



2021

# COMMUNITY SURVEY

Findings Report

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Presented To The  
CITY OF UNIVERSITY CITY,  
MISSOURI

MARCH 2022



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# **Section 1: Executive Summary**

# City of University City Community Survey (2021)

## Executive Summary

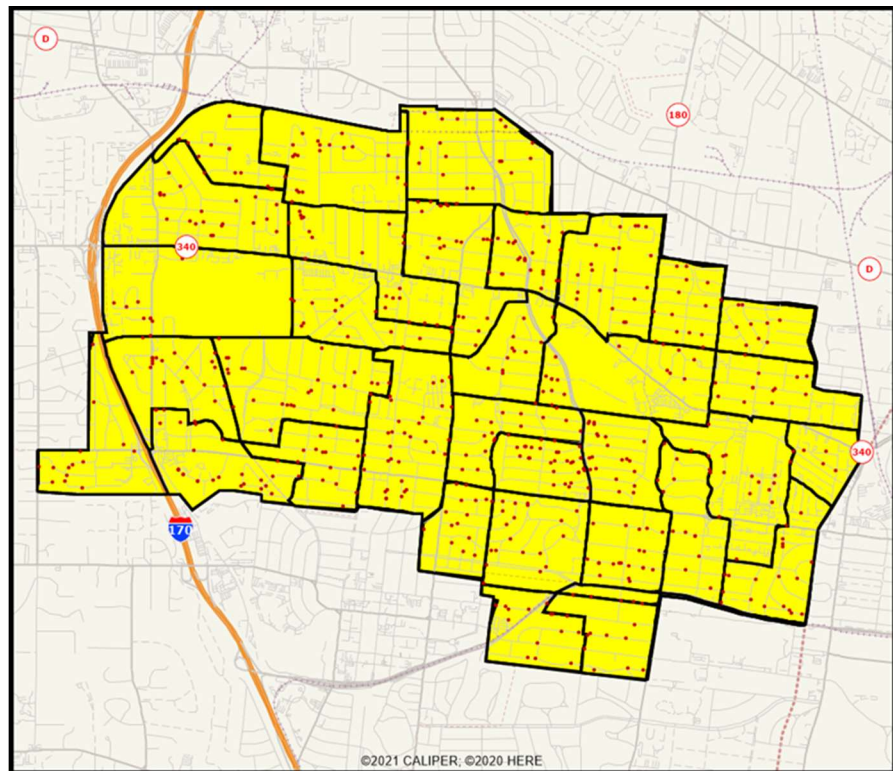


### Purpose & Methodology

ETC Institute administered a community survey for the City of University City as a tool to receive feedback from the City's residents. The information compiled from this survey will be used by City leaders as they continue to enhance programs, services, and identify areas where improvements are needed to ensure the community moves innovatively into the future.

The survey instrument, cover letter, and postage paid return envelope were mailed to a random sample of households in the City. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online.

Approximately, ten days after the surveys were mailed, ETC Institute sent emails/text messages to the households that received the survey to encourage participation. The email/text contained a link to the online version of the survey to make it easy for residents to complete. To prevent people who were not residents of the City from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted. The GIS map to the right shows, represented by small red dots, the location, to the block level, of completed surveys.



The goal was to obtain at least completed 600 surveys. This goal was met with a total of 600 residents completing the survey. The overall response for the sample of 600 households have a precision of at least +/- 3.9% at the 95% level of confidence.

# City of University City Community Survey (2021)

## Executive Summary



The Findings Report contains:

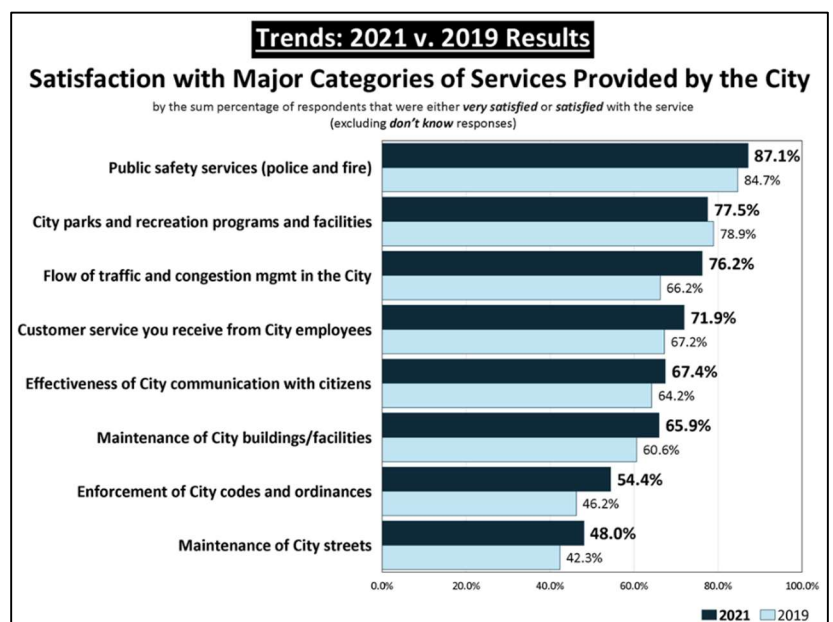
- executive summary (Section 1)
- charts depicting the overall results of the survey and trends comparing the 2021 results to 2019 results (Section 2)
- benchmarking data that shows how the survey results for the City of University City compare with U.S. communities regionally (Plains Region) and the national average for services analyzed (Section 3)
- importance satisfaction analysis (Section 4)
- cross-tabular data by City Wards (Section 5)
- tabular data of survey questions (Section 6)
- a copy of the survey instrument (Section 7)

Major survey findings are below and on the following pages.

## Major Findings

***The City's satisfaction ratings for how well they are planning and managing redevelopment, the City's overall image, and the overall flow of traffic and congestion management have significantly increased since 2019.***

- Since 2019, based on the sum of *very satisfied* and *satisfied* responses, the City has had a significant increase in satisfaction with the overall flow of traffic and congestion management in the City (10.0% increase from 66.2% to 76.2%).
- According to the Importance-Satisfaction (I-S) Analysis conducted in 2019, the *overall flow of traffic and congestion management* had an I-S Rating of 0.0731 and in the top three out of eight services analyzed. After the 2021 I-S Analysis was conducted, the *overall flow of traffic and congestion*

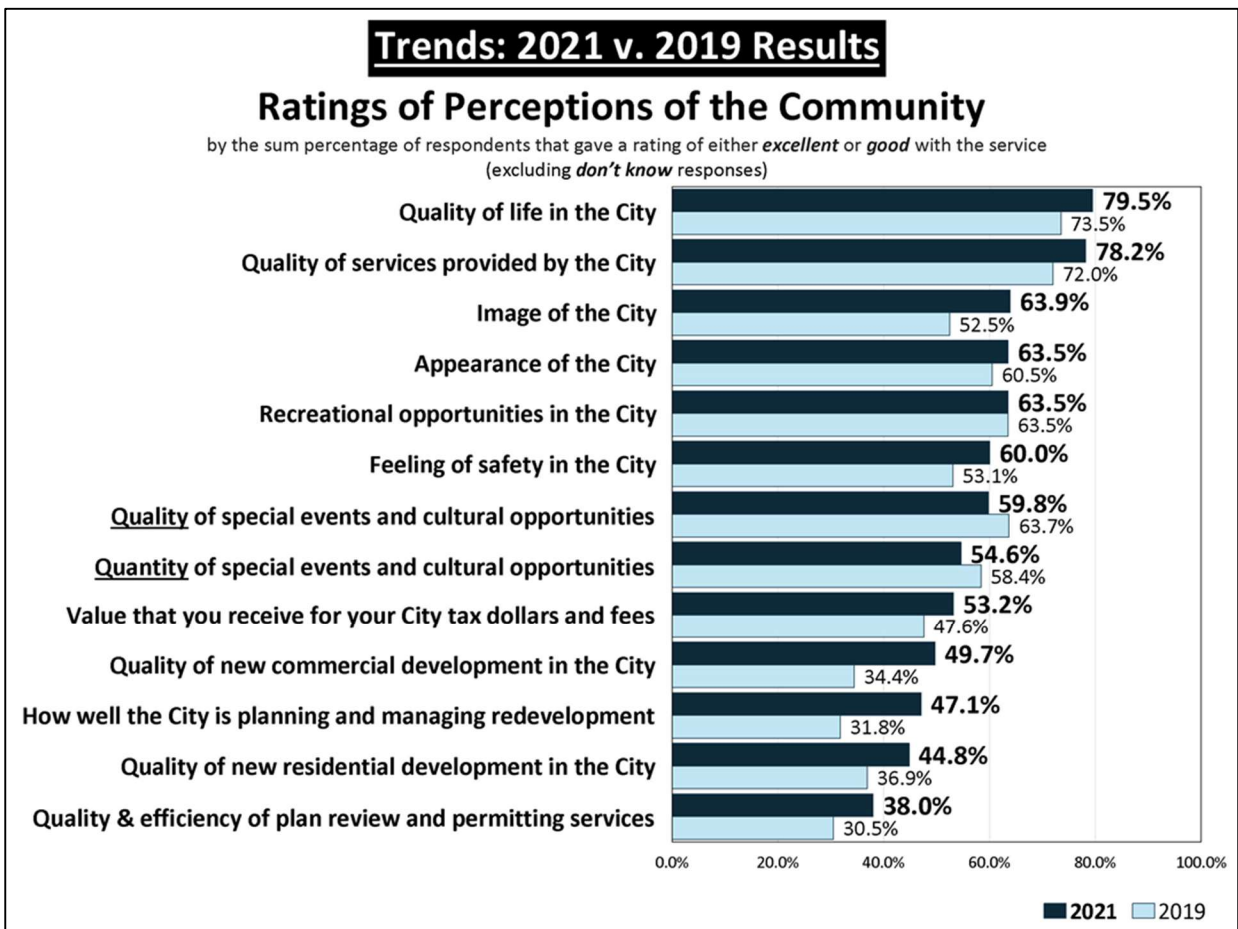


# City of University City Community Survey (2021) Executive Summary



*management* received an I-S Rating of 0.0417, the eighth service priority out of the eight services analyzed.

- A total of 13 perception items were analyzed, since 2019, based on the sum of *excellent* and *good* responses, nine had a significant rating increase of +3.9% or more. The top five perception items, that had significant rating increases, are listed below.
  - Overall quality of new commercial development in the City (15.3% increase from 34.4% to 49.7%)
  - How well the City is planning and managing redevelopment (15.3% increase from 31.8% to 47.1%)
  - Overall image of the City (11.4% increase from 52.5% to 63.9%)
  - Overall quality of new residential development in the City (7.9% increase from 36.9% to 44.8%)
  - Overall quality and efficiency of plan review and permitting services (7.5% increase from 30.5% to 38.0%)



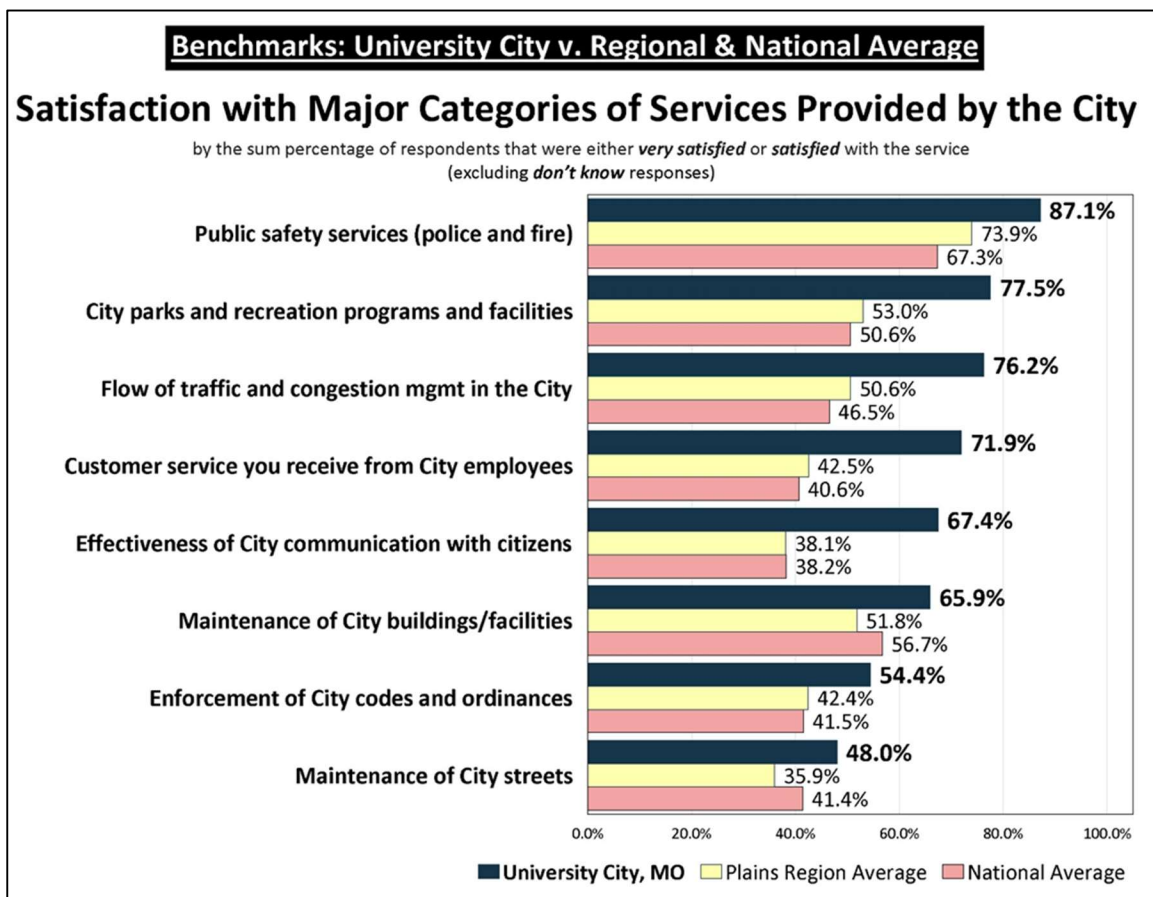
# City of University City Community Survey (2021)

## Executive Summary



***The percentage of University City residents satisfied with the customer service they receive from City employees, the effectiveness of City communication with resident, and the flow of traffic and congestion management in the City are significantly higher the regional and national averages.***

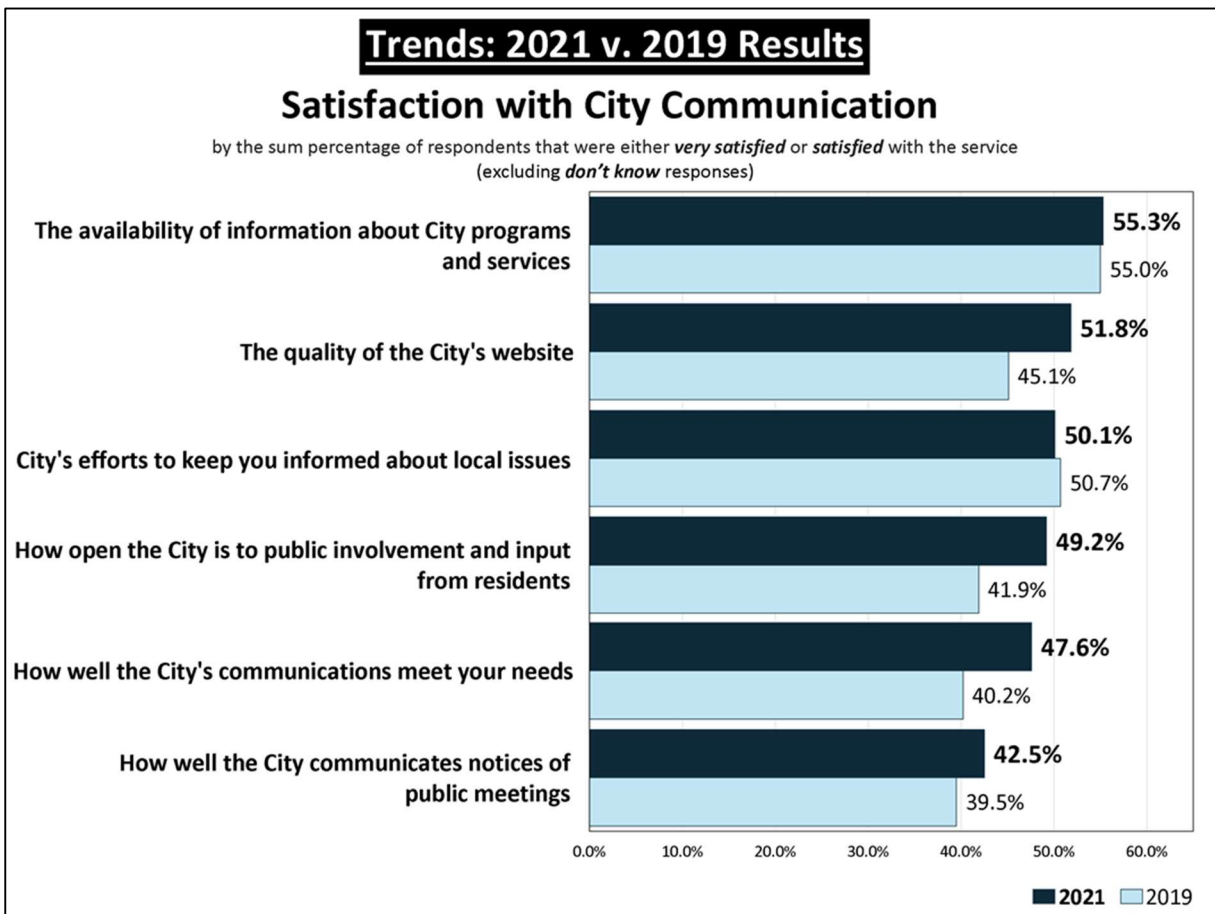
- Out of the eight major City services analyzed, the City’s satisfaction rating was significantly (+3.9% or more) above regional and national averages in all eight major City services.
- The top three major City services that had the greatest difference between regional and national averages are listed below.
  - Customer service residents receive from City employees (+29.4% higher than the regional average and +31.3% higher than the national average)
  - Effectiveness of City communication with residents (+29.3% higher than the regional average and +29.2% higher than the national average)
  - Flow of traffic and congestion management in the City (+25.6% higher than the regional average and +29.7% higher than the national average)



# City of University City Community Survey (2021) Executive Summary



- The majority of residents are either *very satisfied* or *satisfied* with the availability of information about City programs and services (55.3%), the quality of the City’s website (51.8%), and the City’s efforts to keep residents informed about local issues (50.1%).
- Since 2019, resident satisfaction with how well the City’s communication meets their needs increased 7.4% from 40.2% to 47.6%, resident satisfaction with how open the City is to public involvement and input increased 7.3% from 41.9% to 49.2%, and resident satisfaction with the quality of the City’s website increased 6.7% from 51.8% to 45.1%.
- An increase of 6.4%, from 44.7% in 2019 to 51.1% in 2021, of respondent who indicated the City website has either been *effective* or *somewhat effective* in keeping them informed about City services, programs, and projects.
- Based on residents top two choices of communication methods they most prefer the City use to get information to them, the two methods had the highest percentage of responses were: ROARS newsletter (52.2%) and the City website (48.0%)



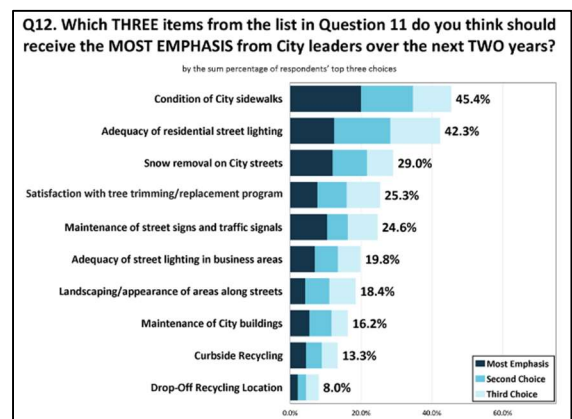
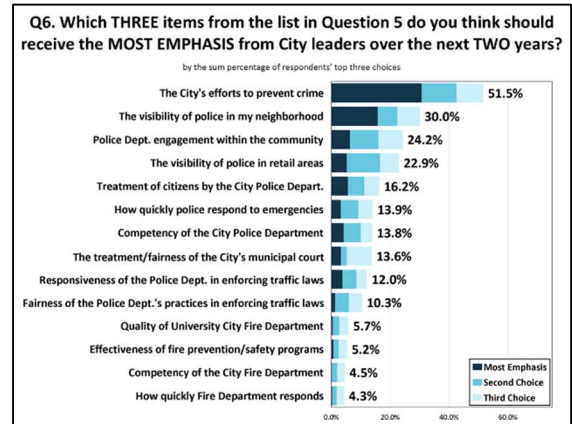
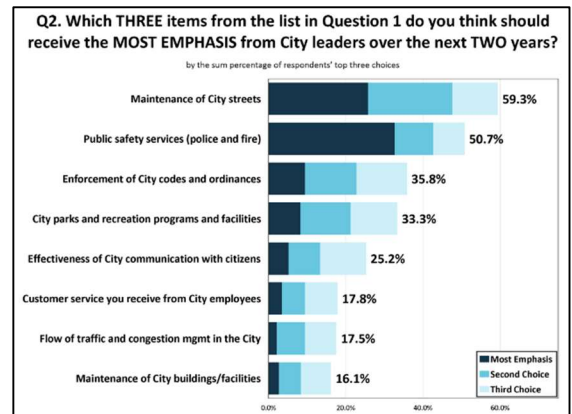


# City of University City Community Survey (2021) Executive Summary



**Services that residents think should receive the most emphasis from City leaders over the next two years are the maintenance of City streets, public safety services (police and fire), the City's efforts to prevent crime, condition of City sidewalks, adequacy of residential street lighting, and the maintenance of City parks.**

- The top graph, to the right, shows the sum of residents top three choices for major City services they think should receive the most emphasis from City leaders over the next two years. The top two services were the maintenance of City streets (59.3%) and public safety services (50.7%).
- The middle graph, to the right, shows the sum of residents top three choices for public safety services they think should receive the most emphasis from City leaders over the next two years. The majority (51.5%) of residents indicated the City's efforts to prevent crime should receive the most emphasis from City leaders over the next two years.
- The bottom graph, to the right, shows the sum of residents top three choices for City maintenance/public works services that residents think should receive the most emphasis from City leaders over the next two years. The top two services were the condition of City sidewalks (45.3%) and the adequacy of residential street lighting (42.3%).

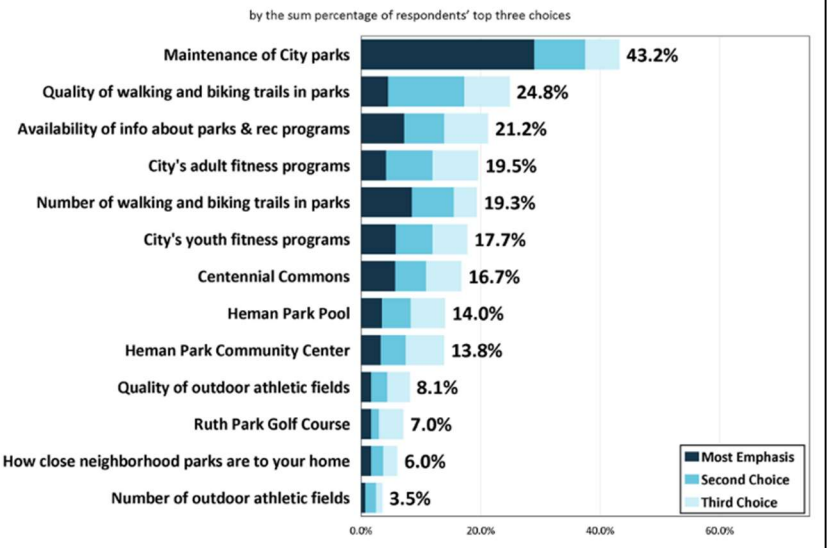


# City of University City Community Survey (2021) Executive Summary

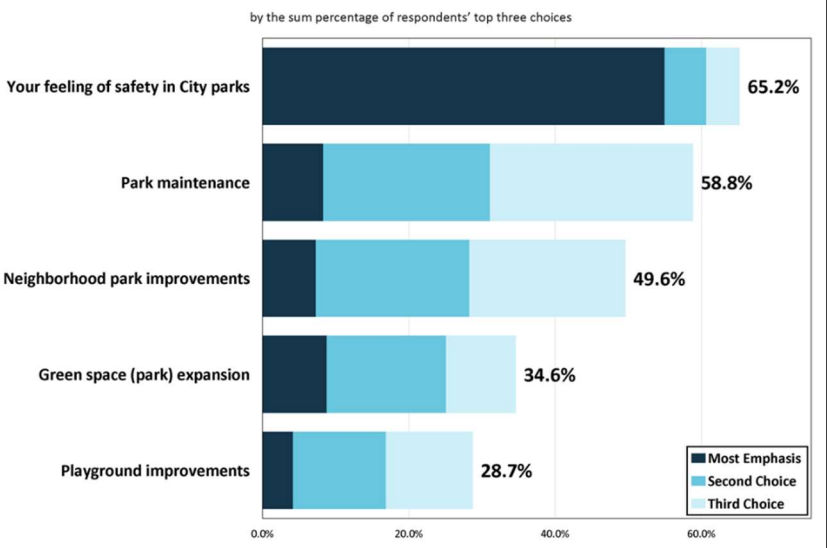


- The graph to the right shows the sum of residents' top three choices for Parks and Recreation services that residents think should receive the most emphasis from City leaders over the next two years. The service with the highest percentage was the maintenance of City parks (43.2%).
- The top three Parks and Recreation initiatives that are of the highest priority to households, based on the sum of respondents' top three choices, are listed below.
  - Residents overall feeling of safety in City parks (65.2%)
    - *The majority (55.0%) of residents chose their overall feeling of safety in City parks as their first choice (the first highest priority).*
  - Park maintenance (58.8%)
  - Neighborhood park improvements (49.6%)

**Q18. Which THREE items from the list in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**



**Q21. Which THREE initiatives from the list in Question 20 are of the HIGHEST PRIORITY for you and your family?**



# City of University City Community Survey (2021)

## Executive Summary



### Conclusion

To ensure the City continues to deliver a high quality of services to its' residents, ETC Institute recommends the City of University City emphasize the following areas.

