-3.25 Somewhat Important
-  3.25-4.0 Very Important
-  Other (no responses)



Q27j Importance of safety and security



**2014 City of Des Peres
Community Survey**
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by CBG (merged as needed)

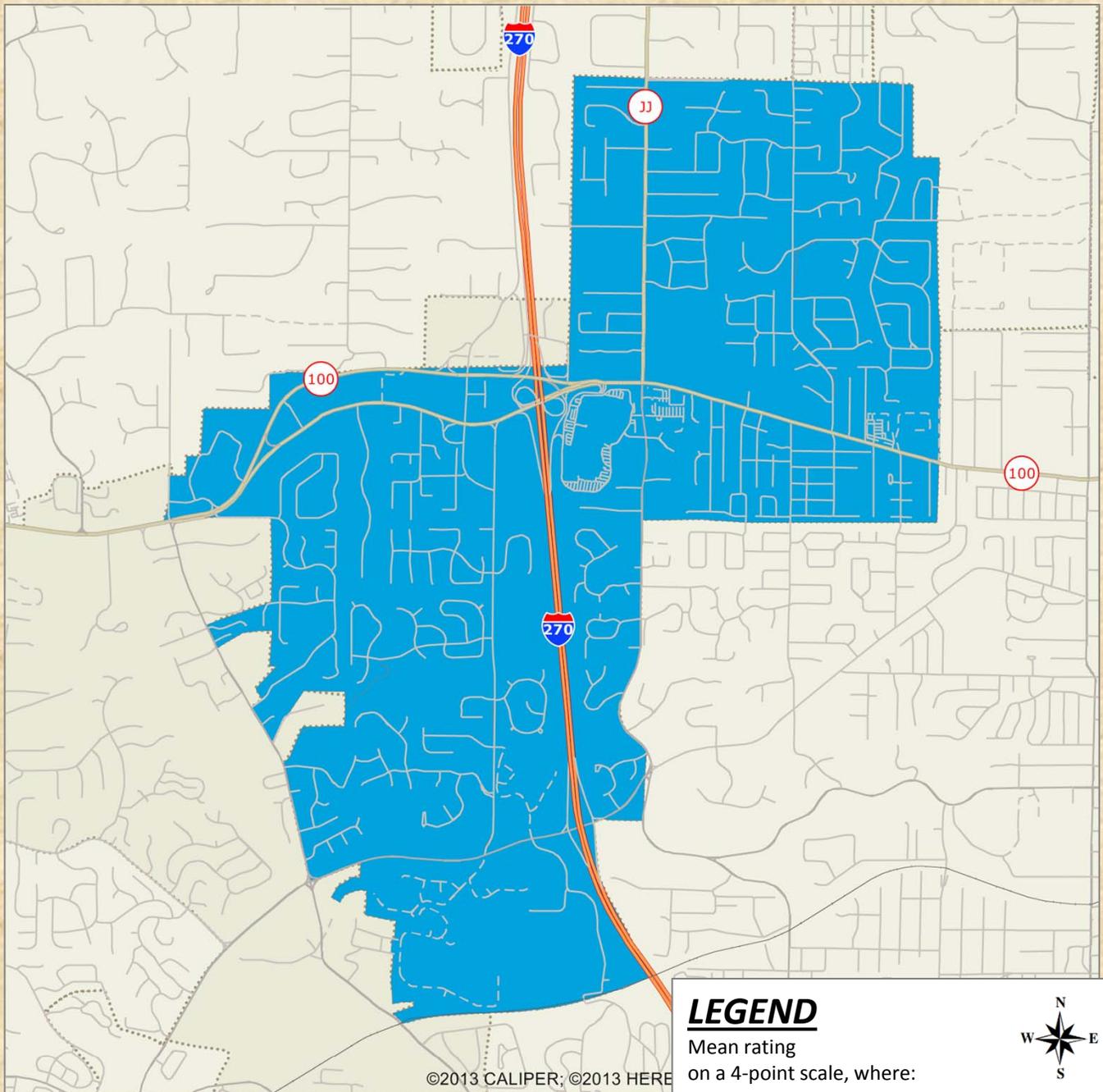
LEGEND

Mean rating
on a 4-point scale, where:

-  1.0-1.75 Not Important
-  1.75-2.5 Not Sure
-  2.5-3.25 Somewhat Important
-  3.25-4.0 Very Important
-  Other (no responses)



Q27k Importance of central location



**2014 City of Des Peres
Community Survey**
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by CBG (merged as needed)