- **Overall Priorities for Major Categories of City Services:** To help set the overall priorities for the City, the first level of analysis reviewed the importance of and satisfaction with the overall priorities of major categories of City services.
- The table below shows the Importance-Satisfaction Analysis for all eight major categories of City services analyzed. Based on the results of this analysis, the two services that are recommended as the top opportunity for improvement over the next two years, in order to raise the City's overall satisfaction rating are:
  - The overall maintenance of City streets (I-S Rating of 0.3084)
  - The overall enforcement of City codes and ordinances for buildings, housing, and overall property maintenance (I-S Rating of 0.1632)

#### 2021 City of University City Community Survey

##### Importance-Satisfaction Analysis Ratings

##### Overall Satisfaction with Major City Services

University City, Missouri

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
Overall maintenance of City streets	59%	1	48%	8	0.3084	1
<b>High Priority (I-S 0.10-0.20)</b>						
Overall enforcement of City codes and ordinances for buildings, housing and overall property maintenance	36%	3	54%	7	0.1632	2
<b>Medium Priority (I-S &lt; 0.10)</b>						
Overall effectiveness of City communication with citizens	25%	5	67%	5	0.0822	3
Overall quality of City parks and recreation programs and facilities	33%	4	78%	2	0.0749	4
Overall quality of public safety services (police and fire)	51%	2	87%	1	0.0654	5
Overall maintenance of City buildings/facilities	16%	8	66%	6	0.0549	6
Overall quality of customer service you receive from City employees	18%	6	72%	4	0.0500	7
Overall flow of traffic and congestion management in the City	18%	7	76%	3	0.0417	8

- **Priorities for Specific Areas:** The second level of analysis reviewed the importance of and satisfaction with services within other specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each area over the next two years are listed below:
  - **Public Safety Services:** the City's efforts to prevent crime and the Police Department's engagement within the community (foot/bike patrols, coffee with a cope, neighborhood meetings, etc.)

# City of University City Community Survey (2021) Executive Summary



- **City Maintenance/Public Works Services:** condition of City sidewalks, adequacy of residential street lighting, snow removal on City streets, and tree trimming/replacement program
- **Parks and Recreation Services:** the City’s youth and adult fitness programs

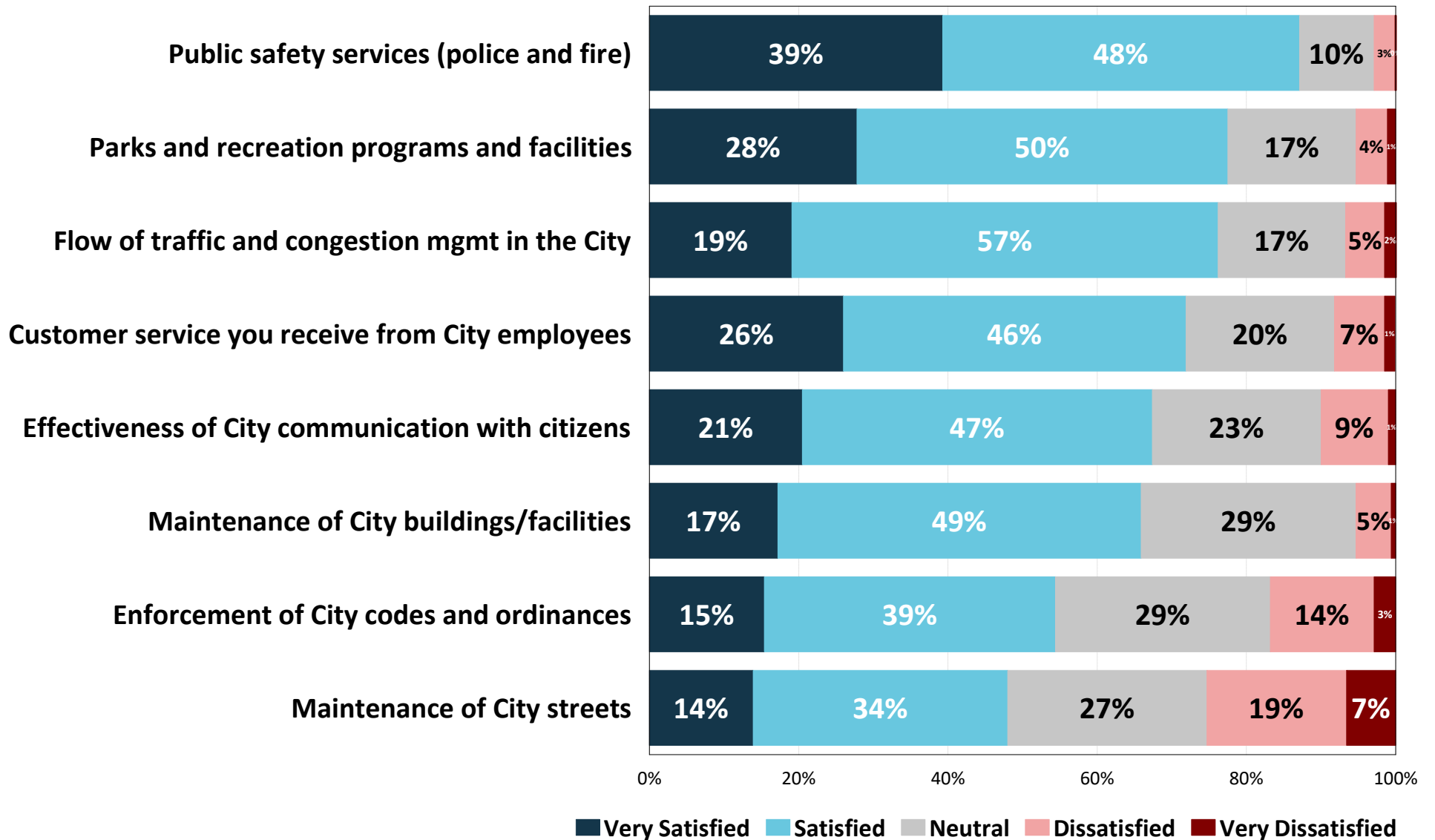
By emphasizing improvements in the areas listed above, the City will be able to continue to improve levels of customer satisfaction in future years and increase satisfaction in areas where improvements are needed.

Importance-Satisfaction Analysis tables for the City of University City are found in Section 4 of the Findings Report.

# **Section 2: Charts & Graphs of Overall Results**

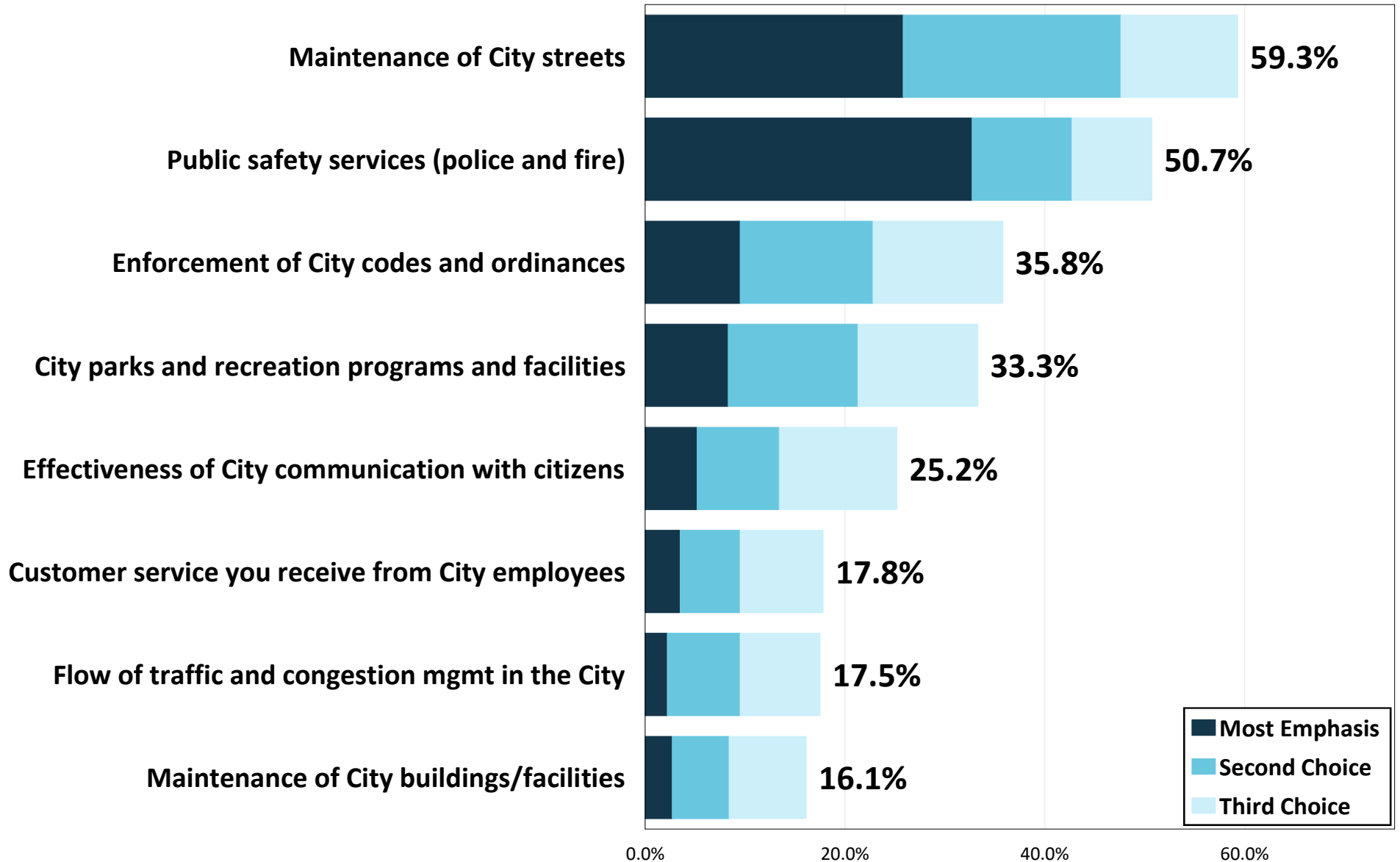
# Q1. Level of Satisfaction with the Major Categories of Services Provided by the City

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



## Q2. Which THREE items from the list in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

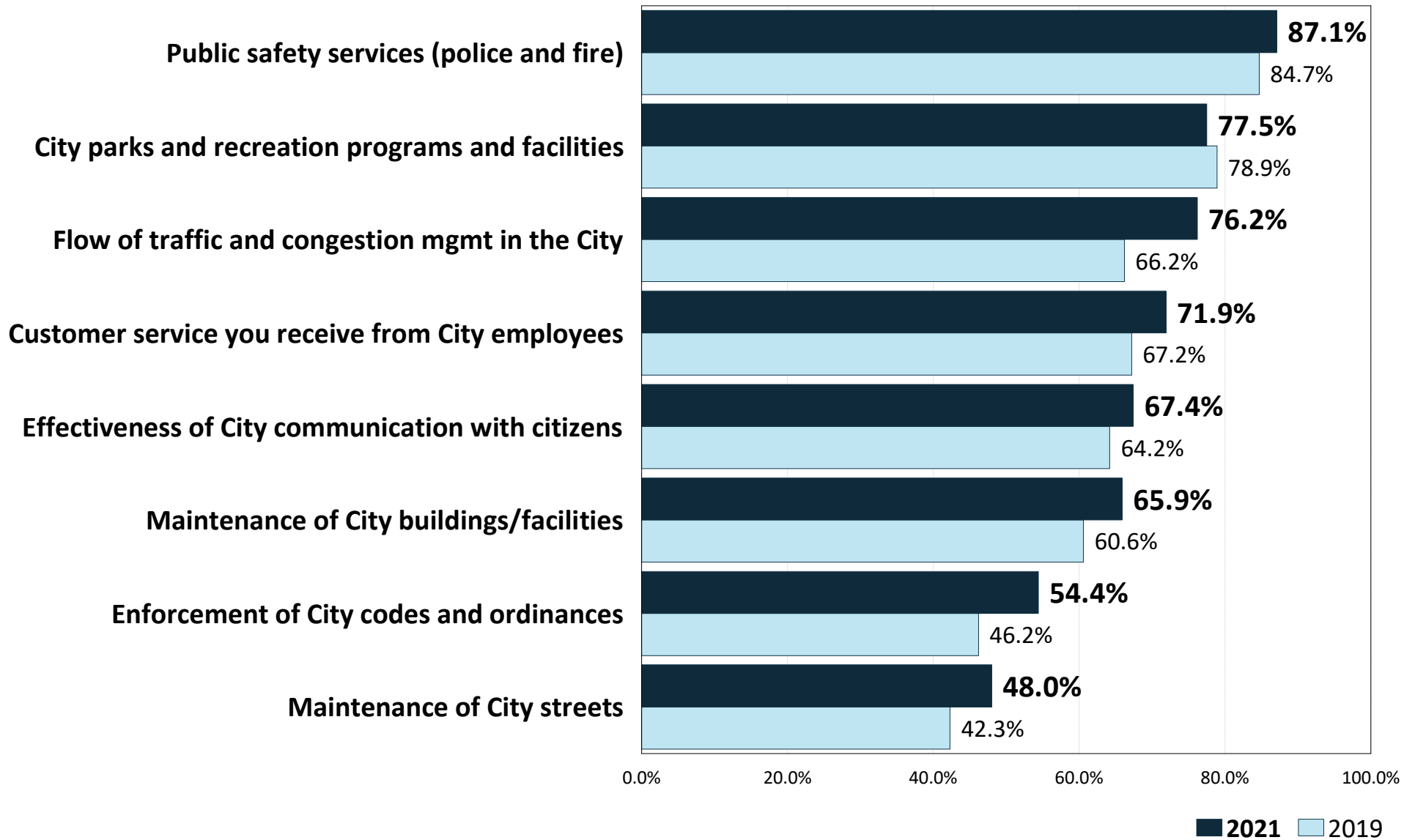
by the sum percentage of respondents' top three choices



# Trends: 2021 v. 2019 Results

## Satisfaction with Major Categories of Services Provided by the City

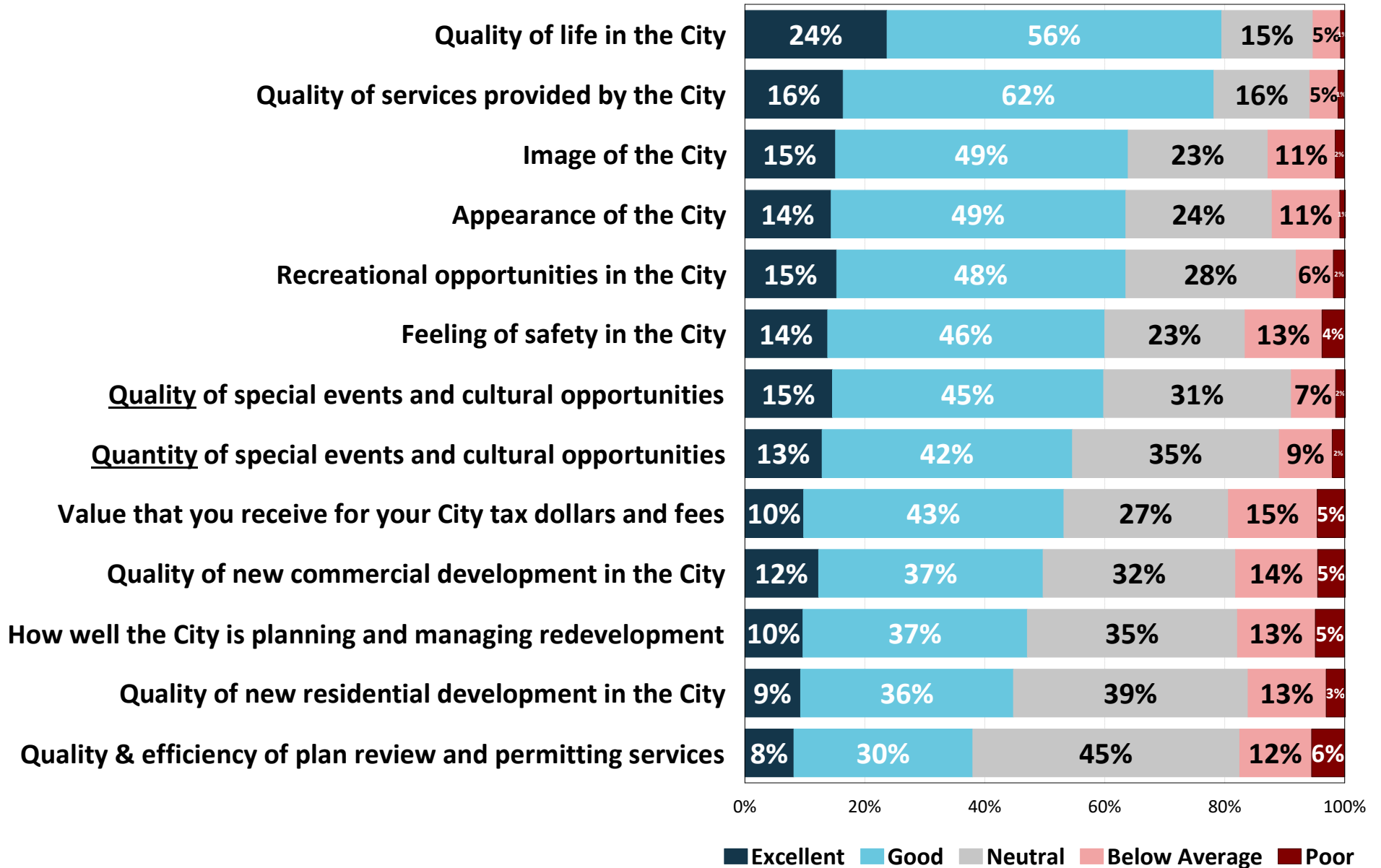
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)





# Q3. Ratings of Perceptions of the Community

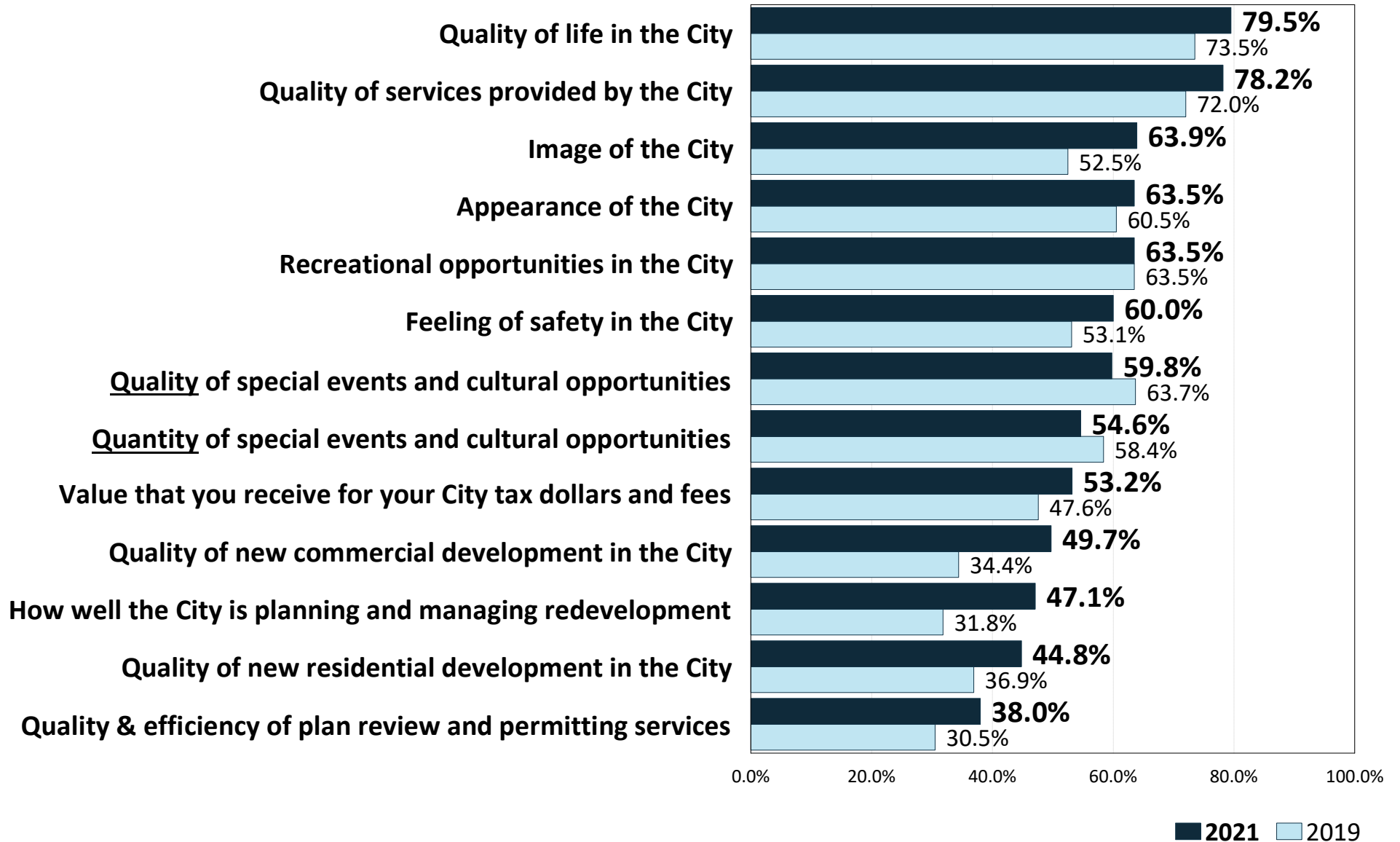
by the percentage of respondents, using a 5-point scale where 5 means *excellent* and 1 means *poor*  
(excluding *don't know* responses)



# Trends: 2021 v. 2019 Results

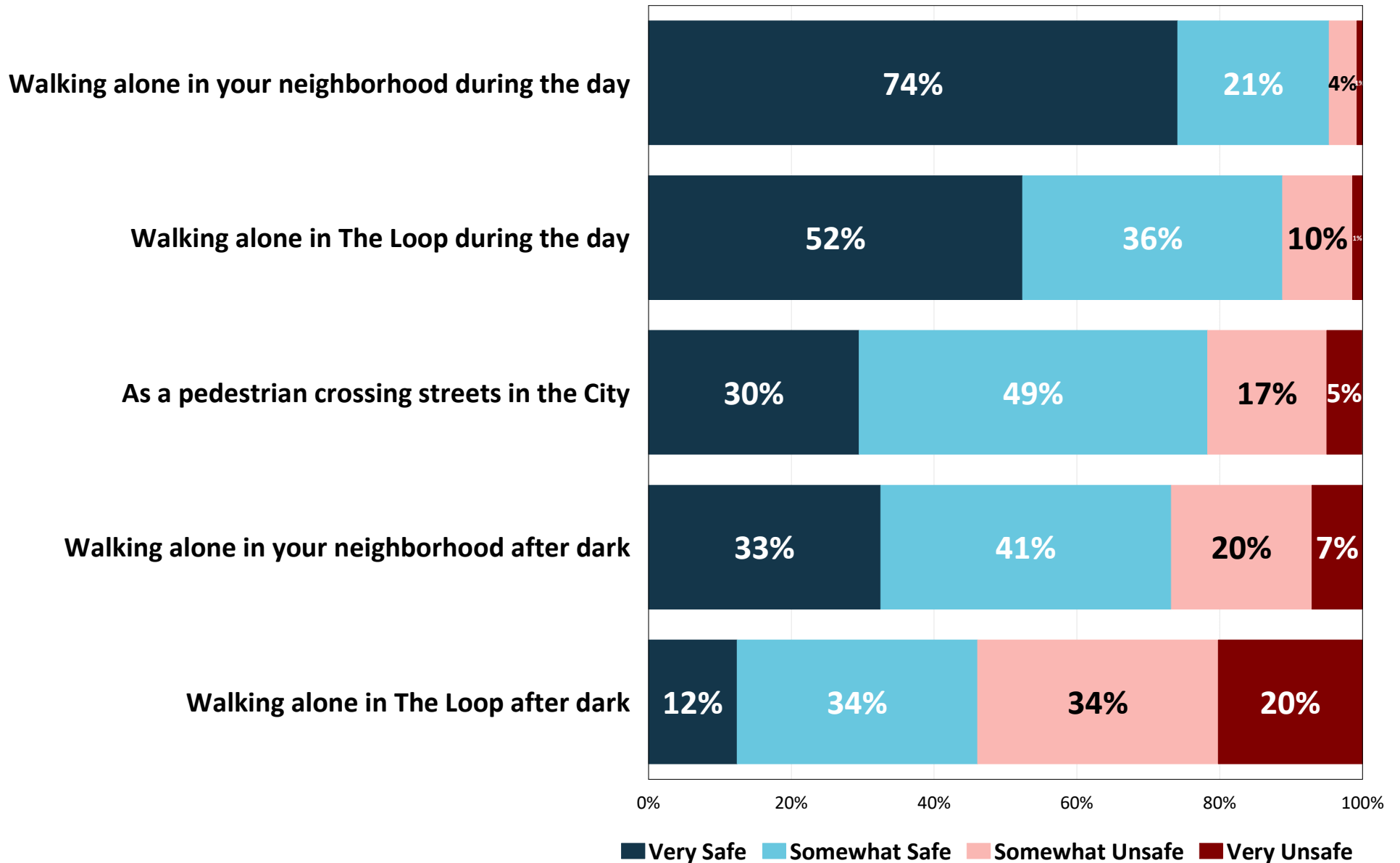
## Ratings of Perceptions of the Community

by the sum percentage of respondents that gave a rating of either *excellent* or *good* with the service  
(excluding *don't know* responses)



# Q4. Feeling of Safety in Various Situations

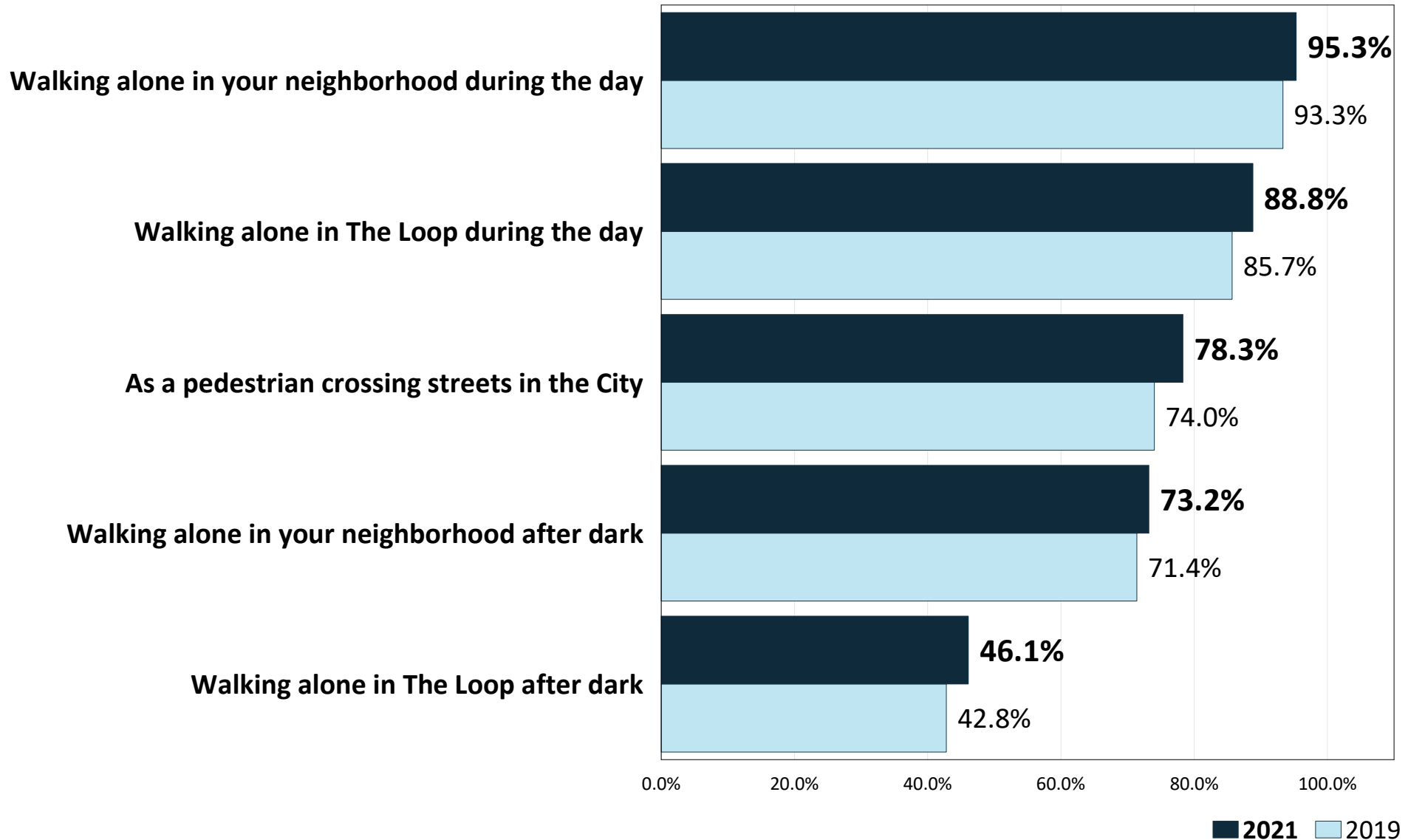
by the percentage of respondents, using a 4-point scale where 4 means *very safe* and 1 means *very unsafe*  
(excluding *don't know* responses)



# Trends: 2021 v. 2019 Results

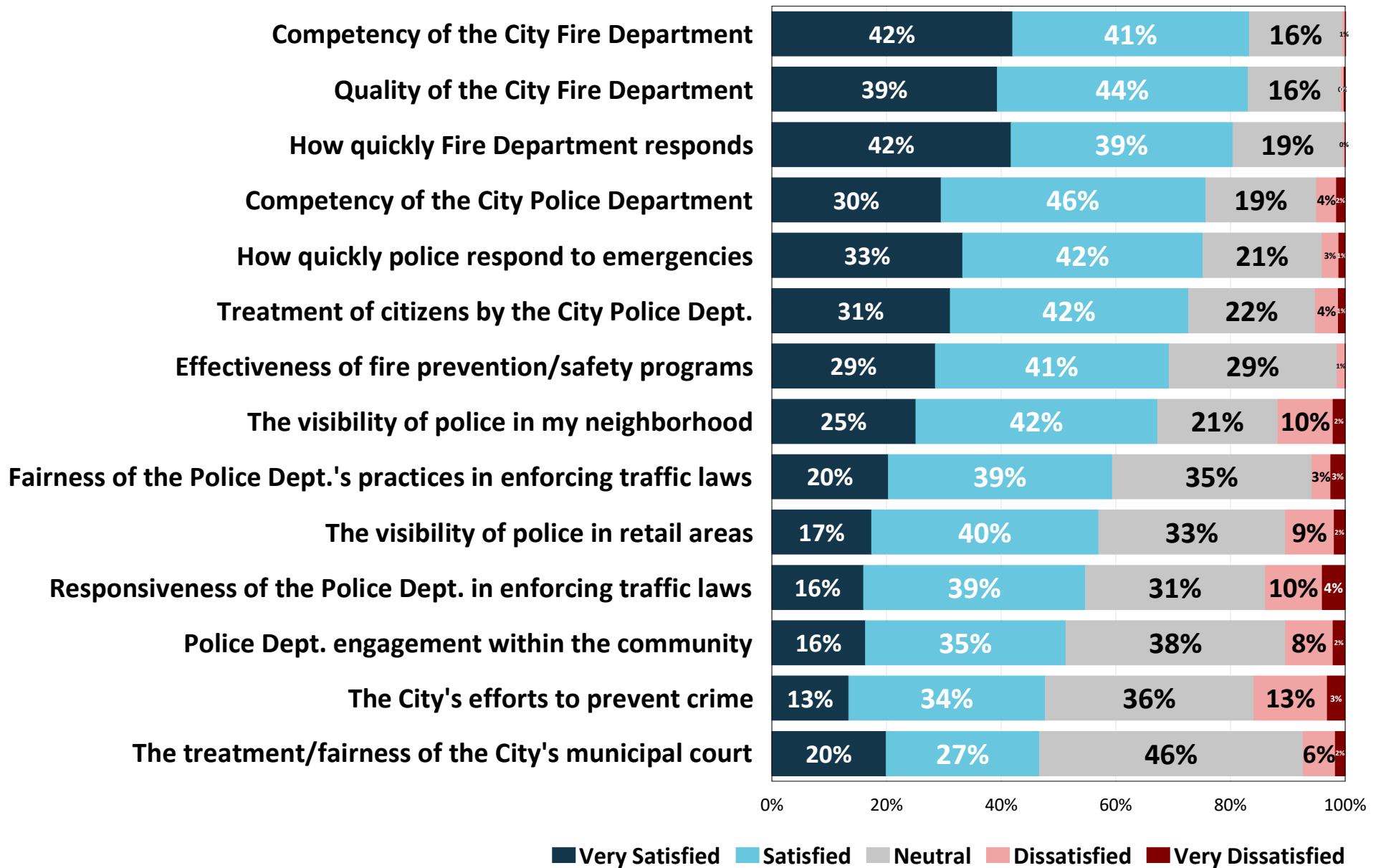
## Feeling of Safety in Various Situations

by the sum percentage of respondents that gave a rating of either *excellent* or *good* with the service  
(excluding *don't know* responses)



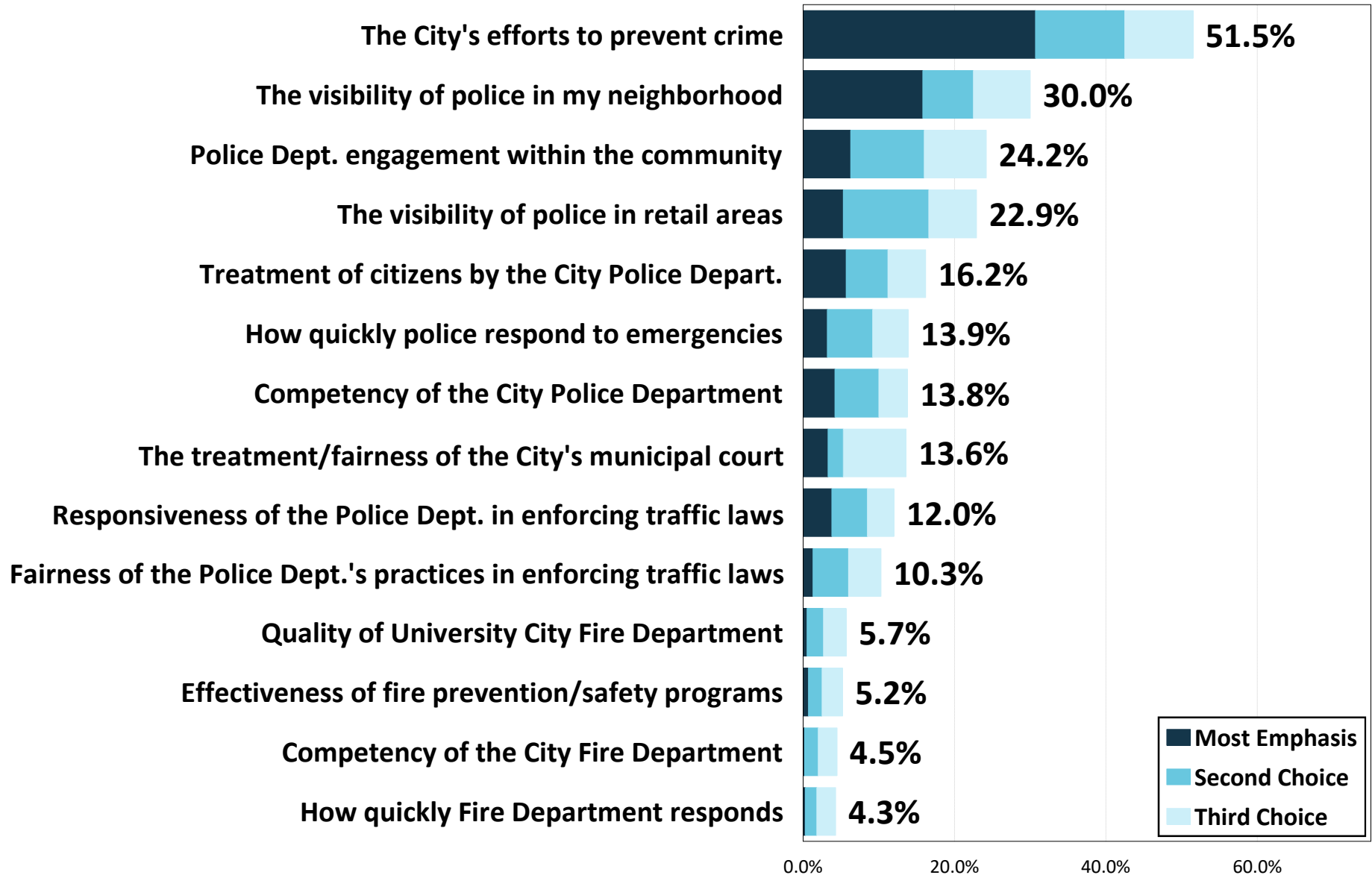
# Q5. Level of Satisfaction with Public Safety Services

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied*  
(excluding *don't know* responses)



# Q6. Which THREE items from the list in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

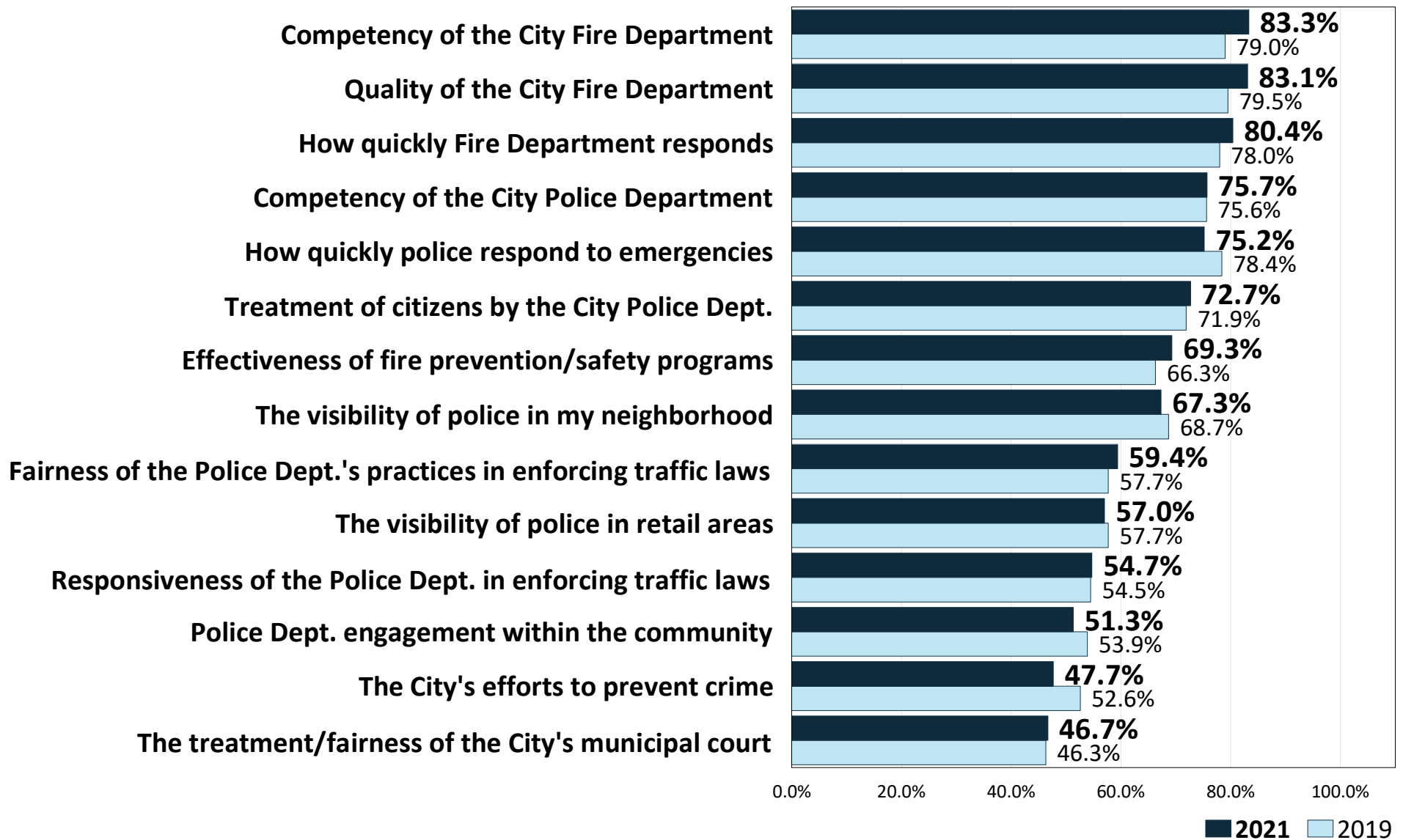
by the sum percentage of respondents' top three choices



# Trends: 2021 v. 2019 Results

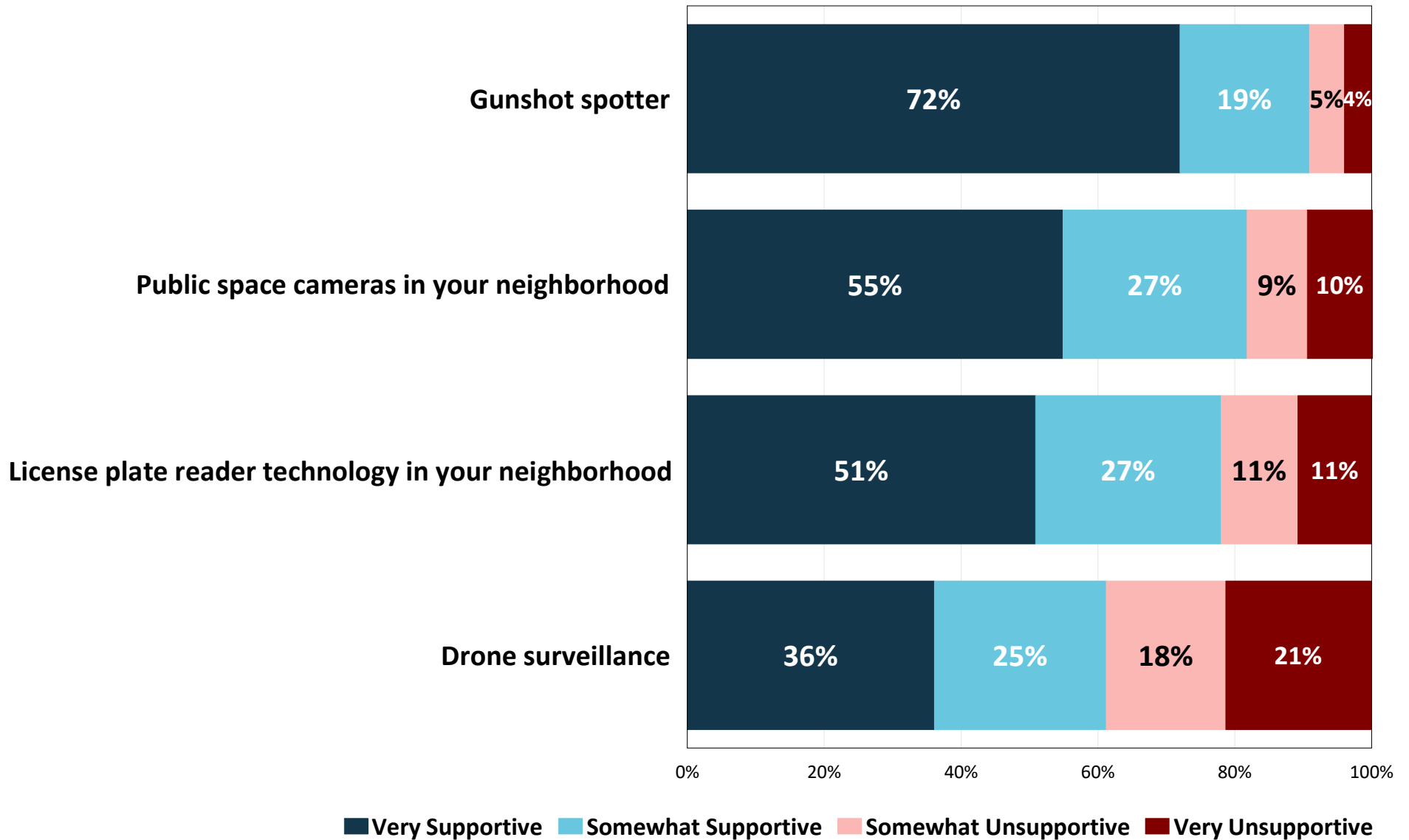
## Satisfaction with Public Safety Services

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)



# Q7. Level of Support of the City Using the Following Technology for Public Safety

by the percentage of respondents, using a 4-point scale where 4 means *very supportive* and 1 means *very unsupportive* (excluding *don't know* responses)

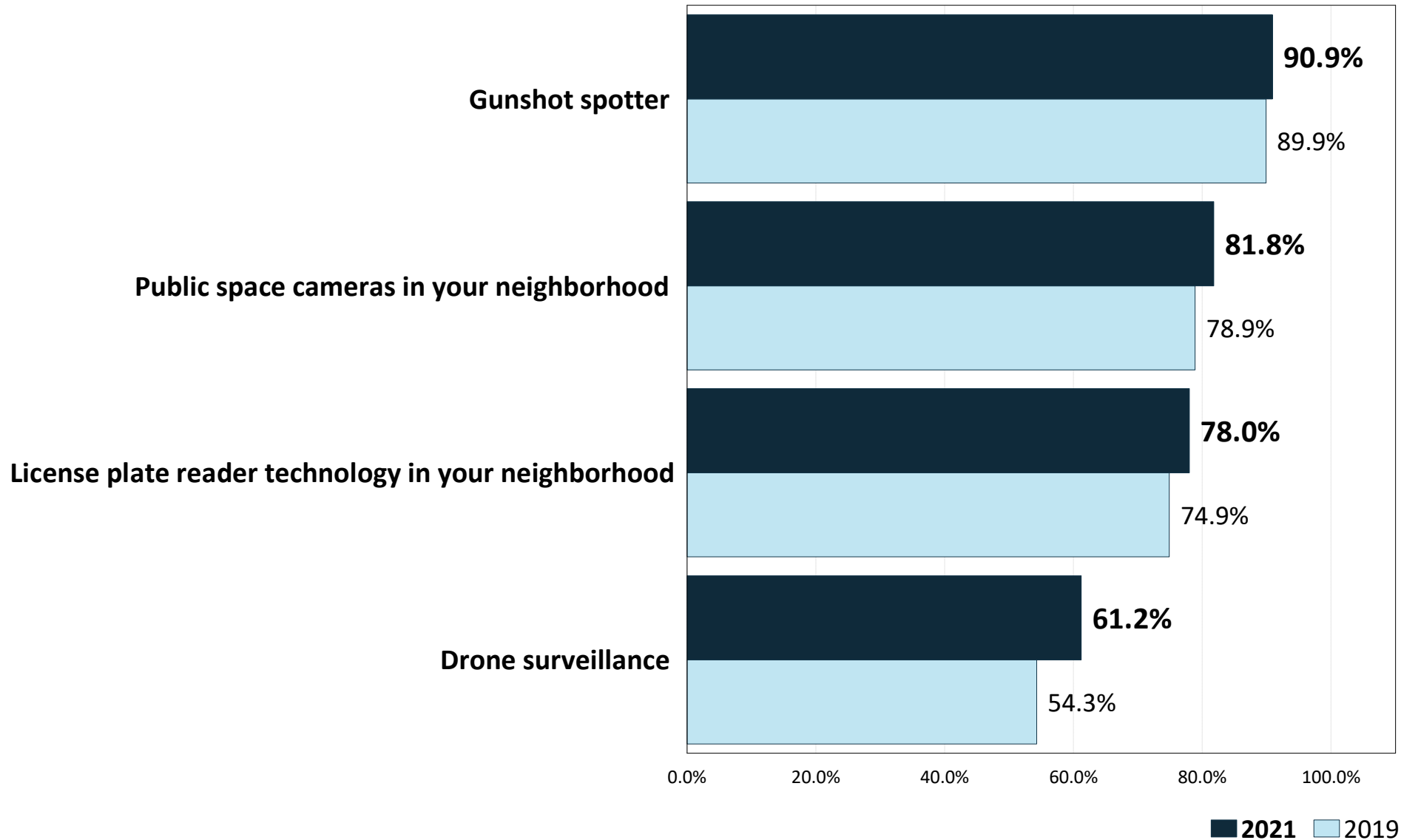




# Trends: 2021 v. 2019 Results

## Support of the City Using the Following Technology for Public Safety

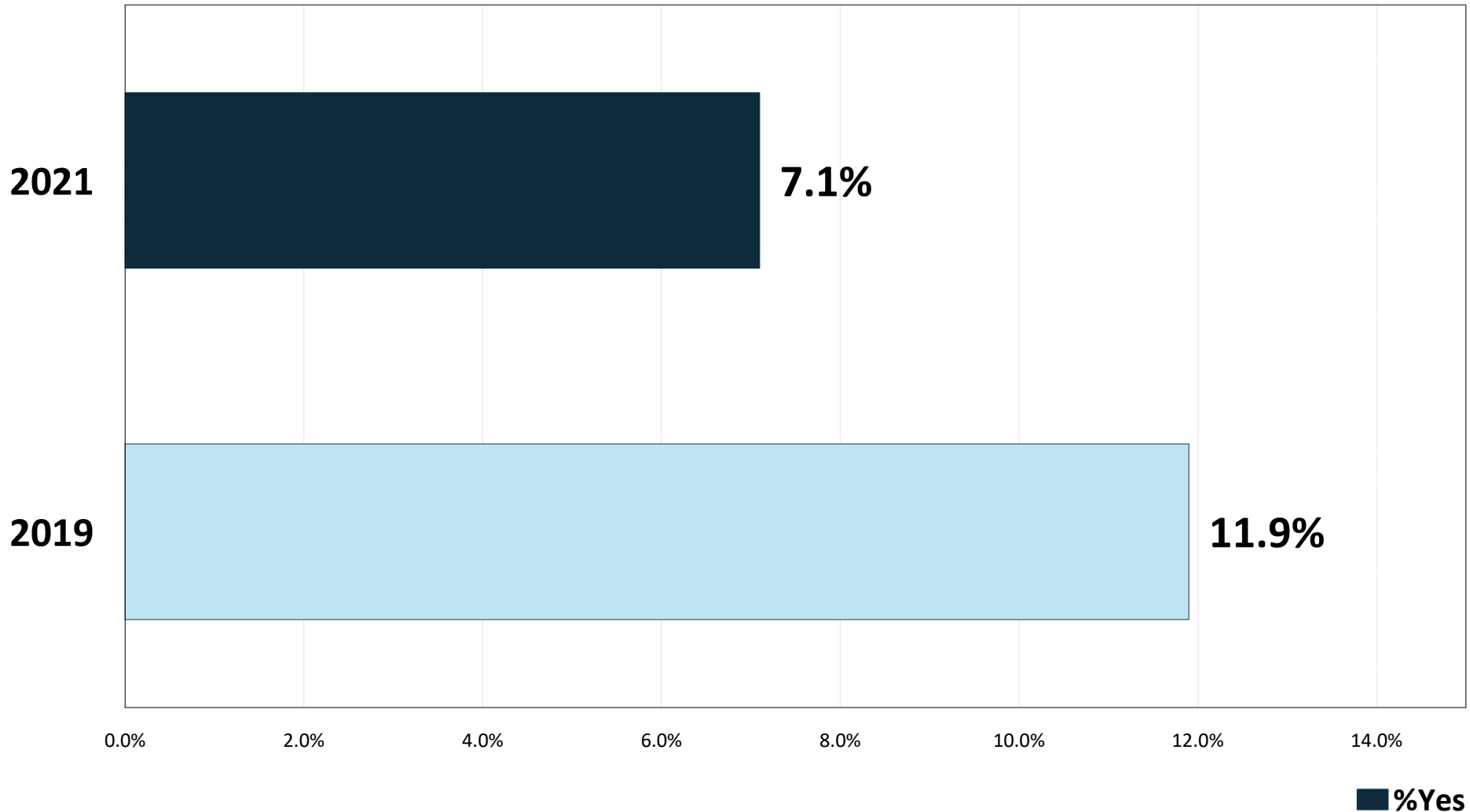
by the sum percentage of respondents that are either *very supportive* or *somewhat supportive* of the technology being used (excluding *don't know* responses)