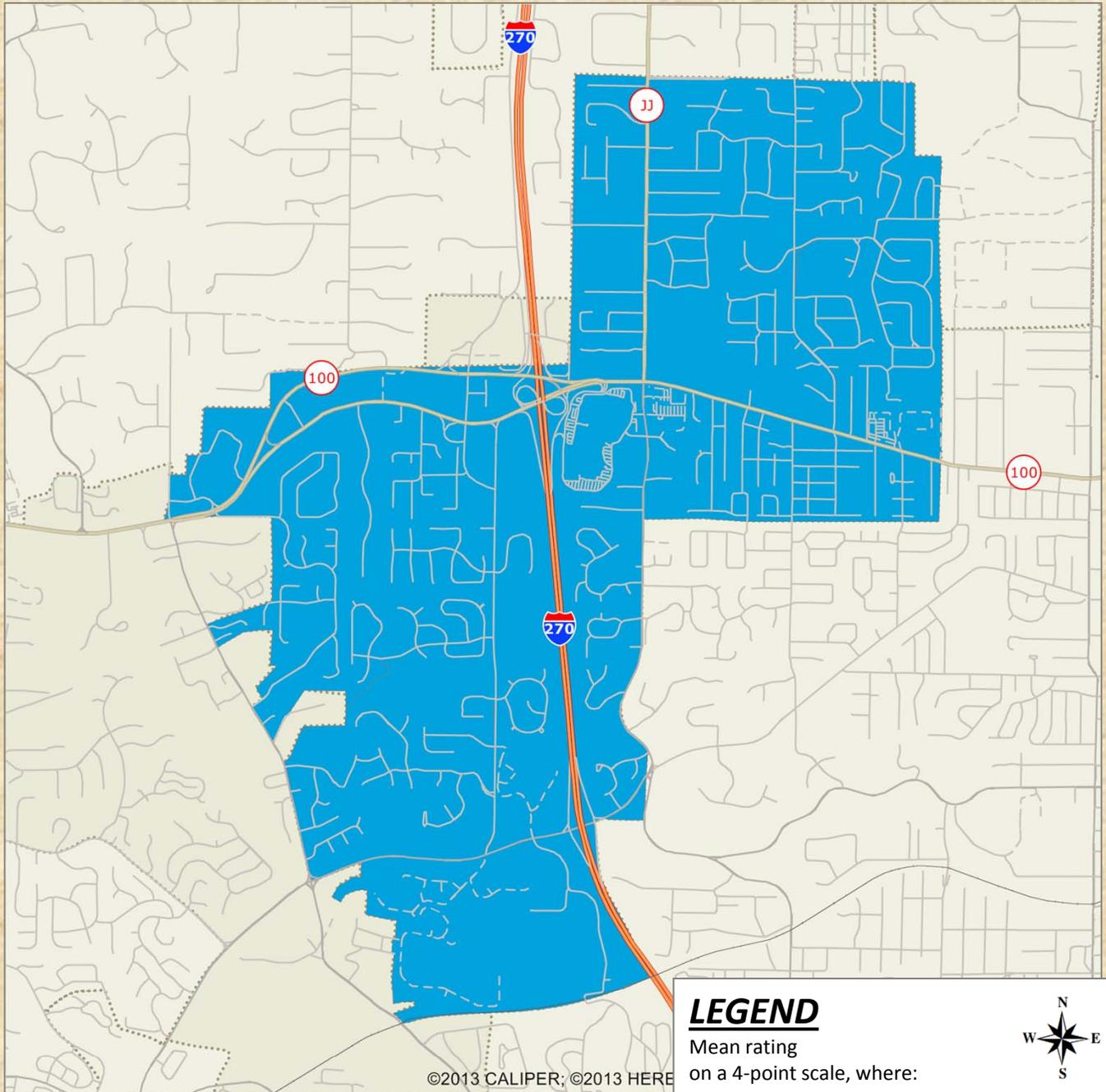
LEGEND

Mean rating
on a 4-point scale, where:

-  1.0-1.75 Not Important
-  1.75-2.5 Not Sure
-  2.5-3.25 Somewhat Important
-  3.25-4.0 Very Important
-  Other (no responses)



Q271 Importance of accessibility



**2014 City of Des Peres
Community Survey**
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by CBG (merged as needed)