## Trends: 2021 v. 2019 Results

### Q8. In the past 12 months, were you or anyone in your household the victim of any crime in University City?

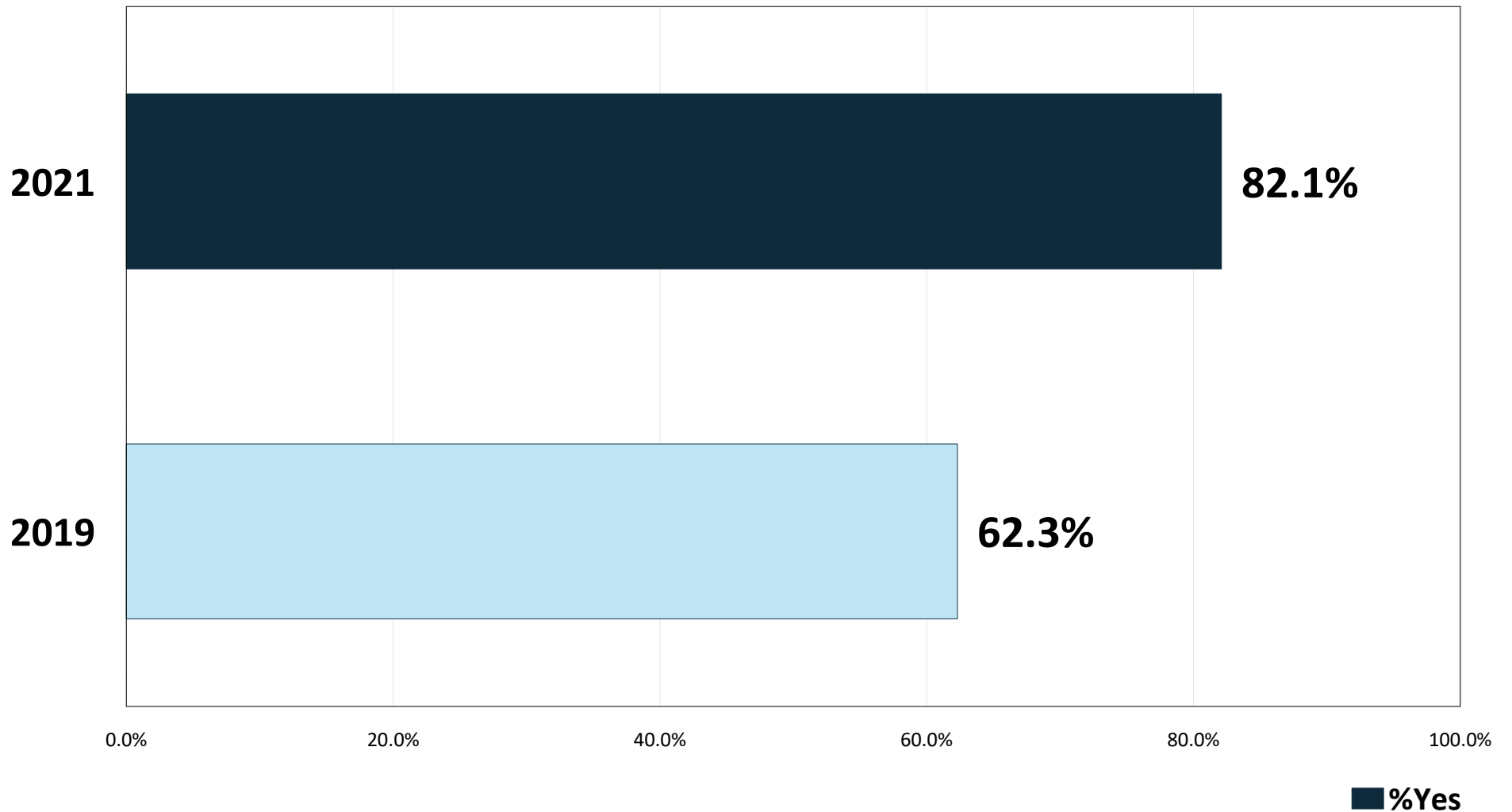
by the percentage of respondents who indicated "Yes"  
(excluding *don't know* responses)



# Trends: 2021 v. 2019 Results

## Q8a. Did you report these crimes to police?

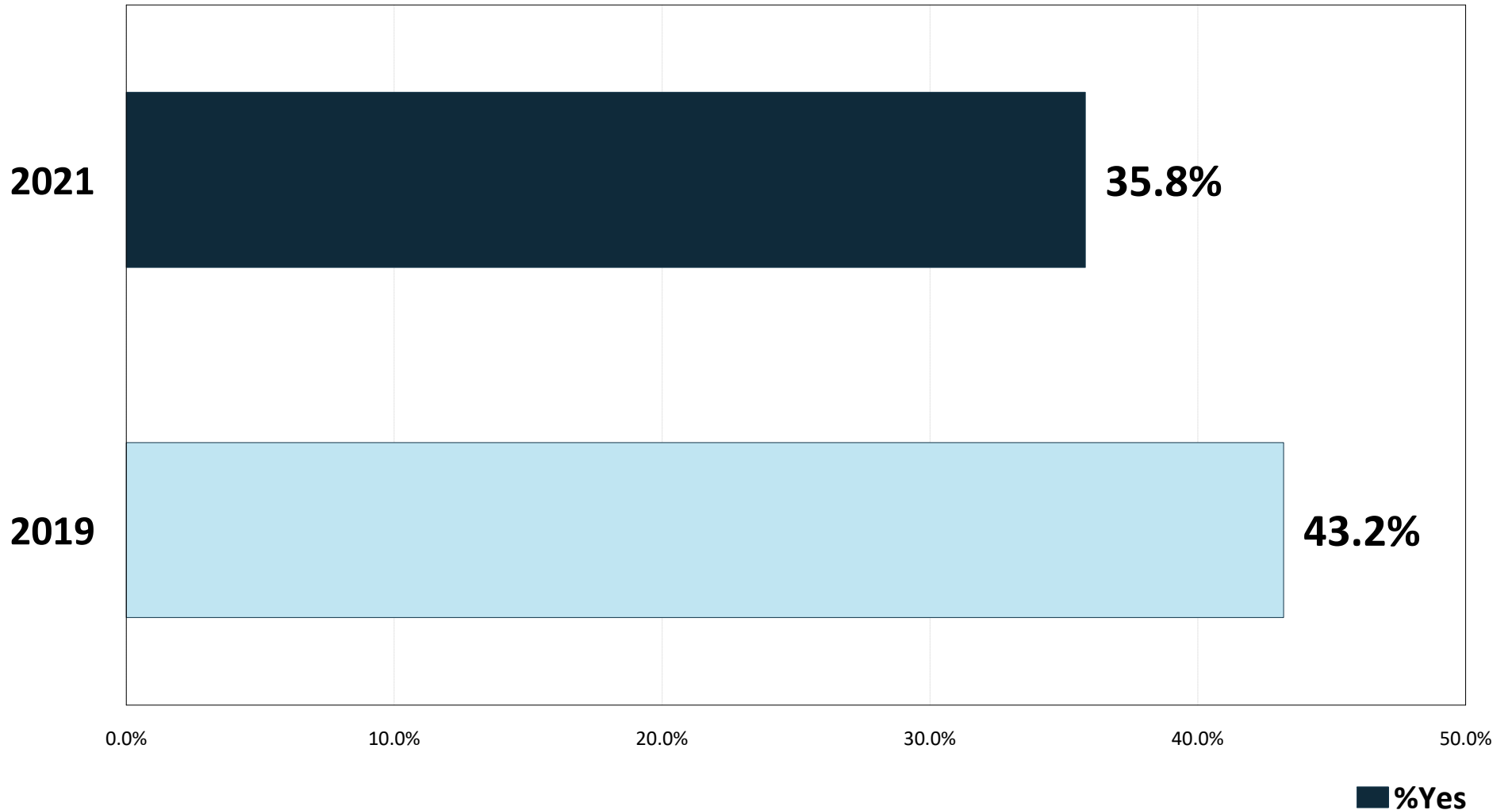
by the percentage of respondents who indicated "Yes"  
(excluding *don't know* responses)



## Trends: 2021 v. 2019 Results

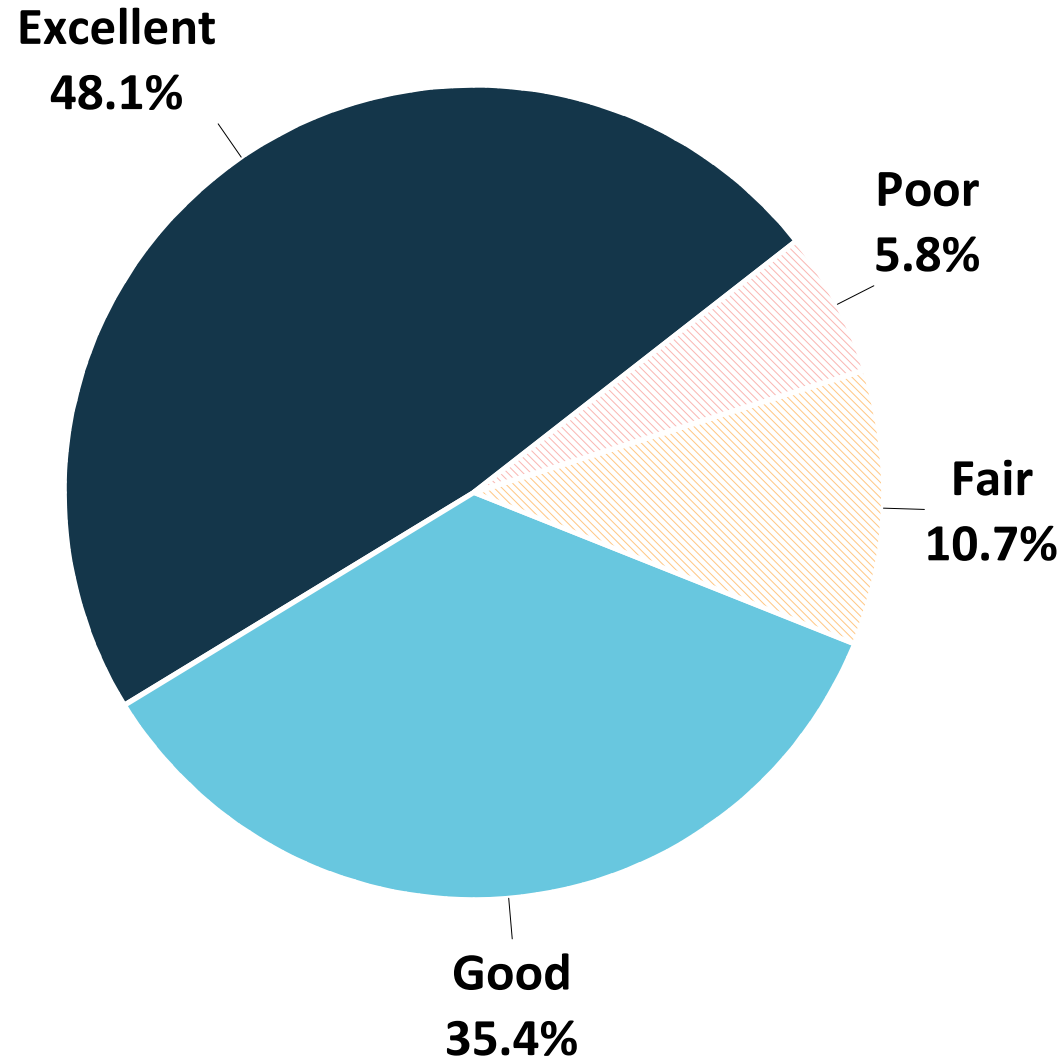
### Q9. In the past 12 months, have you had ANY contact with the University City Police Department?

by the percentage of respondents who indicated "Yes"  
(excluding *don't know* responses)



# Q9a. How would you rate the timeliness and contact?

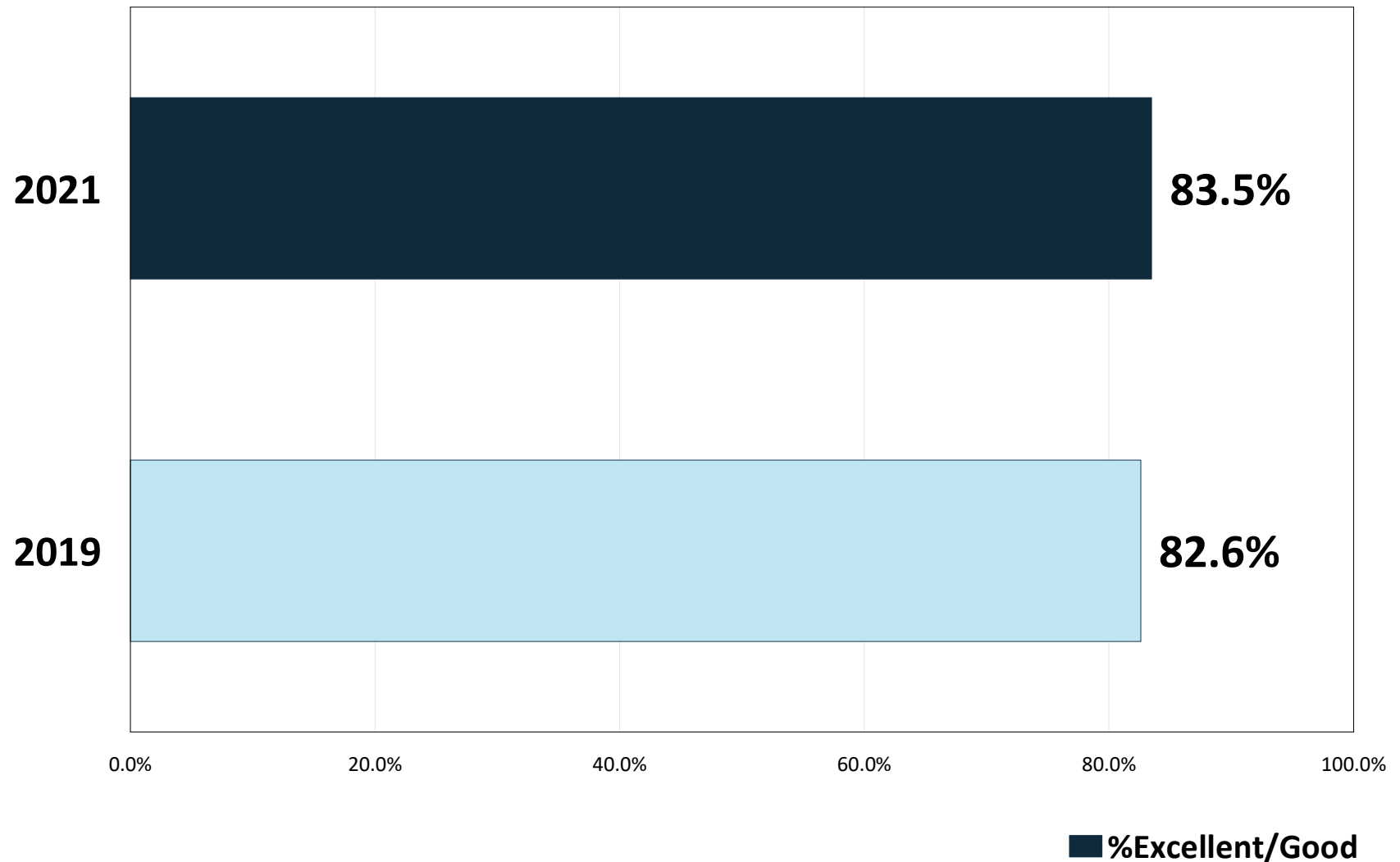
by percentage of respondents that have had contact with the University City Police Department in the past 12-months  
(excluding *don't know* responses)



# Trends: 2021 v. 2019 Results

## Q9a. How would you rate the timeliness and contact?

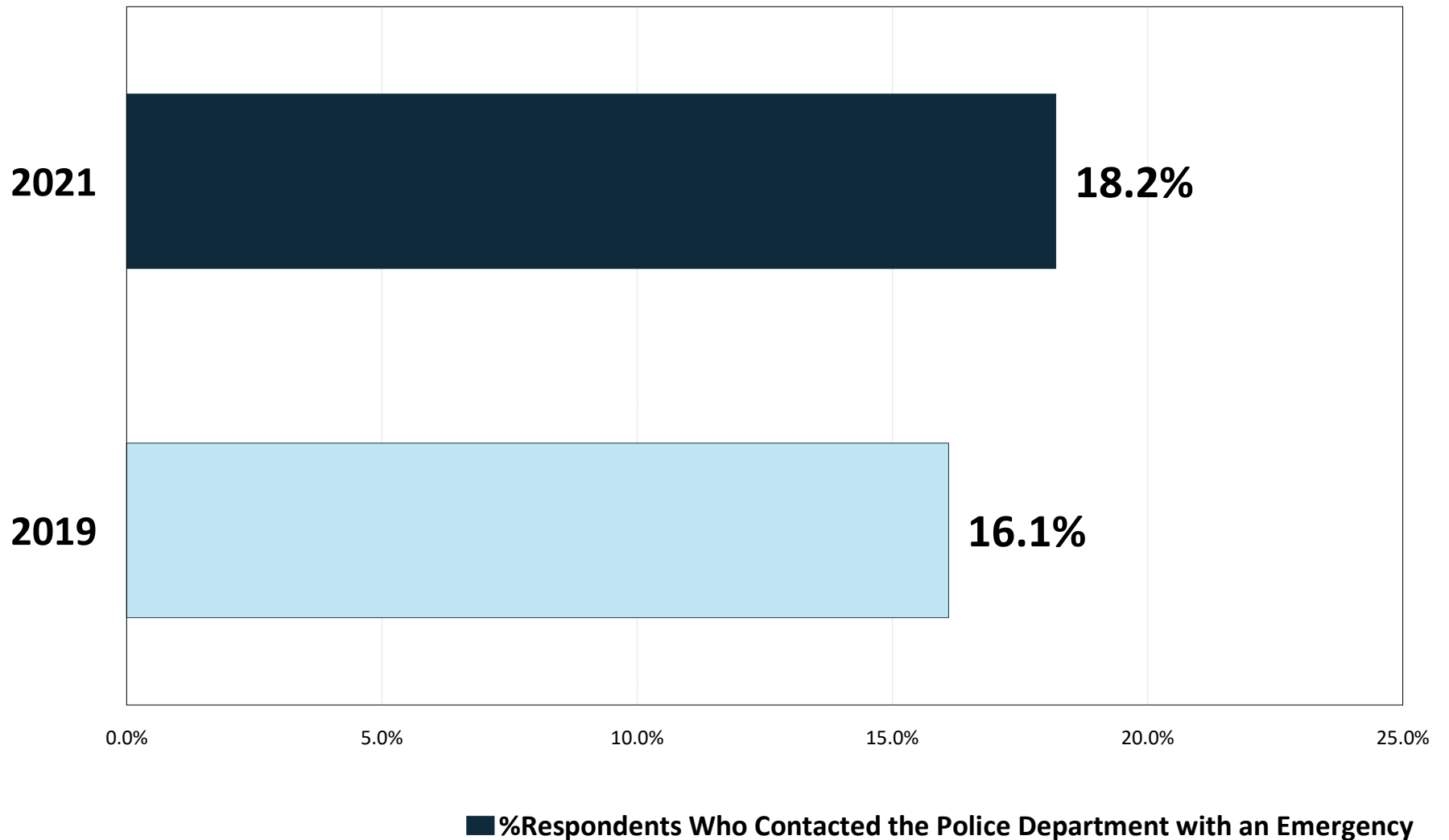
by the percentage of respondents who indicated "Yes"  
(excluding *don't know* responses)



## Trends: 2021 v. 2019 Results

### Q9b. What was the nature of the contact?

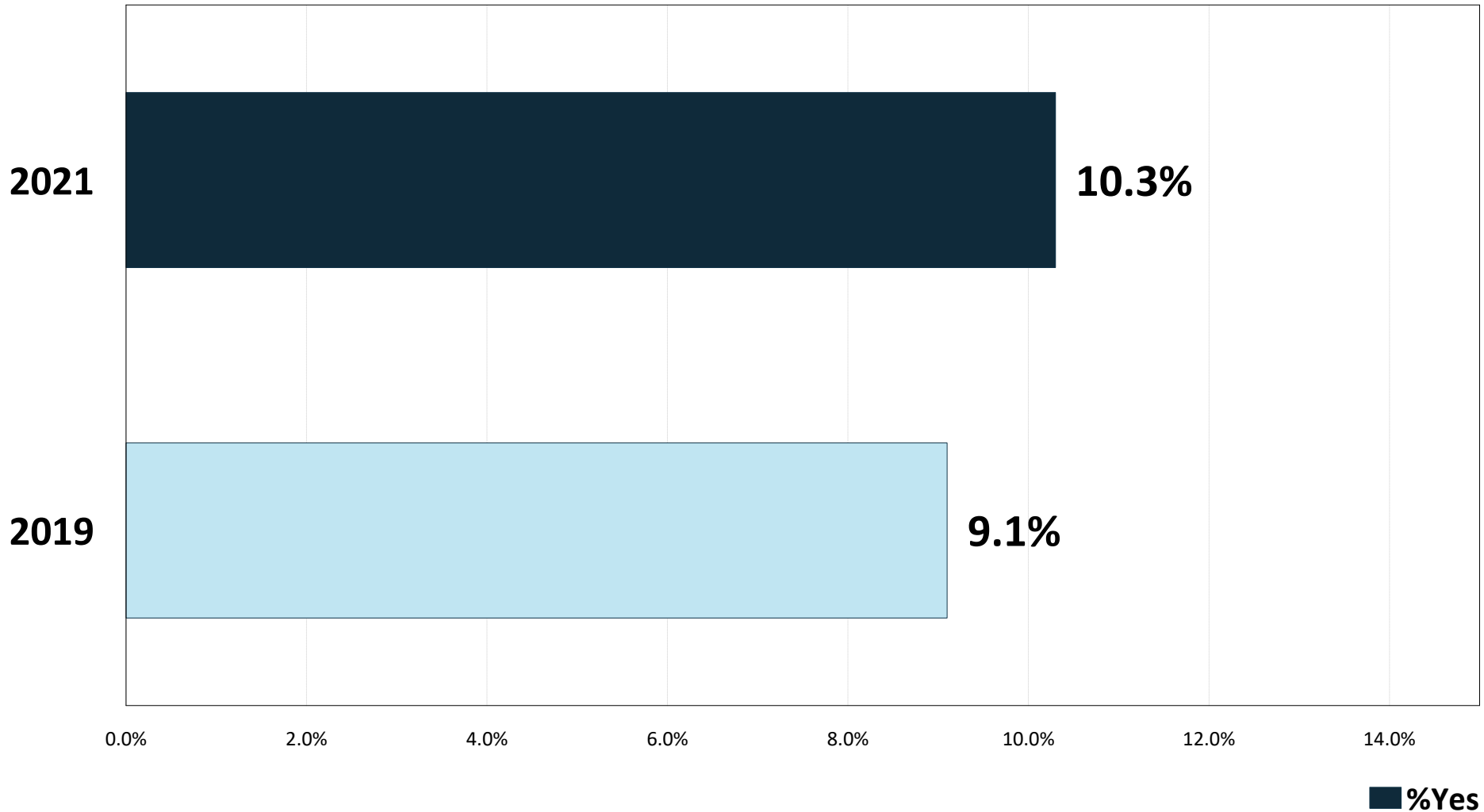
by the percentage of respondents who contacted the City Police Department with an Emergency  
(excluding *don't know* responses)



## Trends: 2021 v. 2019 Results

### Q10. In the past 12 months, have you had ANY contact with the University City Fire Department?

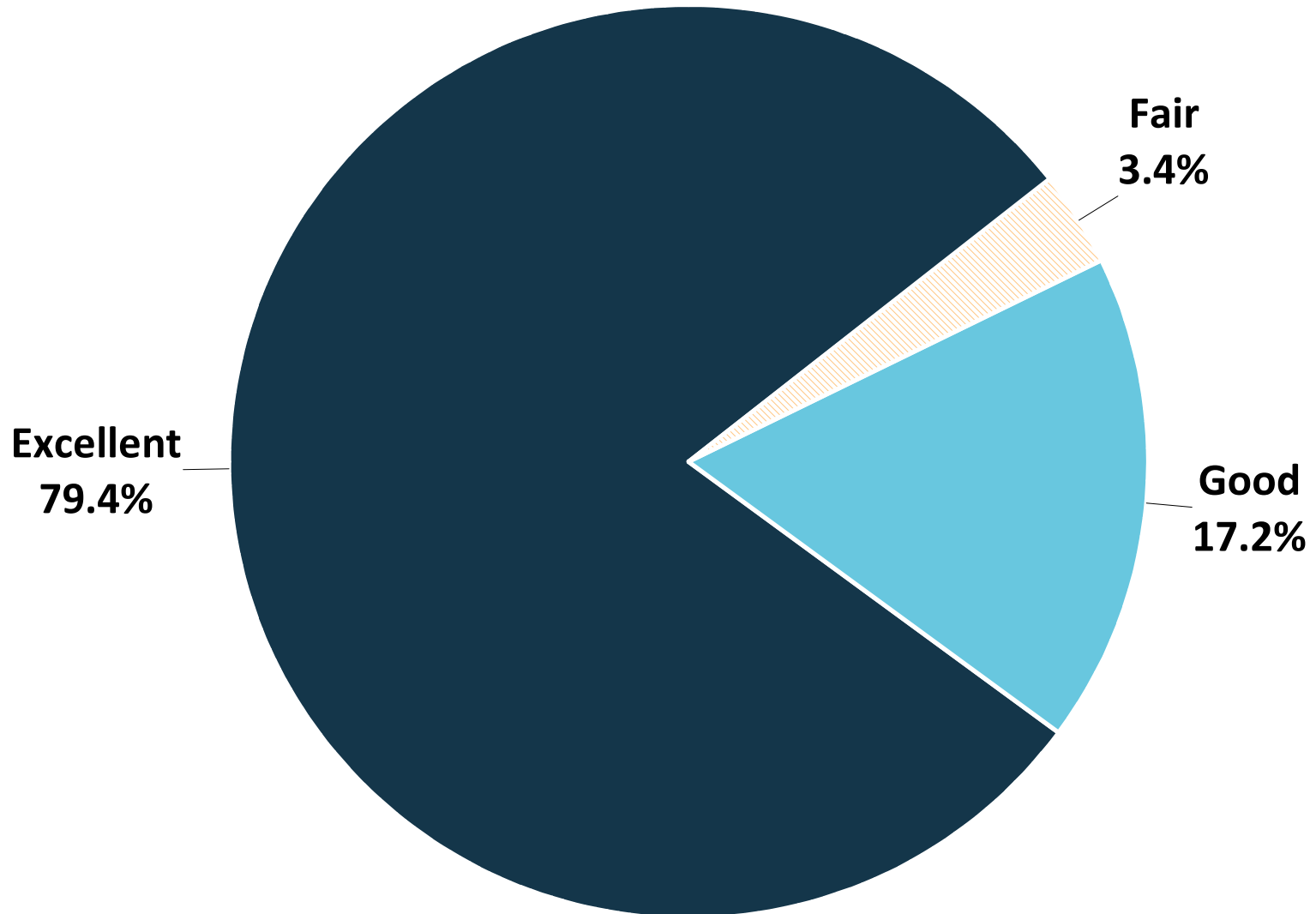
by the percentage of respondents who indicated "Yes"  
(excluding *don't know* responses)





# Q10a. How would you rate the timeliness and contact?

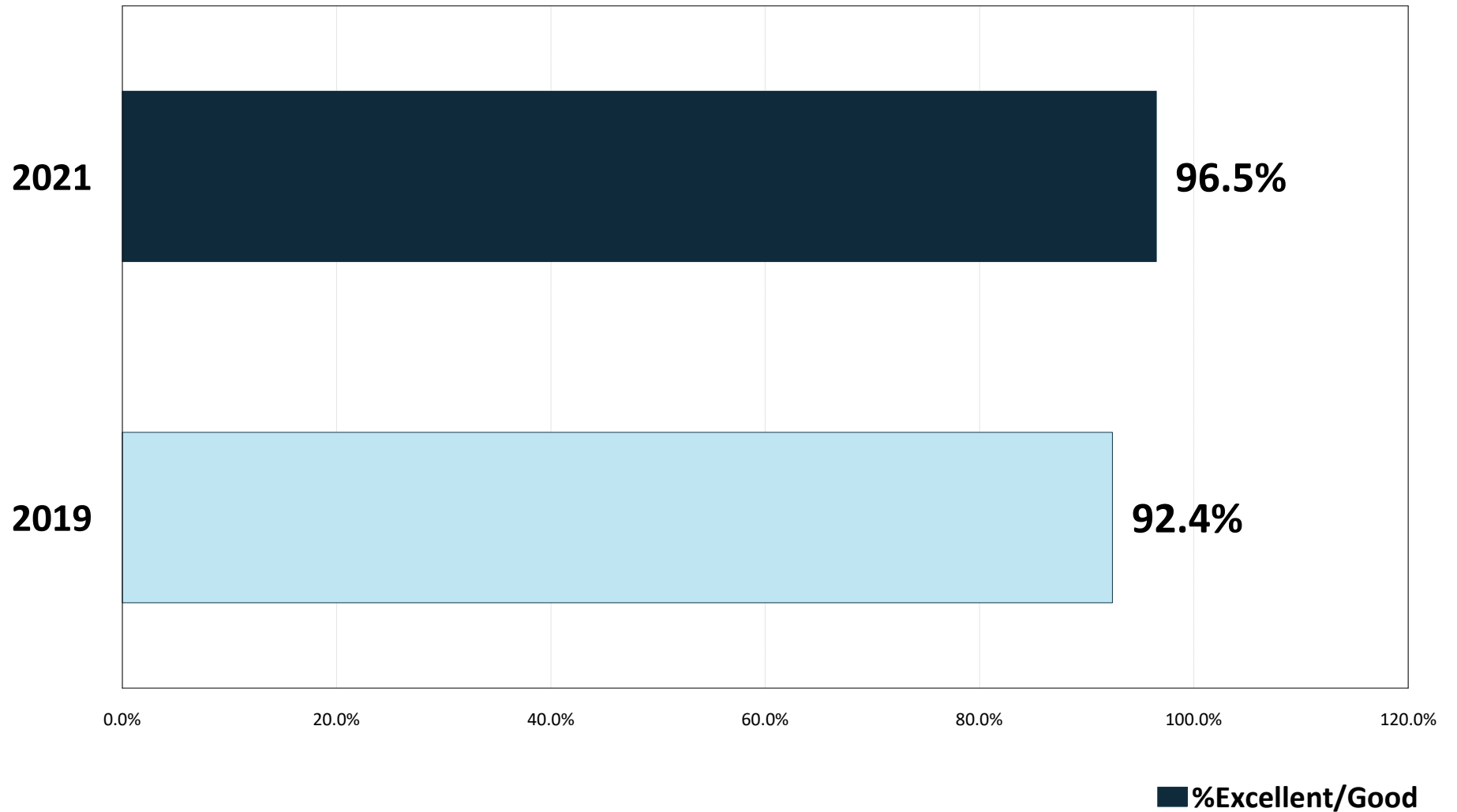
by percentage of respondents that have had contact with the University City Fire Department in the past 12-months  
(excluding *don't know* responses)



# Trends: 2021 v. 2019 Results

## Q10a. How would you rate the timeliness and contact?

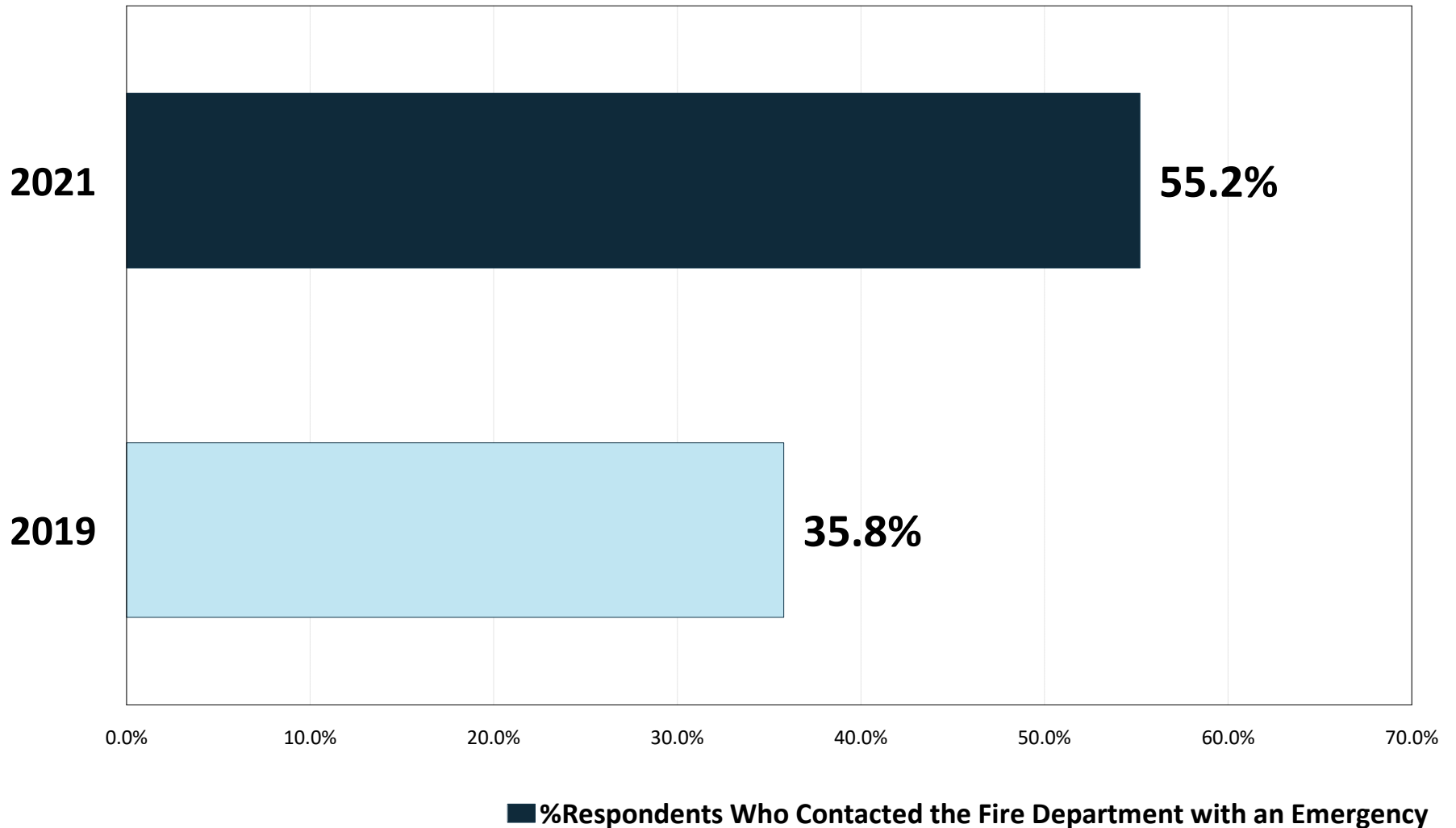
by the percentage of respondents who indicated "Yes"  
(excluding *don't know* responses)



# Trends: 2021 v. 2019 Results

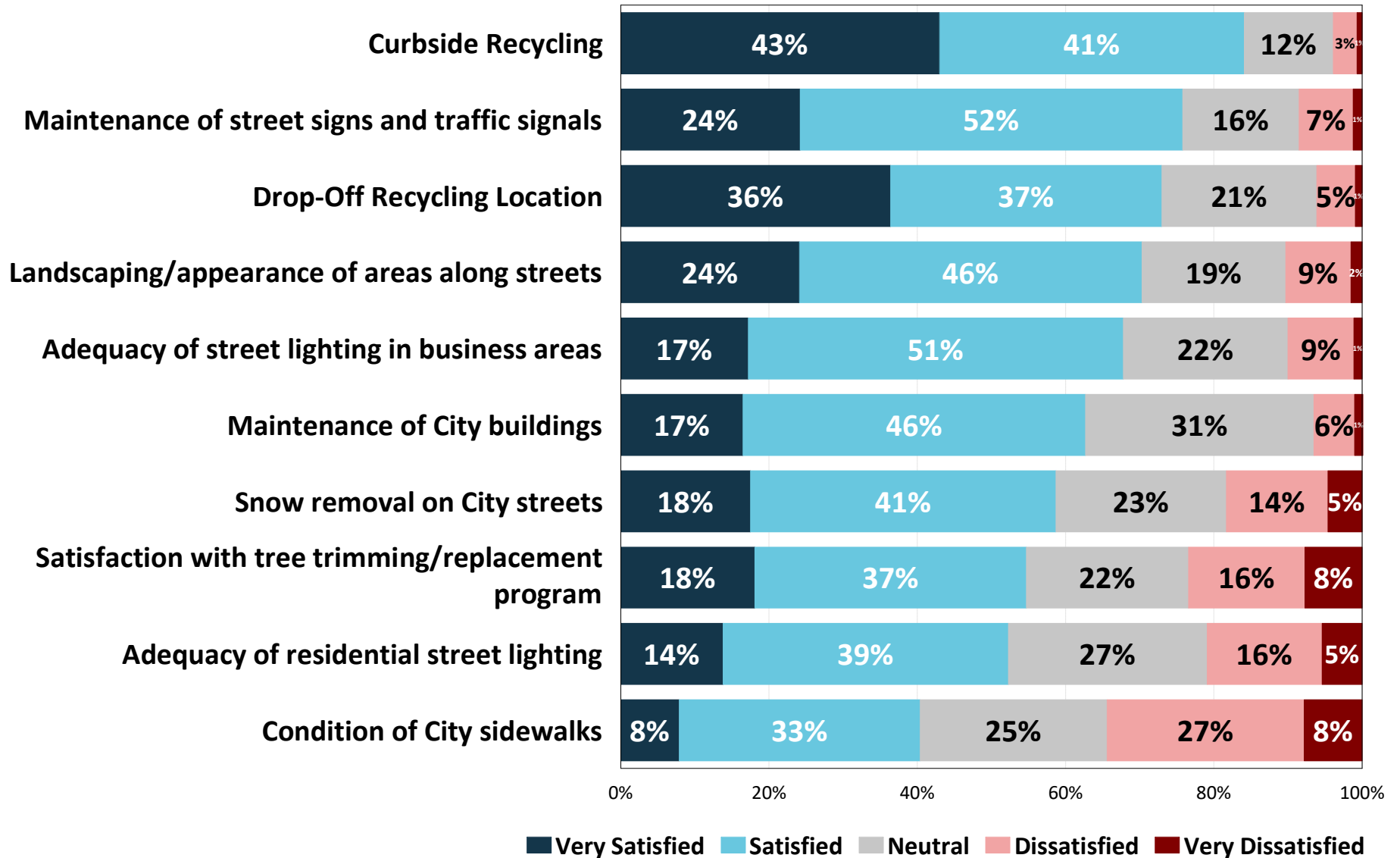
## Q10b. What was the nature of the contact?

by the percentage of respondents who contacted the City Fire Department with an Emergency  
(excluding *don't know* responses)



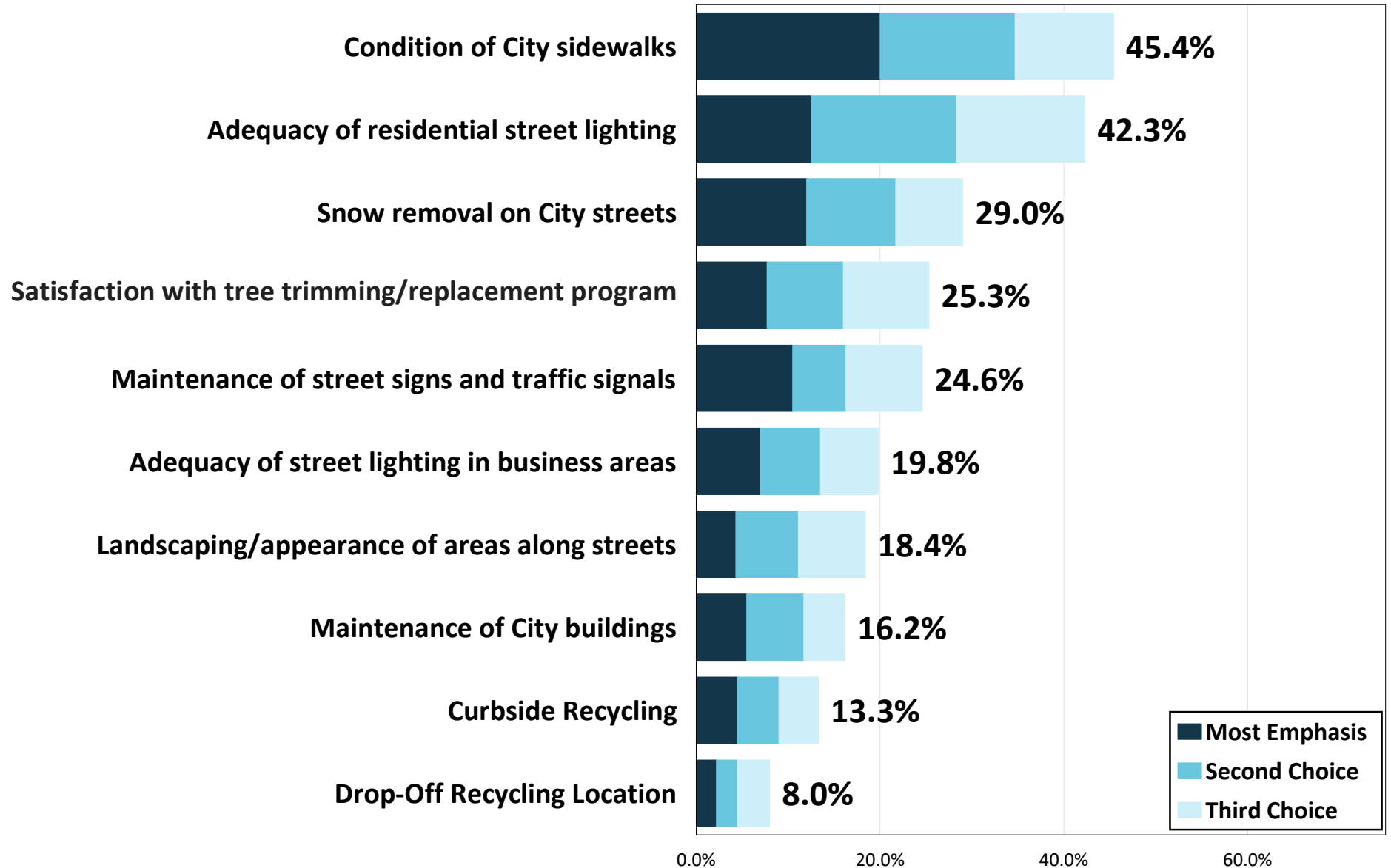
# Q11. Level of Satisfaction with City Maintenance/ Public Works Services

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied*  
(excluding *don't know* responses)



# Q12. Which THREE items from the list in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

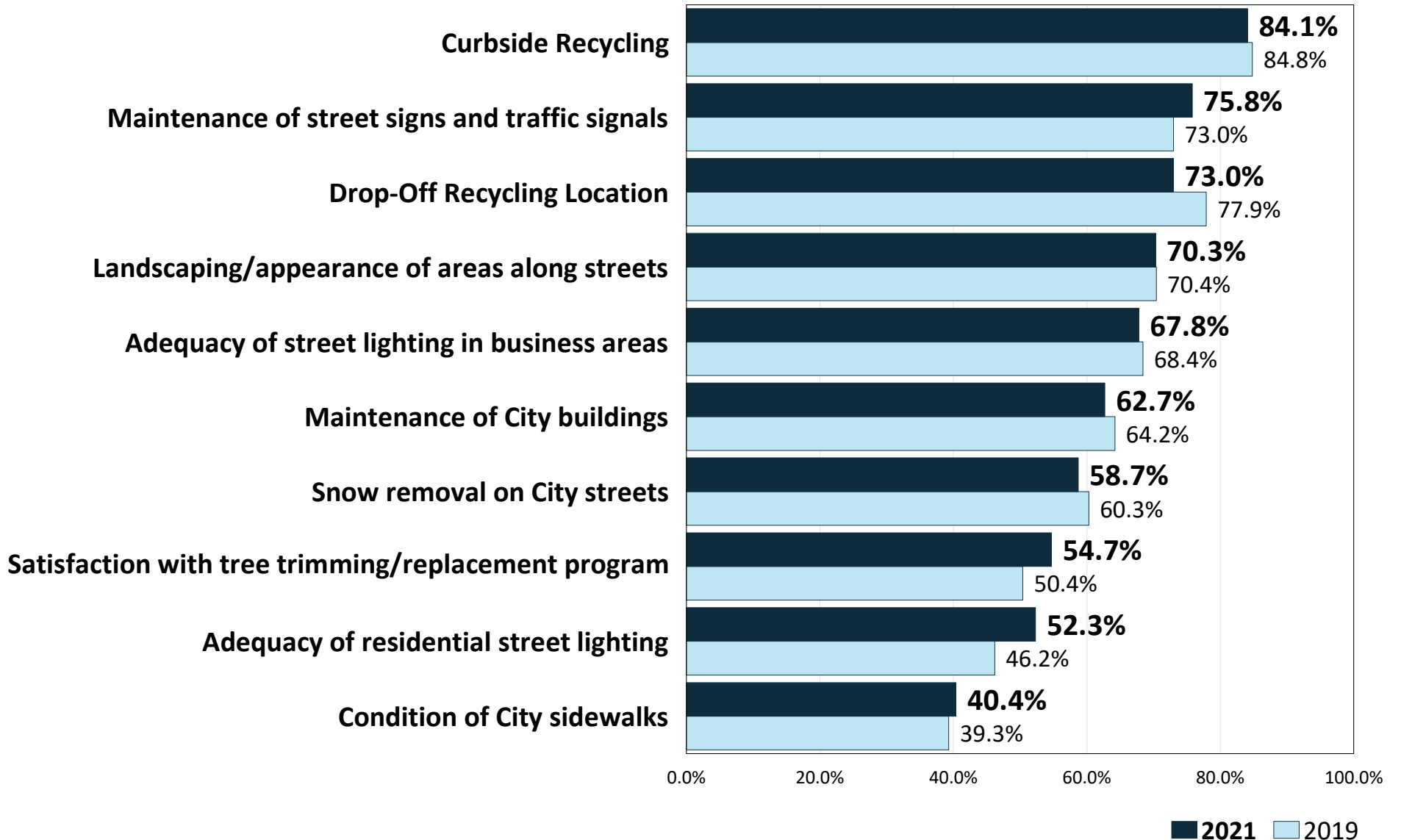
by the sum percentage of respondents' top three choices



# Trends: 2021 v. 2019 Results

## Satisfaction with City Maintenance/Public Works Services

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)

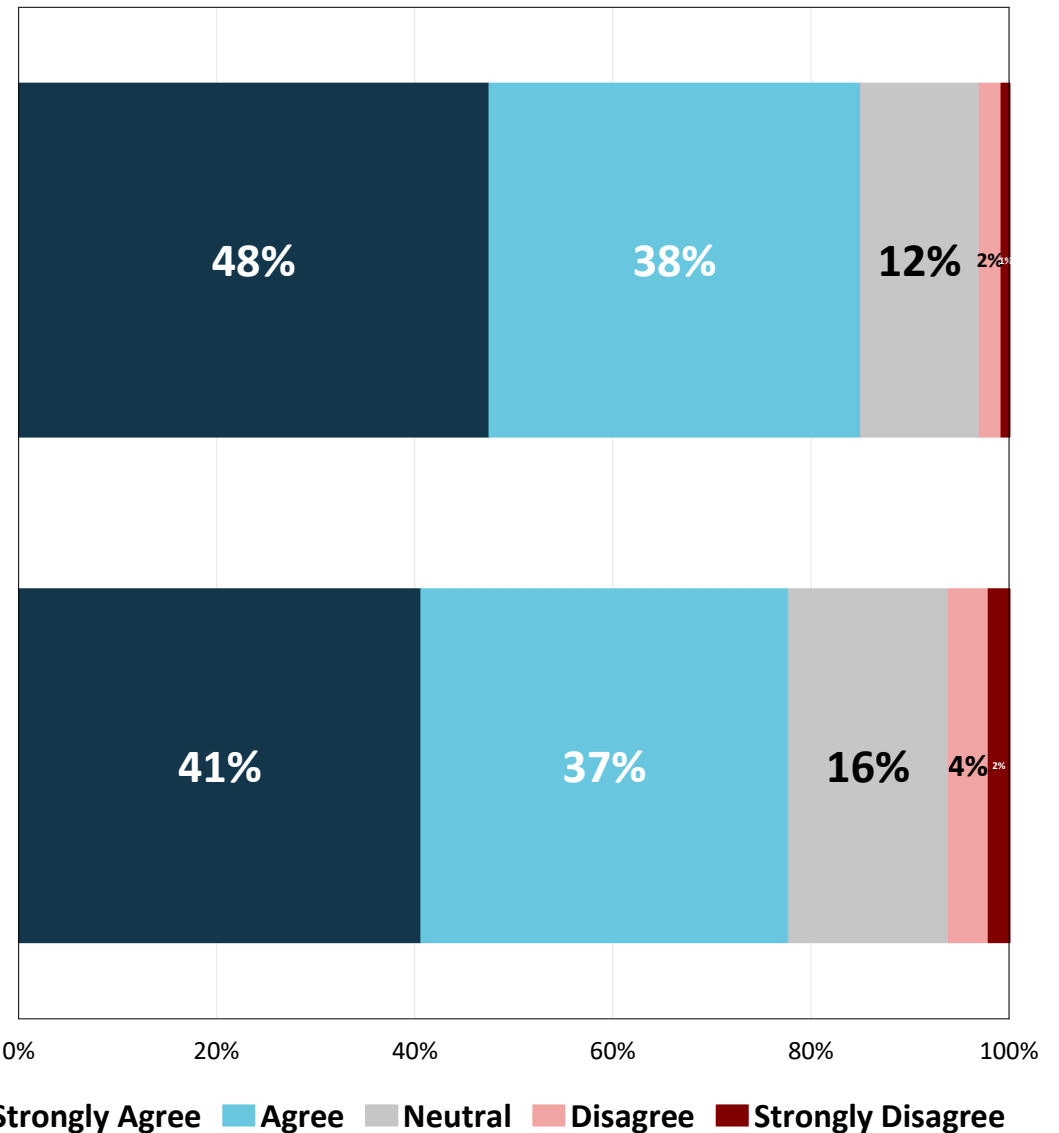


# Q13. For each of the issues listed, please indicate your level of agreement.

by the percentage of respondents, using a 5-point scale where 5 means *strongly agree* and 1 means *strongly disagree* (excluding *don't know* responses)