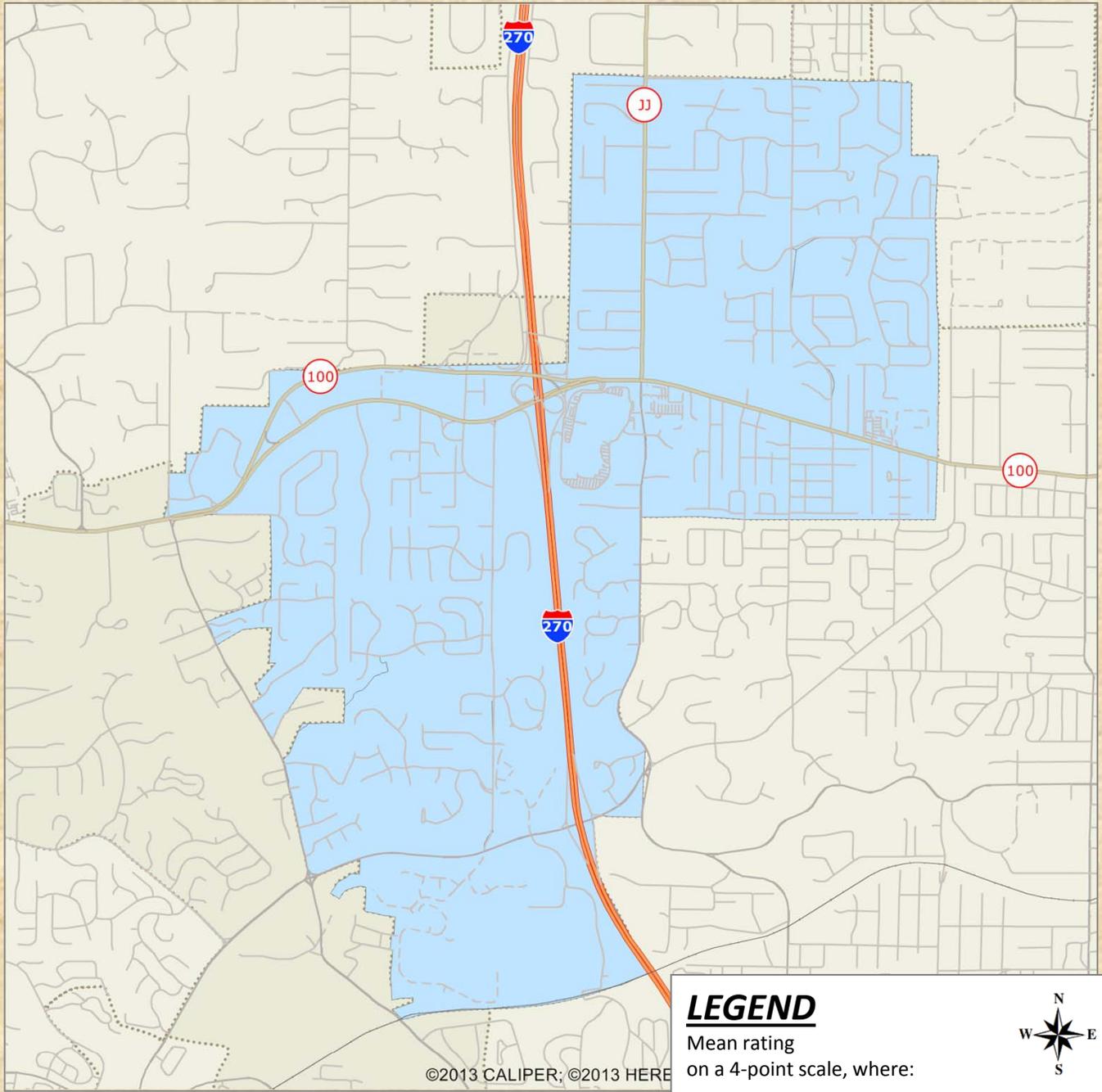
LEGEND

Mean rating
on a 4-point scale, where:

-  1.0-1.75 Not Important
-  1.75-2.5 Not Sure
-  2.5-3.25 Somewhat Important
-  3.25-4.0 Very Important
-  Other (no responses)



Q27m Importance of The Lodge Des Peres



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**2014 City of Des Peres
Community Survey**
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by CBG (merged as needed)

LEGEND

Mean rating
on a 4-point scale, where:

-  1.0-1.75 Not Important
-  1.75-2.5 Not Sure
-  2.5-3.25 Somewhat Important
-  3.25-4.0 Very Important
-  Other (no responses)