**The City should prioritize sustainable practices in policy and decision making**

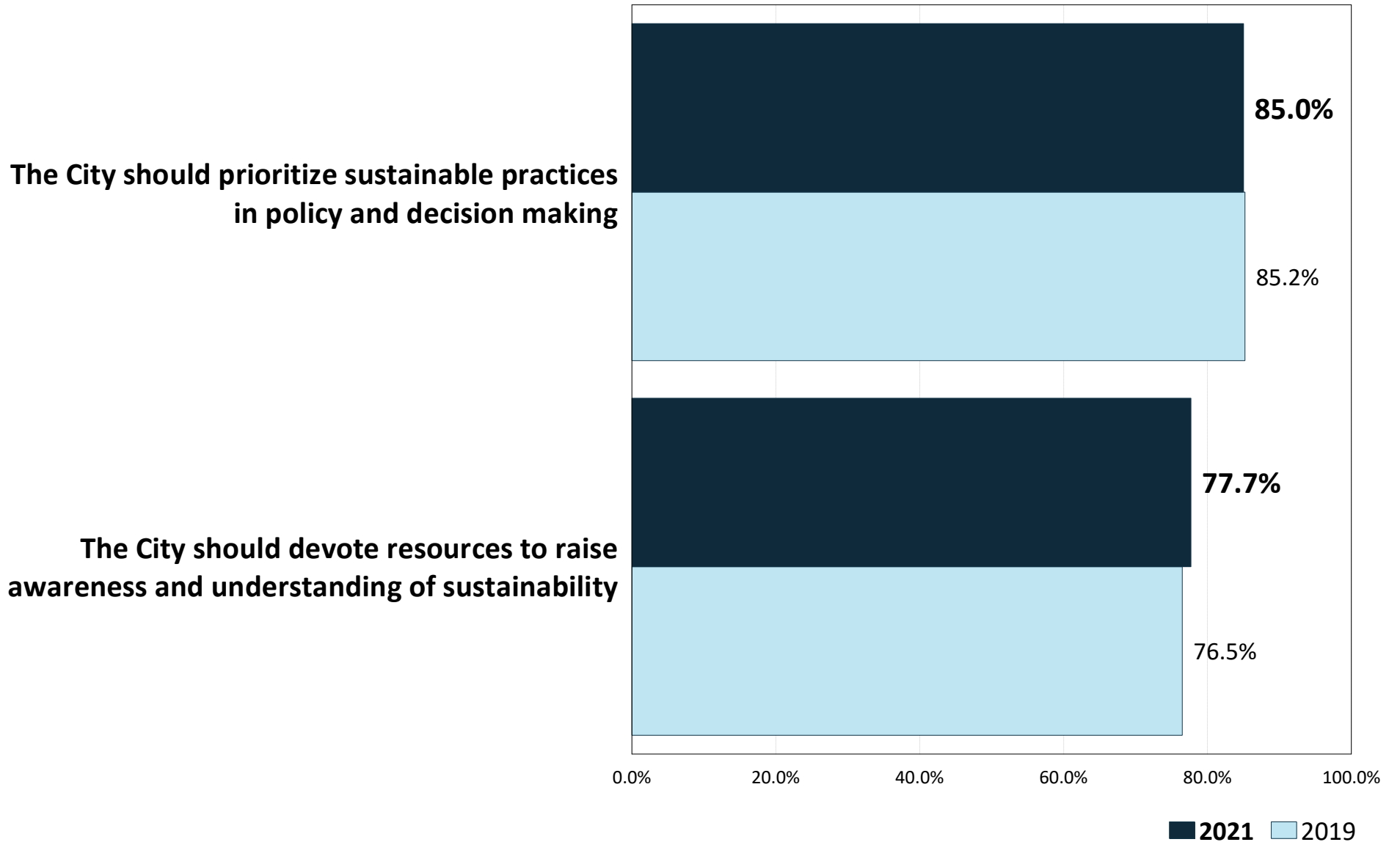
**The City should devote resources to raise awareness and understanding of sustainability**



# Trends: 2021 v. 2019 Results

## Agreement with the Following Issues

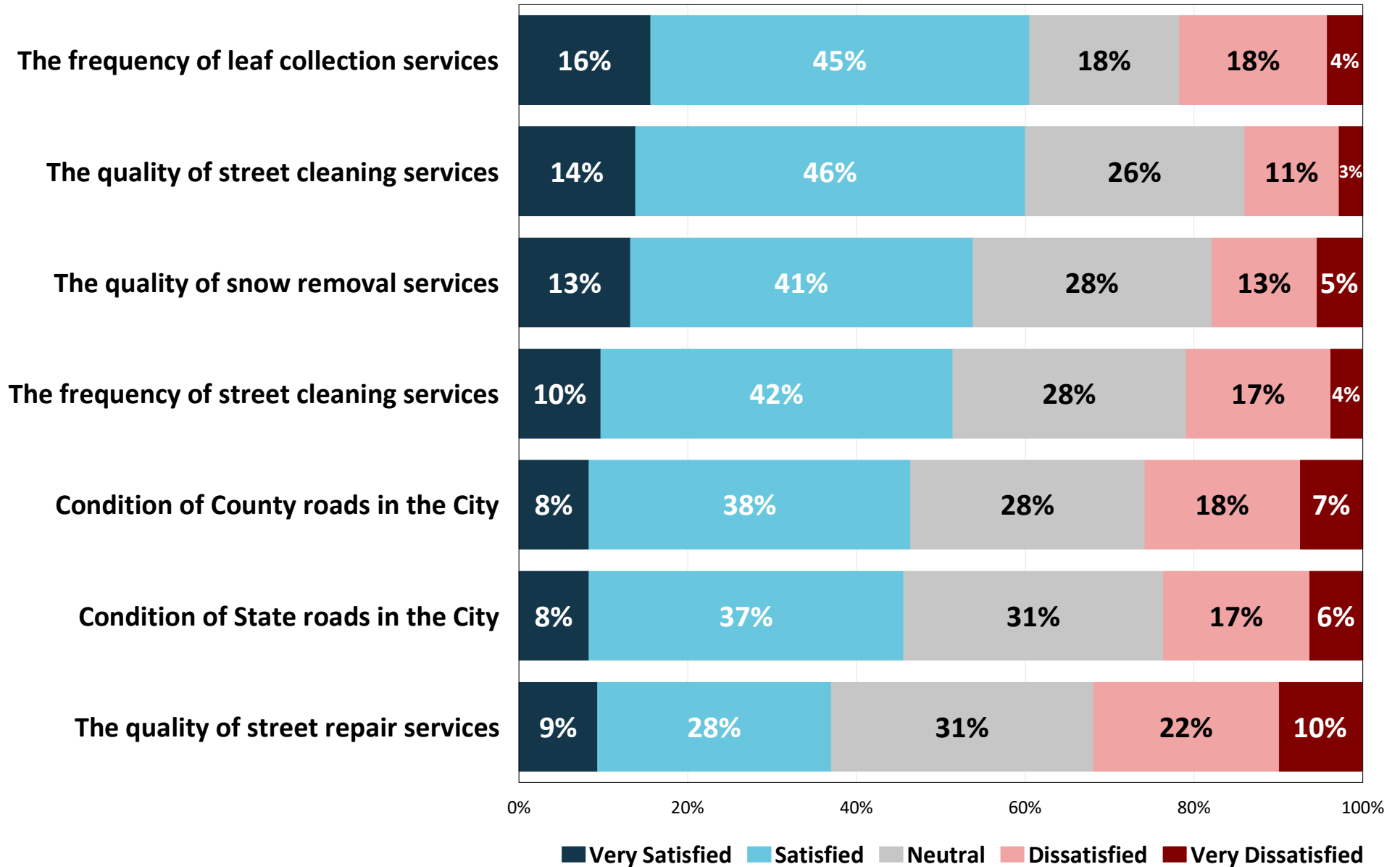
by the sum percentage of respondents that either *strongly agree* or *agree* with the issue  
(excluding *don't know* responses)





# Q14. Level of Satisfaction with the Maintenance of City Streets

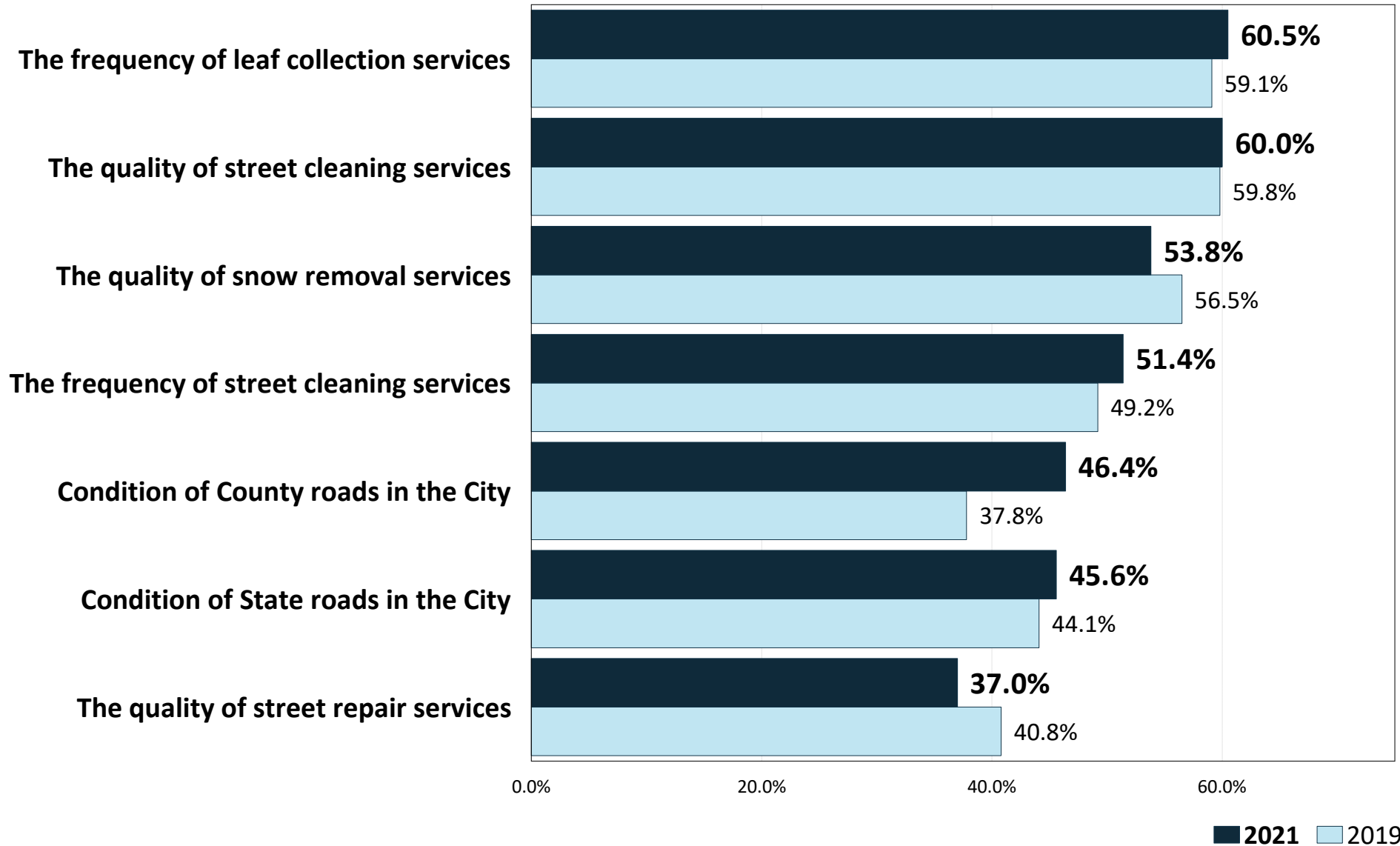
by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied*  
(excluding *don't know* responses)



# Trends: 2021 v. 2019 Results

## Satisfaction with the Maintenance of City Streets

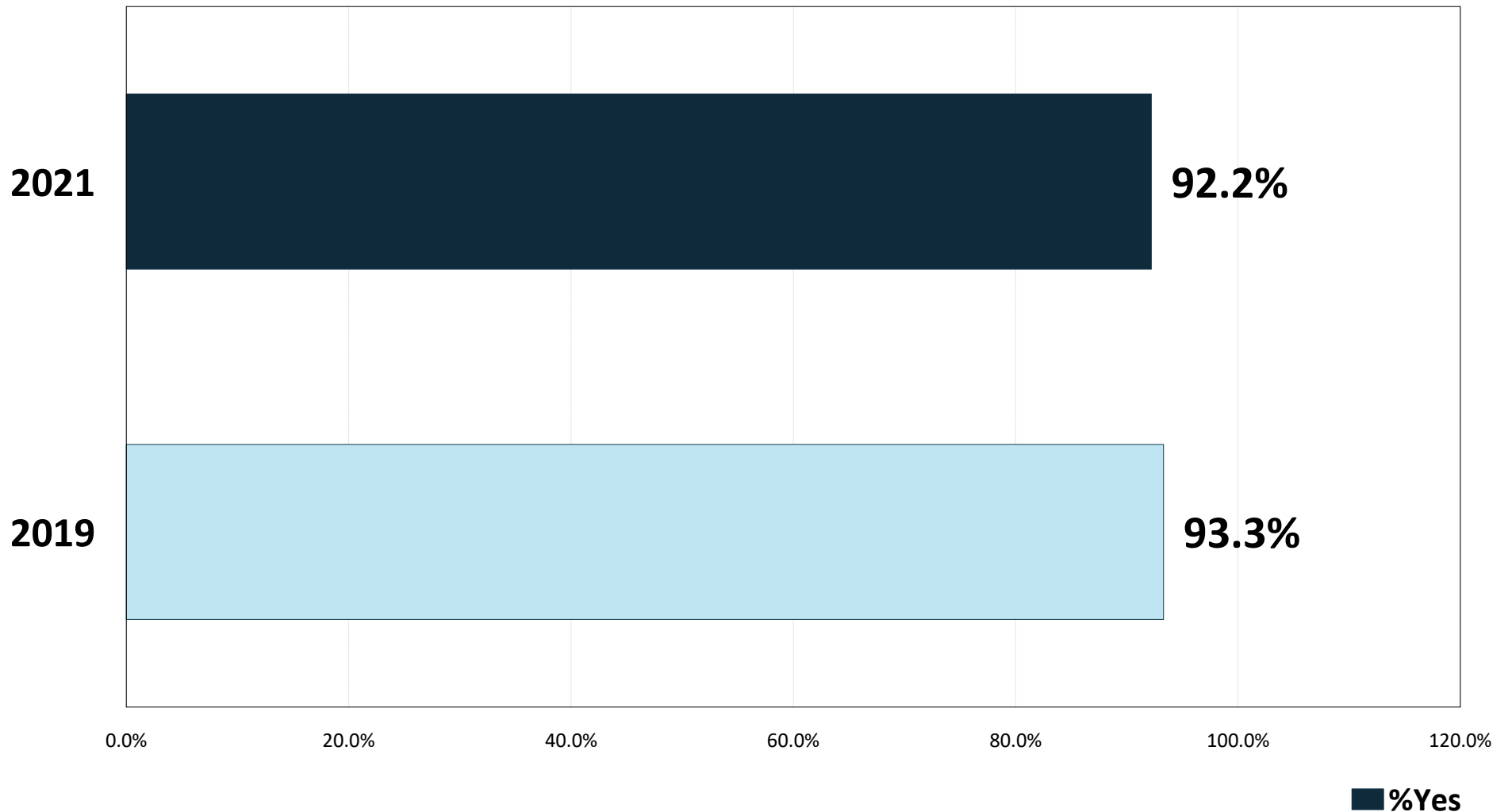
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



## Trends: 2021 v. 2019 Results

### Q15. Are you familiar with recycling services offered by the City of University City?

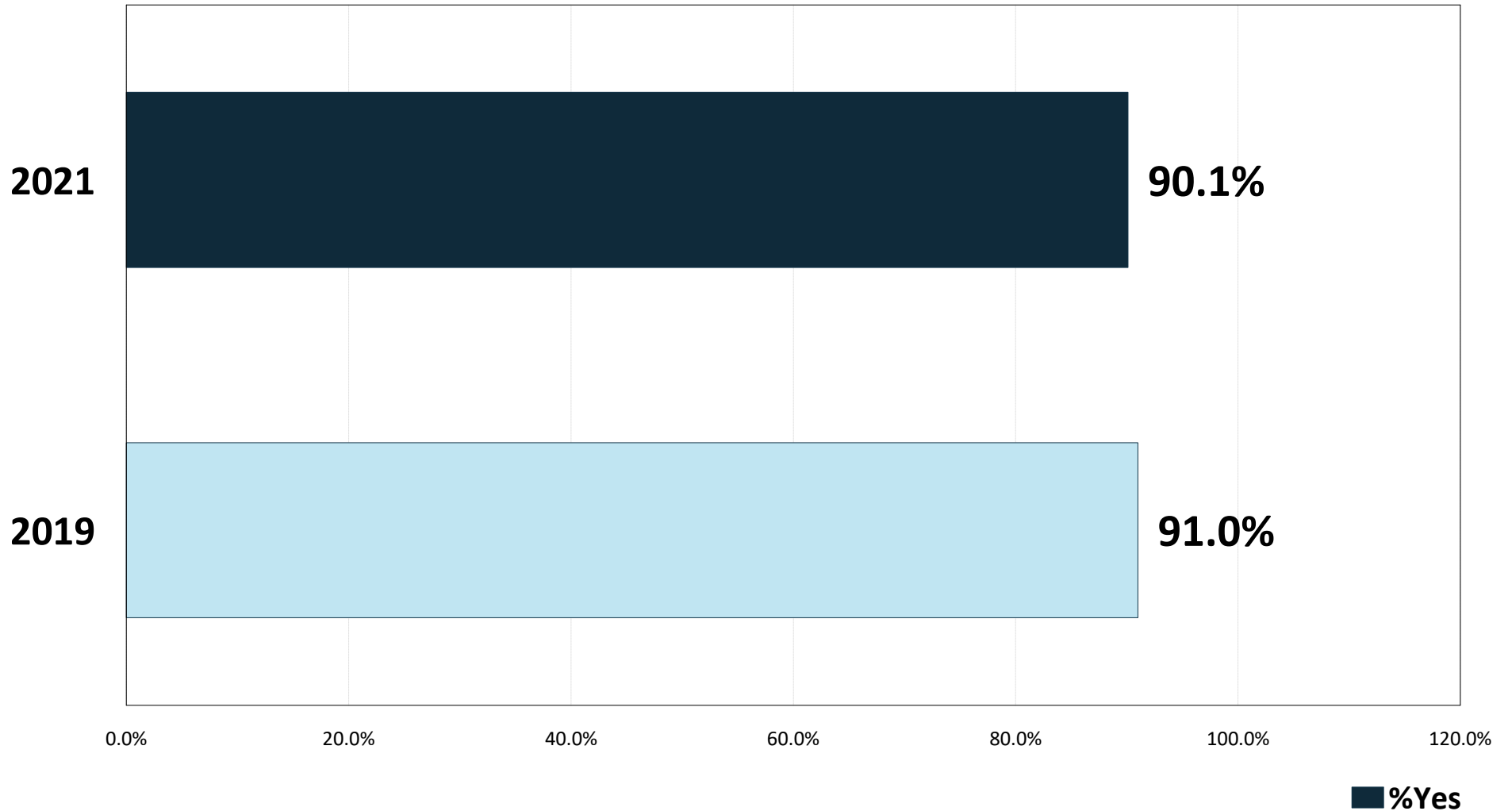
by the percentage of respondents who indicated "Yes"  
(excluding *don't know* responses)



# Trends: 2021 v. 2019 Results

## Q16. Does your household currently recycle?

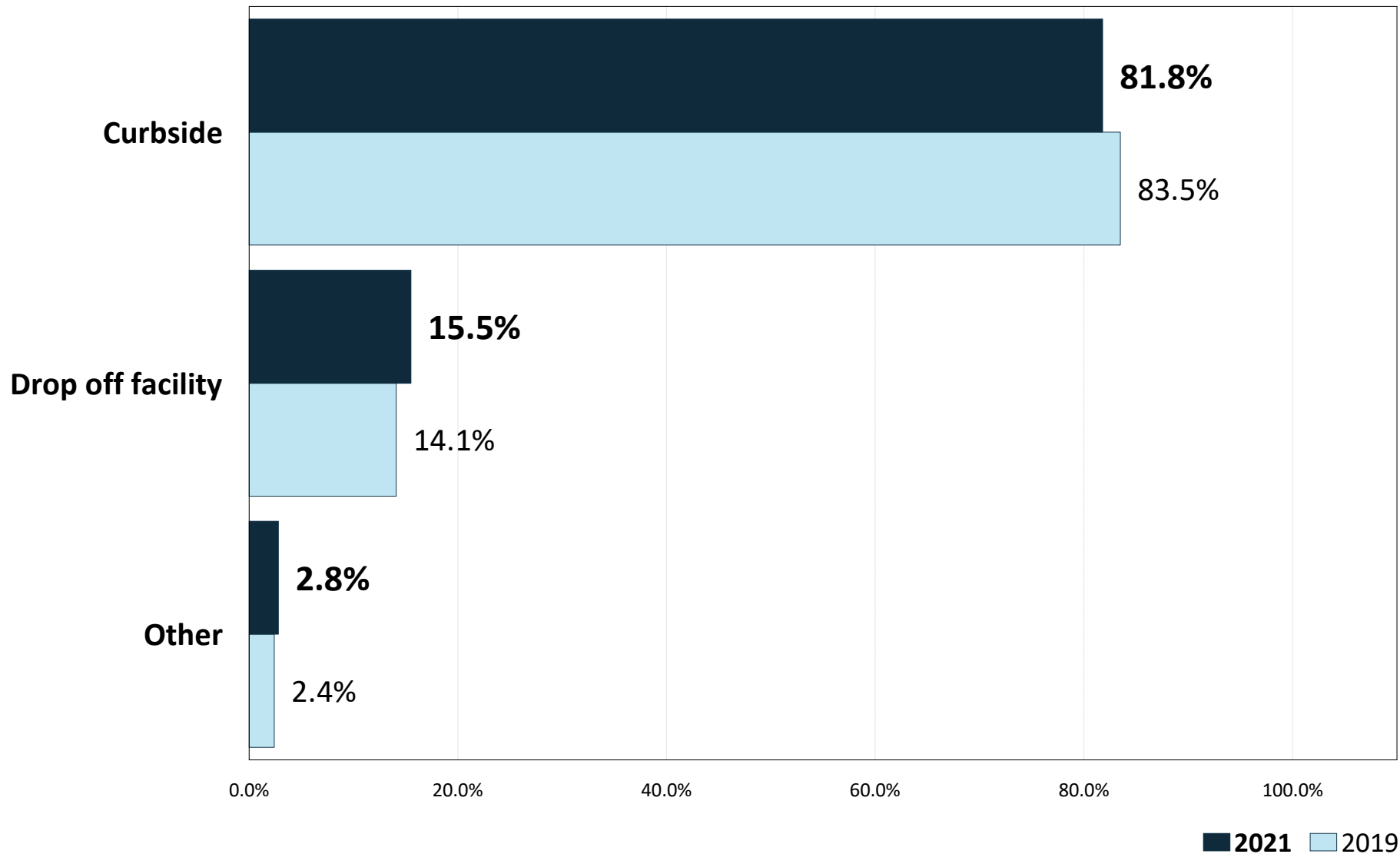
by the percentage of respondents who indicated "Yes"  
(excluding *don't know* responses)



# Trends: 2021 v. 2019 Results

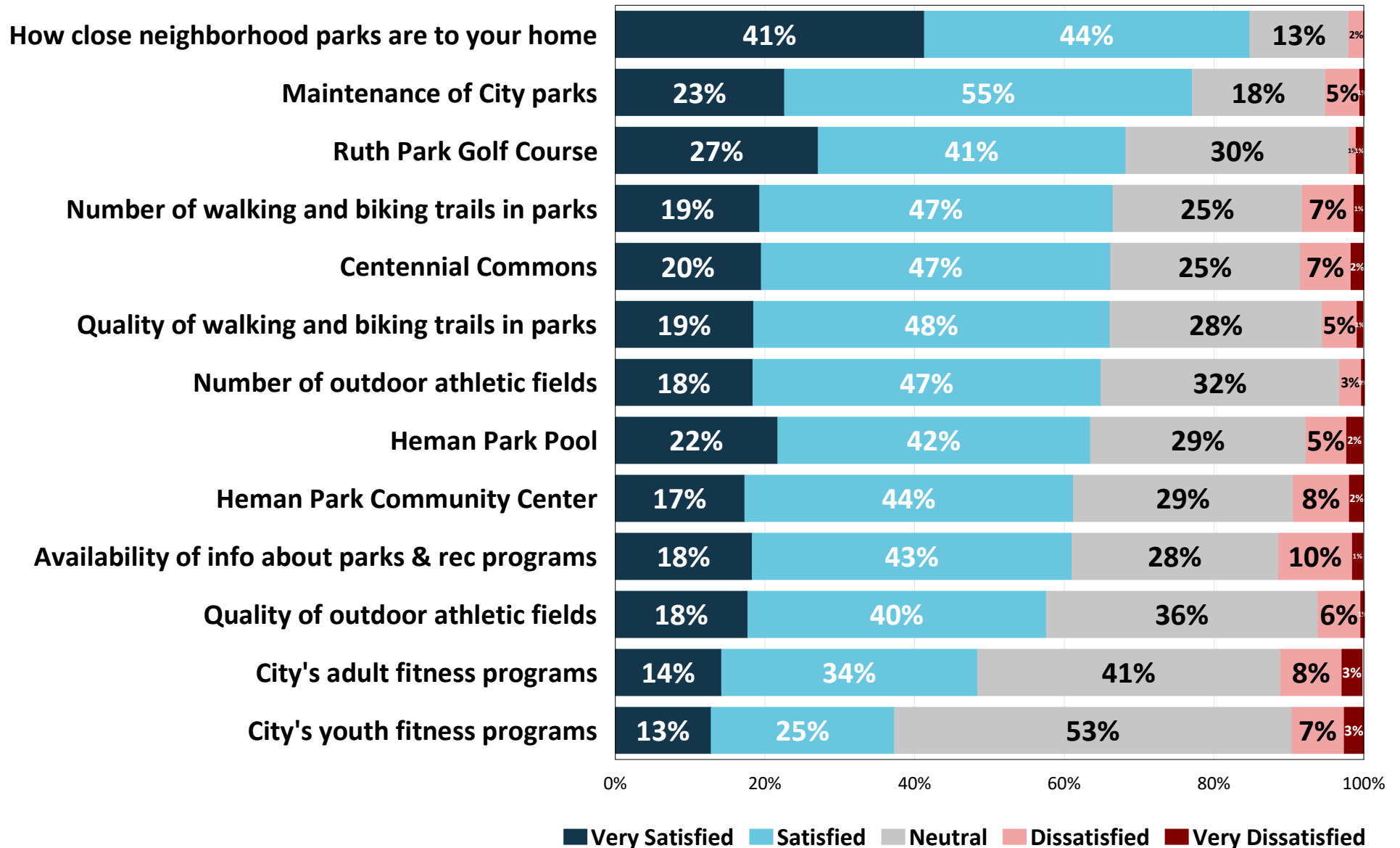
## Q16a. How do you recycle?

by the percentage of respondents that indicated their household recycles  
(excluding *don't know* responses)



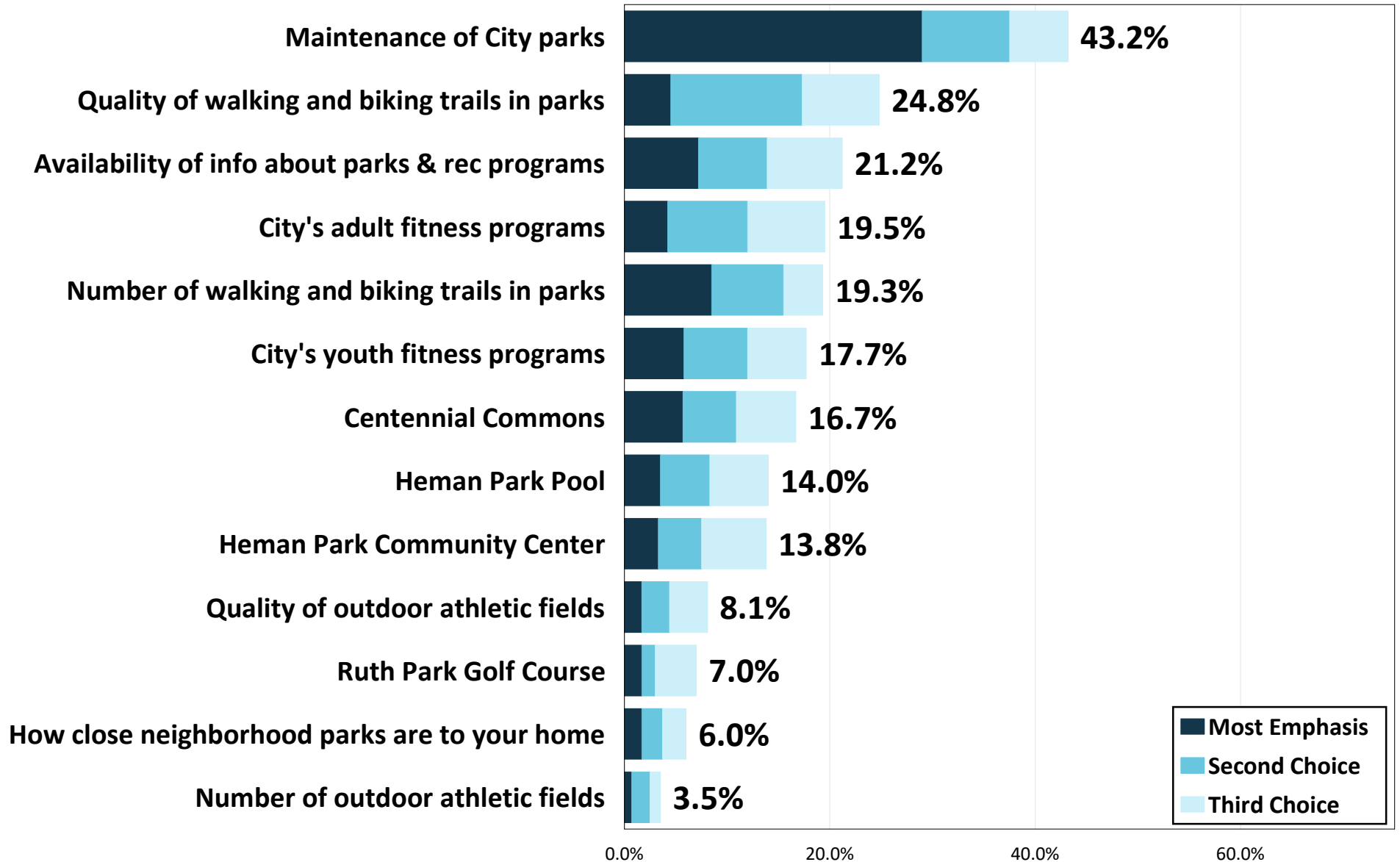
# Q17. Level of Satisfaction with Parks & Recreation Services

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied*  
(excluding *don't know* responses)



# Q18. Which THREE items from the list in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

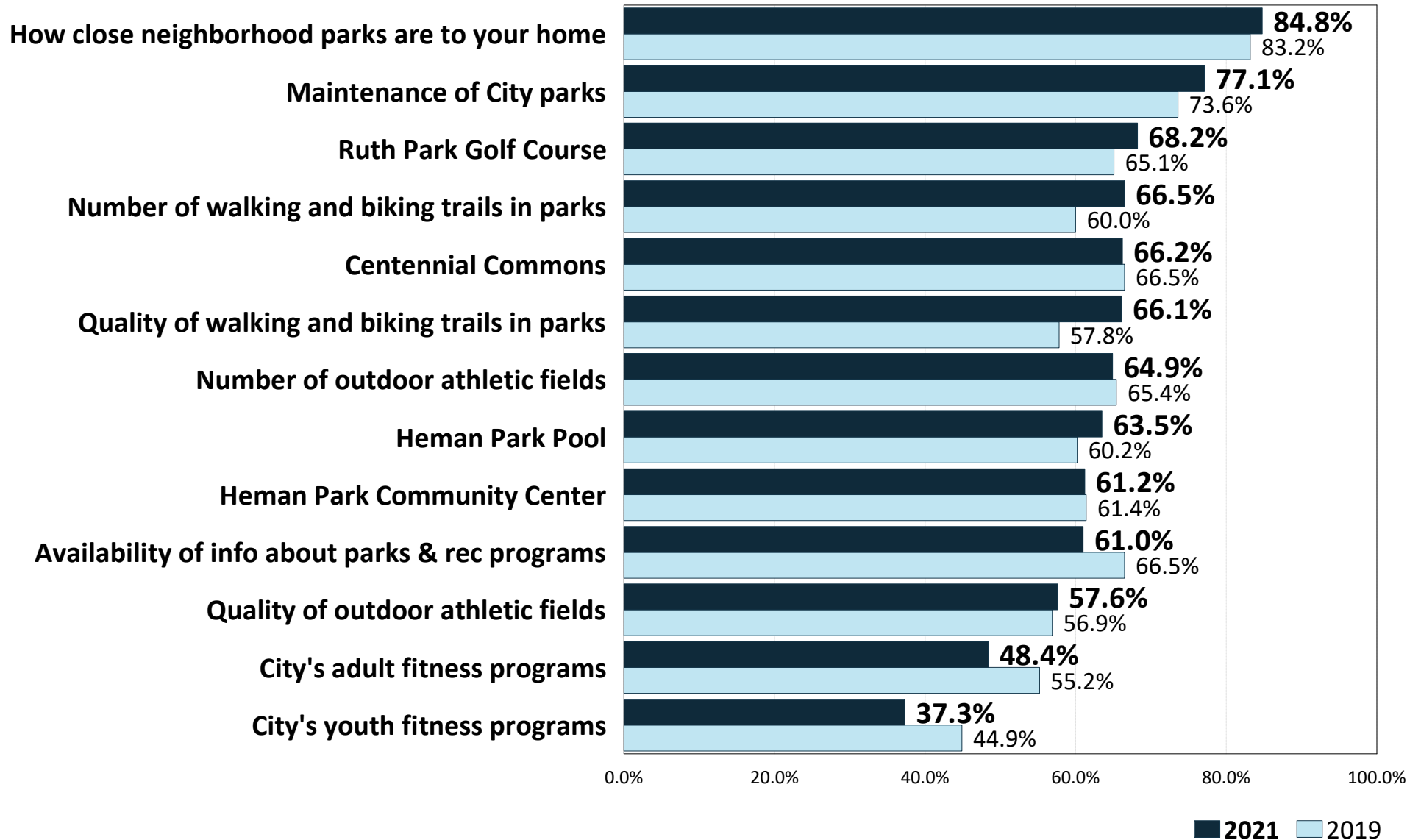
by the sum percentage of respondents' top three choices



# Trends: 2021 v. 2019 Results

## Satisfaction with Parks & Recreation Services Provided by the City

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)

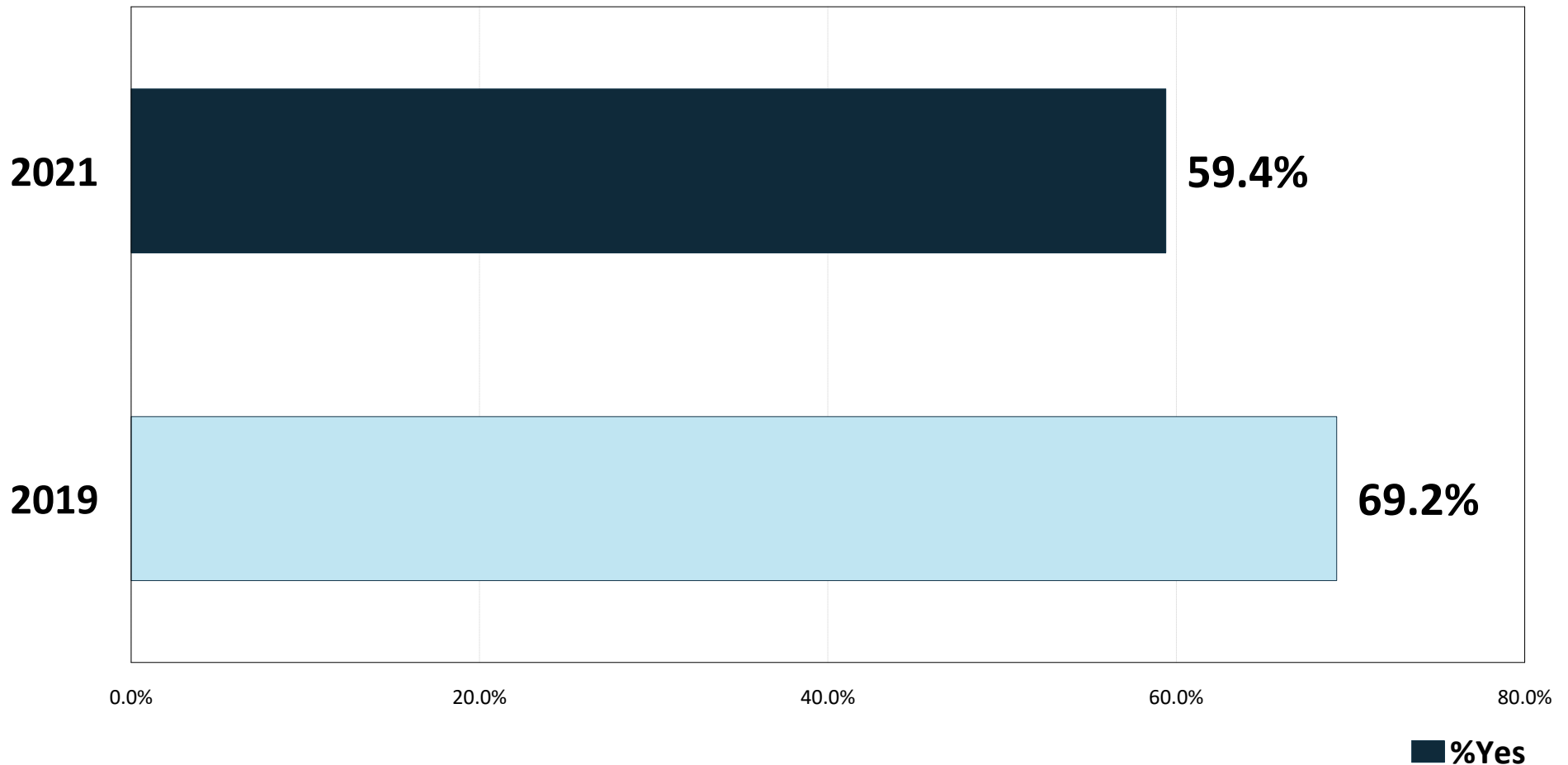




## Trends: 2021 v. 2019 Results

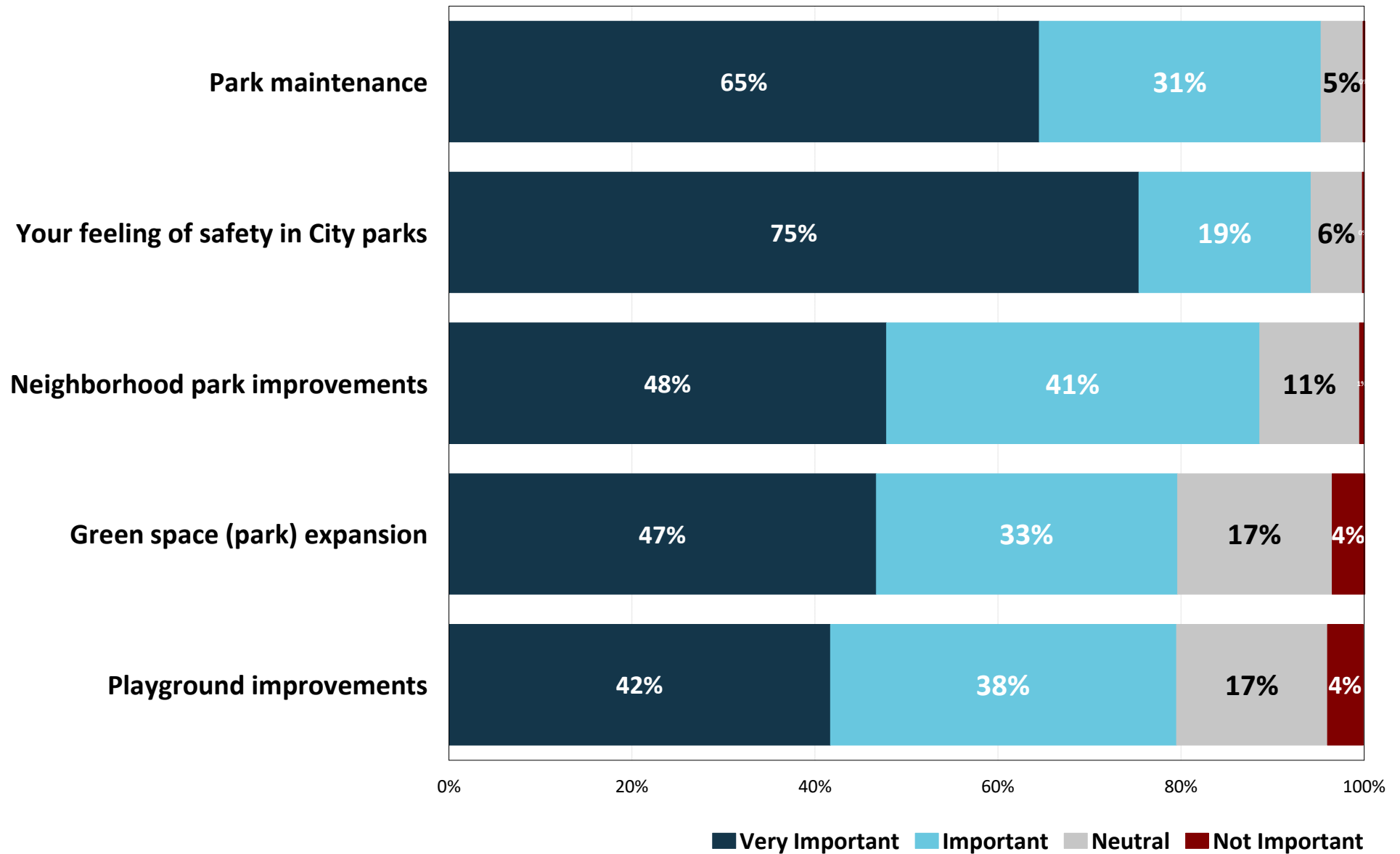
**Q19. In the past 12 months, has anyone in your household used any of University City's parks, recreation facilities, or recreation programs?**

by the percentage of respondents who indicated "Yes"  
(excluding *don't know* responses)



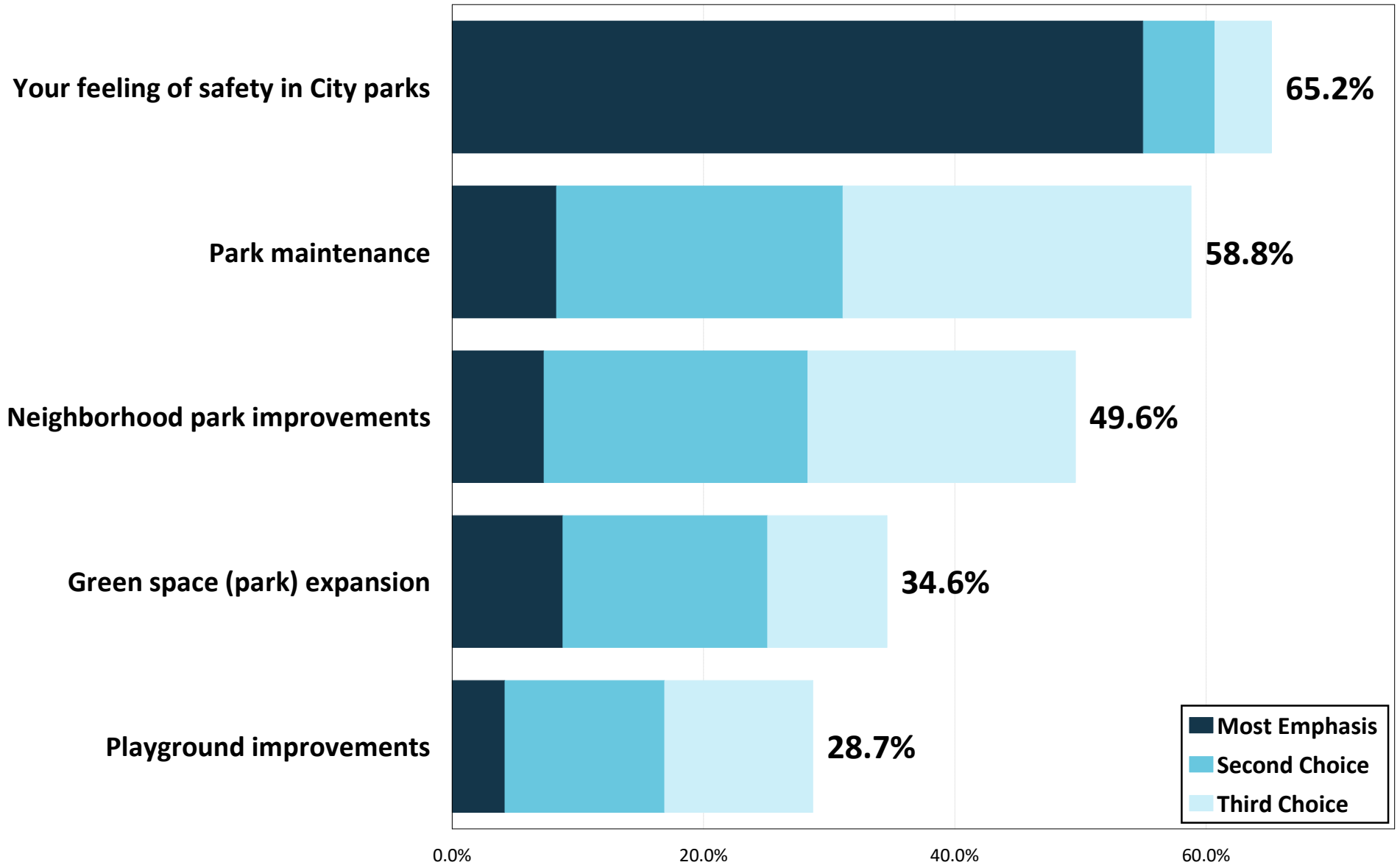
# Q20. Level of Importance of Parks & Recreation Initiatives

by the percentage of respondents, using a 4-point scale where 4 means *very important* and 1 means *not important* (excluding *don't know* responses)



# Q21. Which THREE initiatives from the list in Question 20 are of the HIGHEST PRIORITY for you and your family?

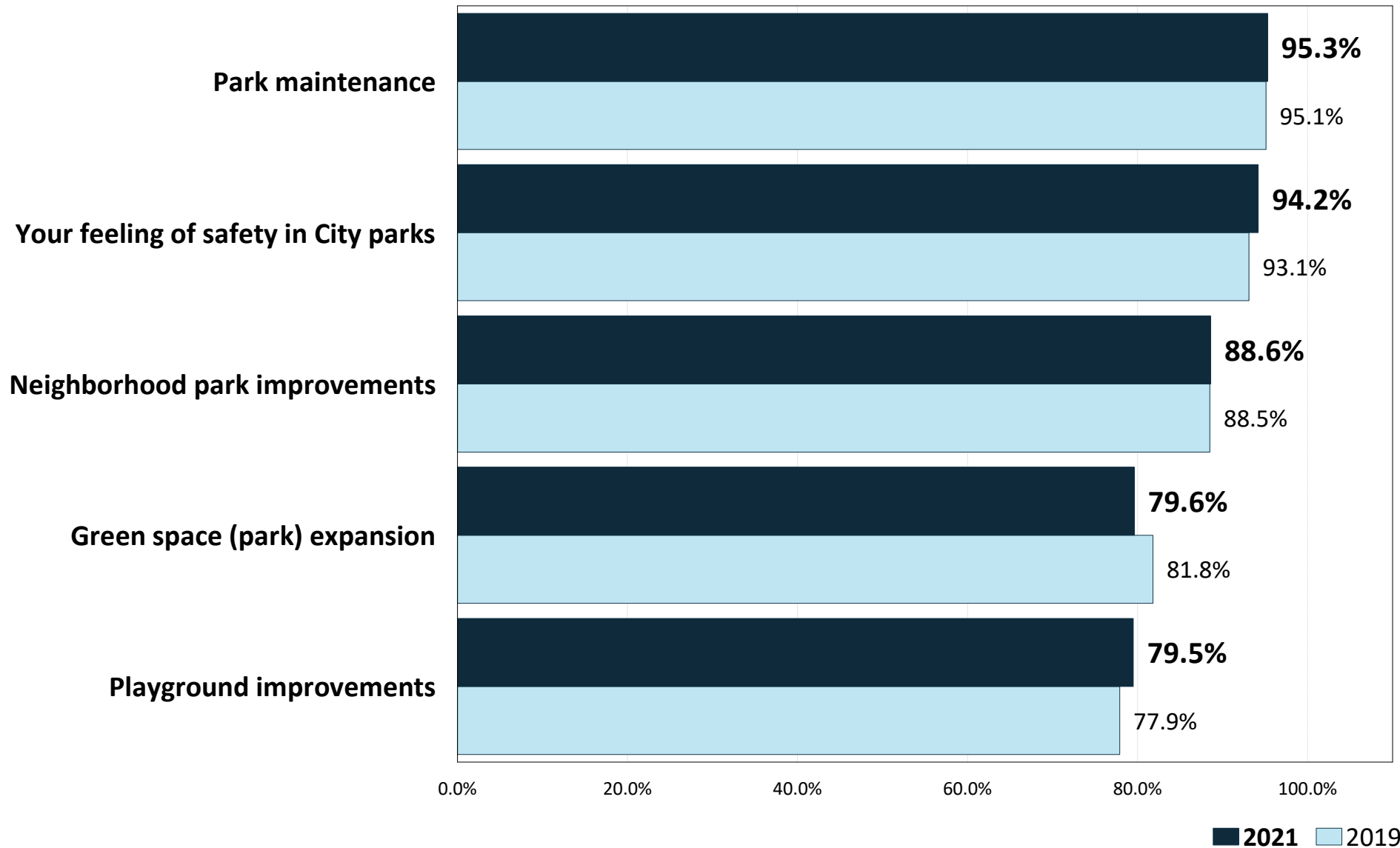
by the sum percentage of respondents' top three choices



# Trends: 2021 v. 2019 Results

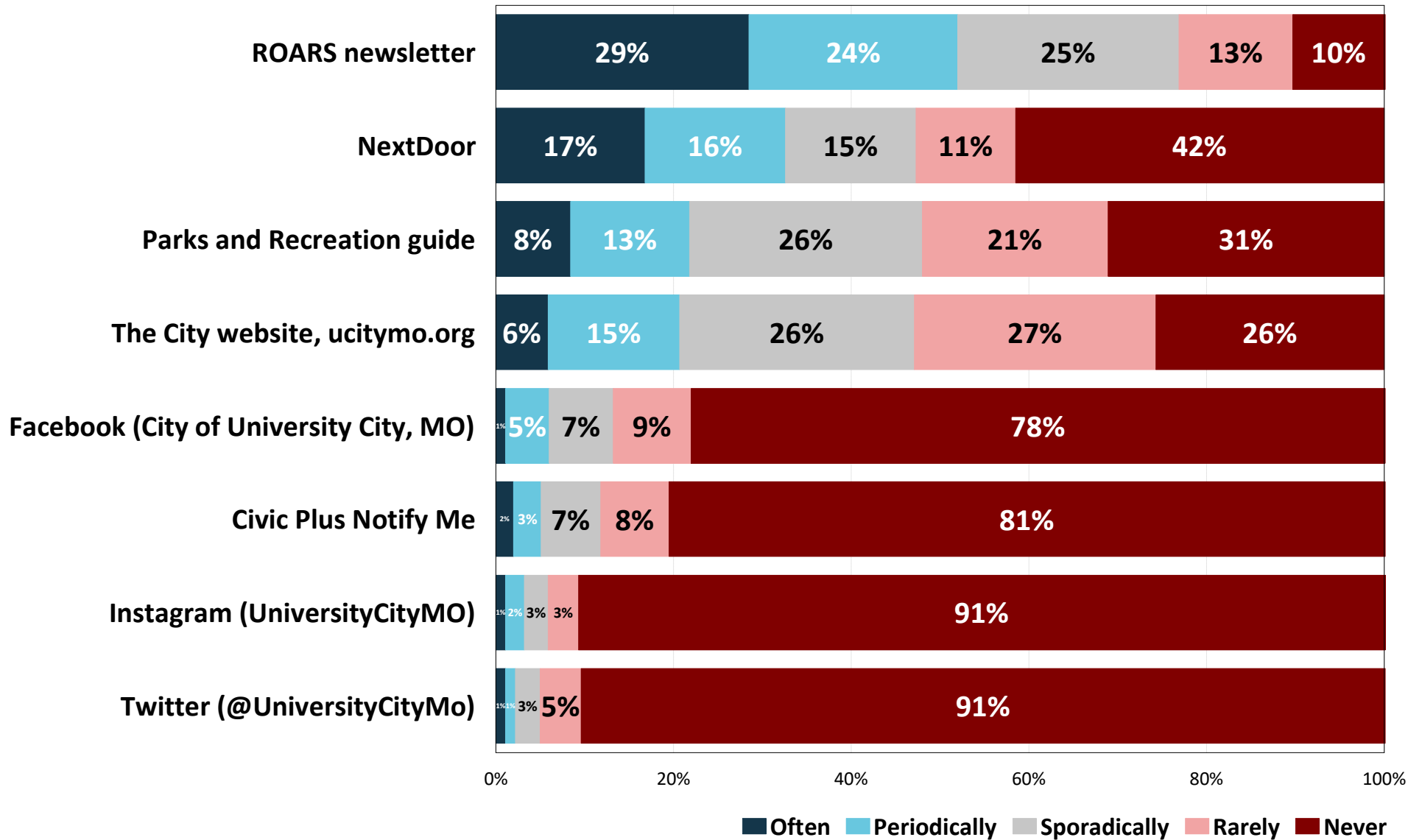
## Importance of Parks & Recreation Initiatives

by the sum percentage of respondents that rated the initiative as either *very important* or *important* (excluding *don't know* responses)



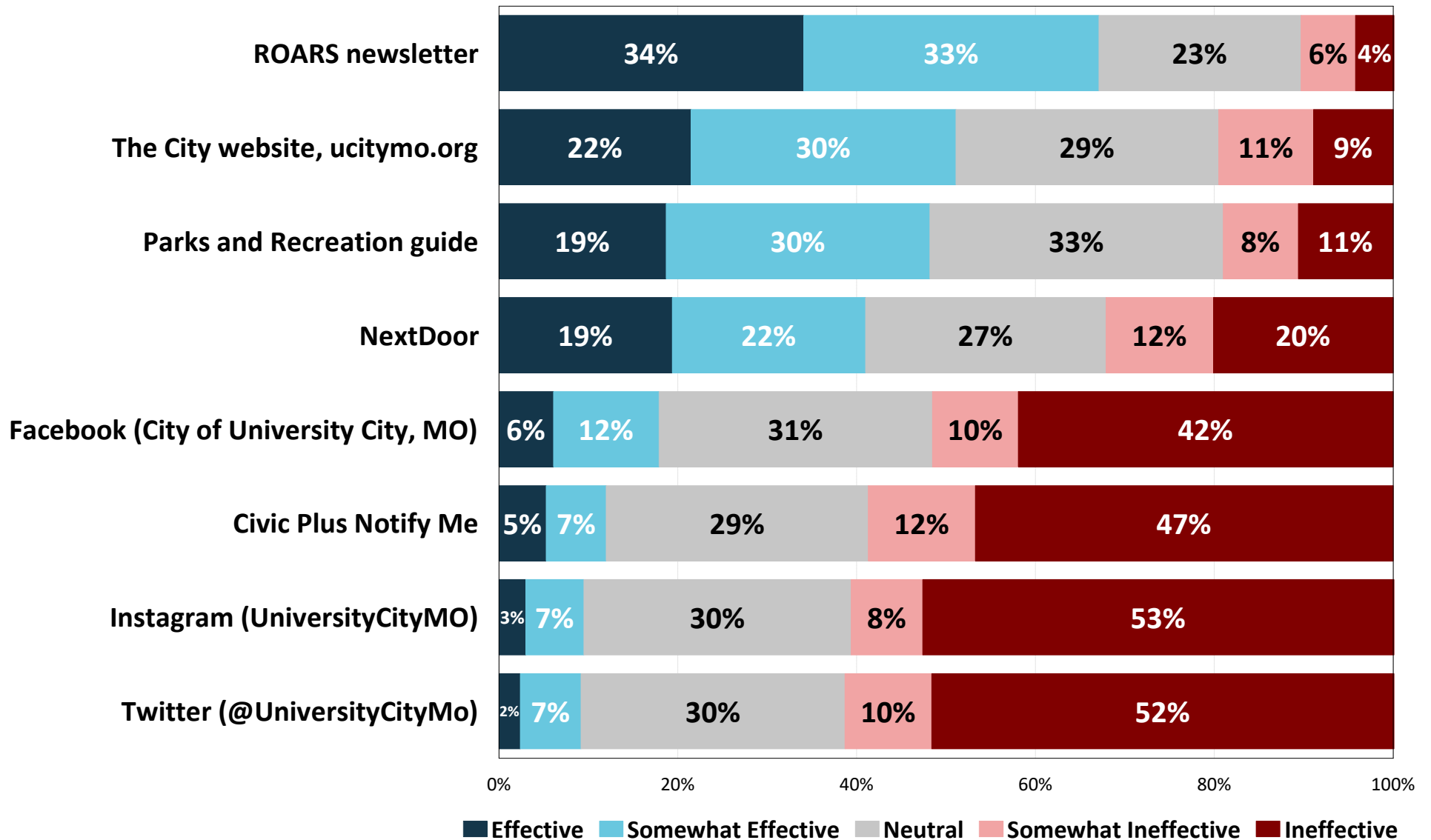
# Q22-1. Frequency Respondent Uses the Following City Communication Methods

by the percentage of respondents, using a 5-point scale where 5 means *often* and 1 means *never* (excluding *don't know* responses)



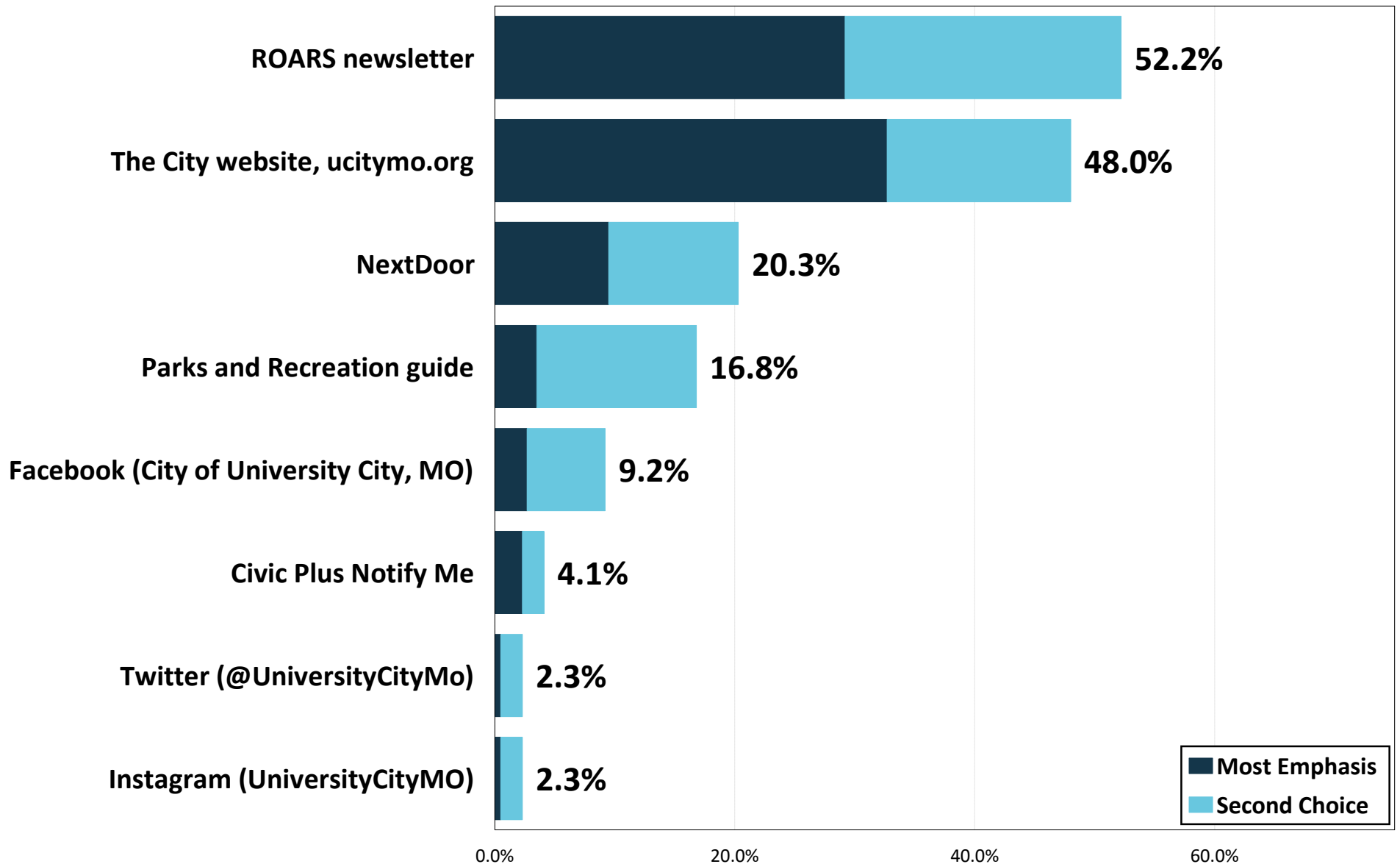
# Q22-2. Effectiveness of the Communication Method Keeping the Respondent Informed About City Services, Programs, and Projects

by the percentage of respondents, using a 5-point scale where 5 means *effective* and 1 means *ineffective* (excluding *don't know* responses)



# Q23. Which TWO of the City communication methods listed in Question 22 do you MOST PREFER to use to get information about the City?

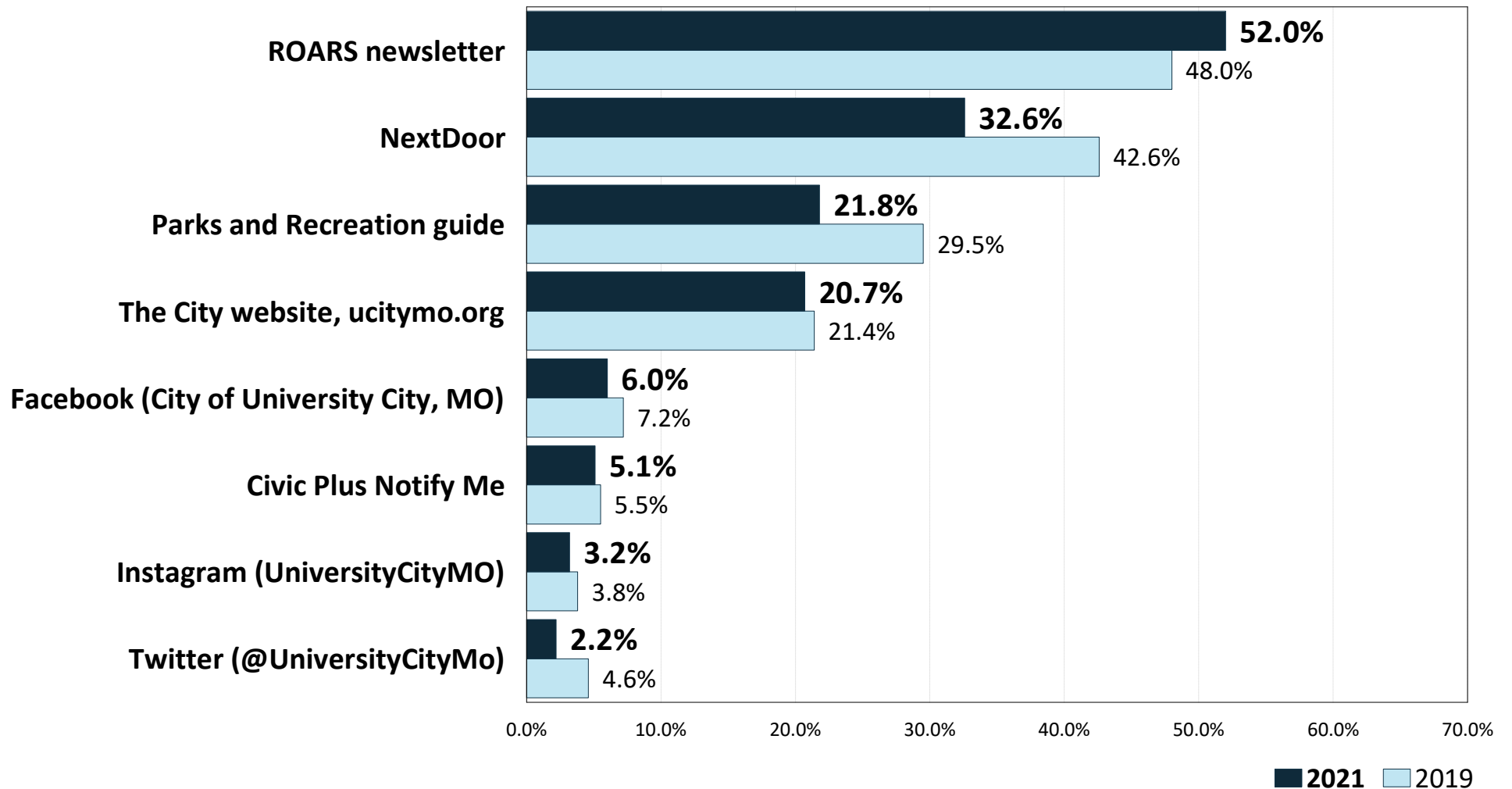
by the sum percentage of respondents' top two choices



# Trends: 2021 v. 2019 Results

## Frequency Respondent Uses the Following City Communication Methods

by the sum percentage of respondents that use the communication method *often* or *periodically* (excluding *don't know* responses)

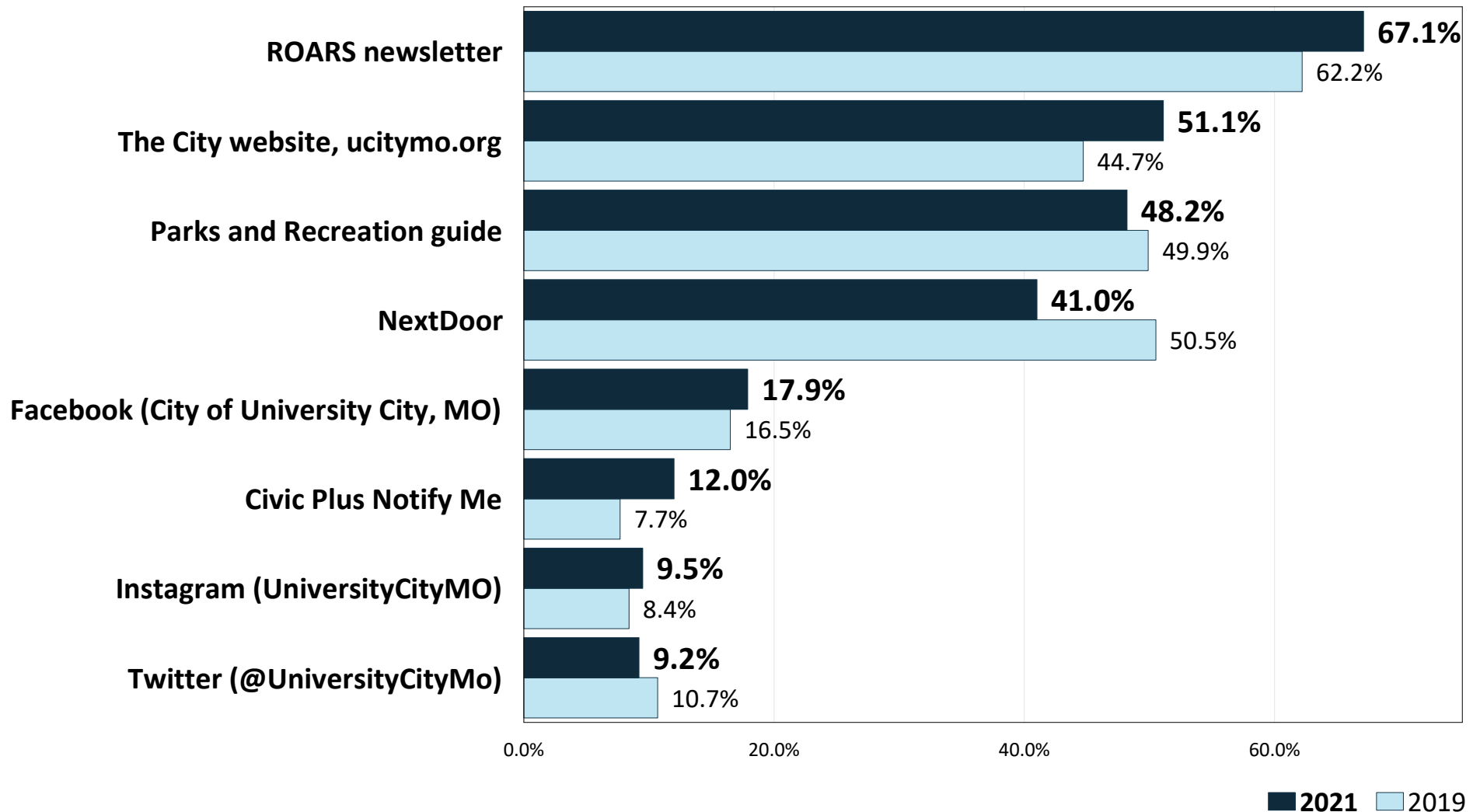




# Trends: 2021 v. 2019 Results

## Effectiveness of the Communication Method Keeping the Respondent Informed About City Services, Programs, and Projects

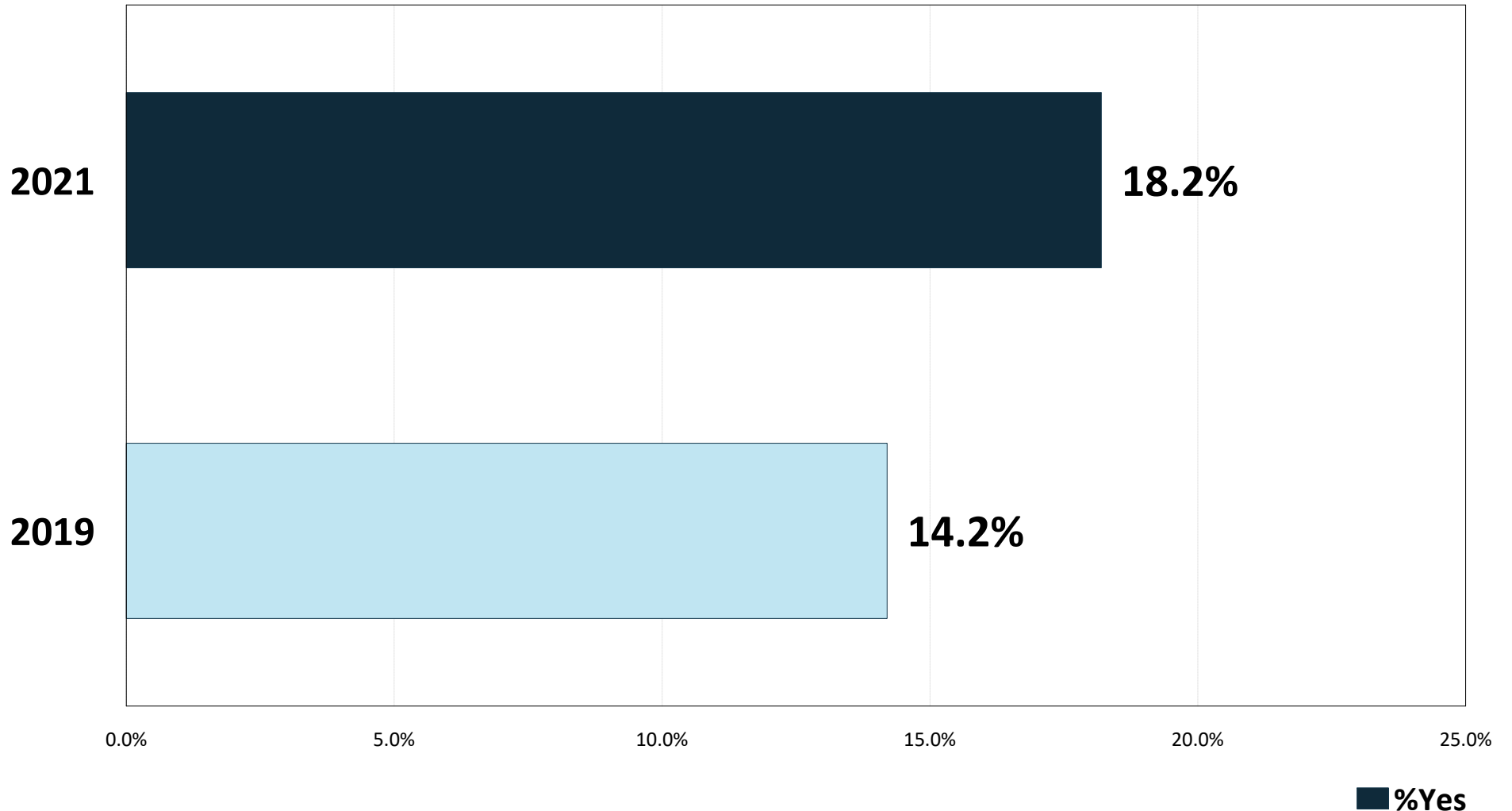
by the sum percentage of respondents that believe the communication method is *effective* or *somewhat effective* (excluding *don't know* responses)



## Trends: 2021 v. 2019 Results

### Q24. Have you heard about the ability to get the ROARS newsletter via email, instead of a hard copy?

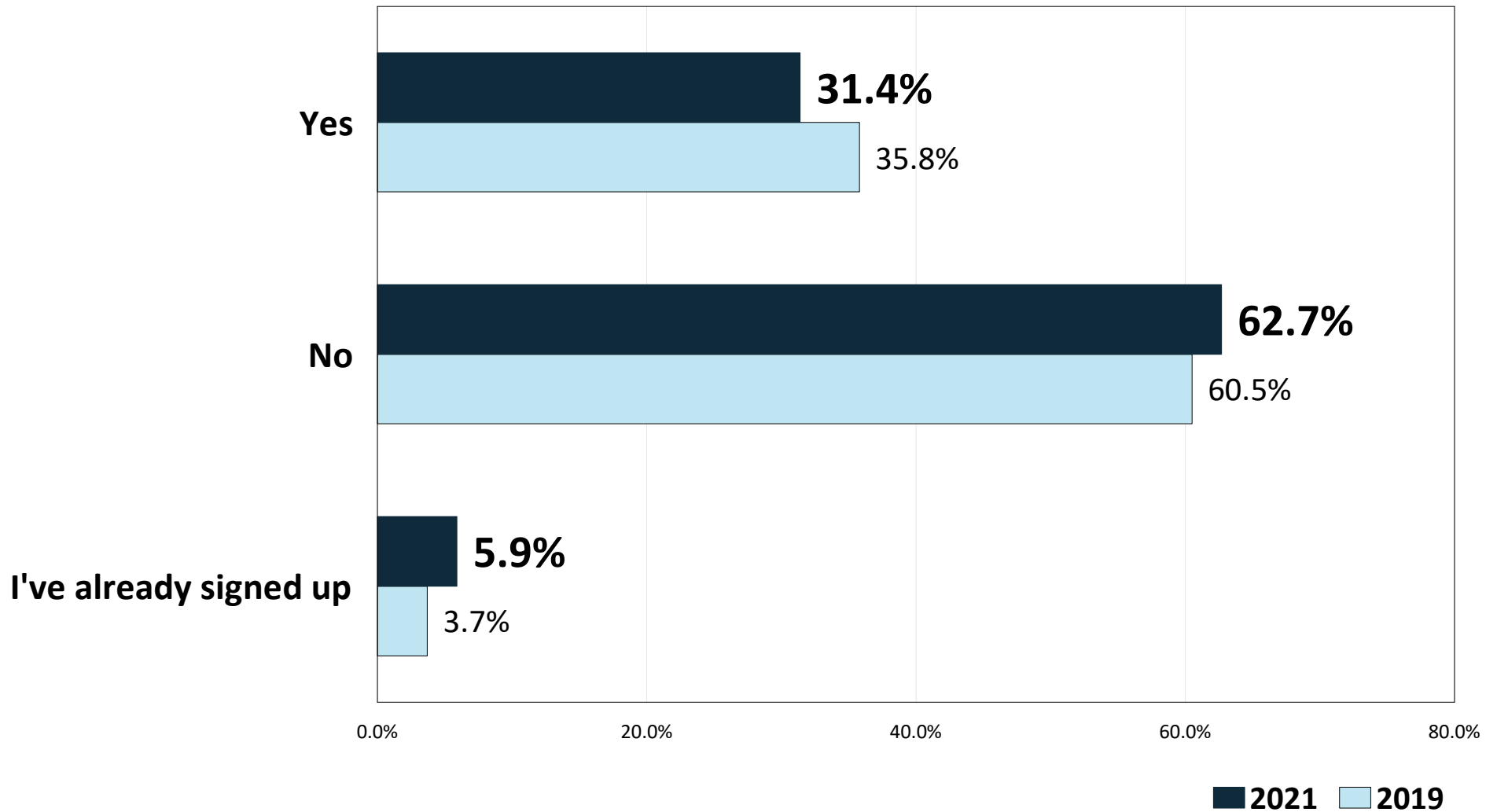
by the percentage of respondents who indicated "Yes"  
(excluding *don't know* responses)



# Trends: 2021 v. 2019 Results

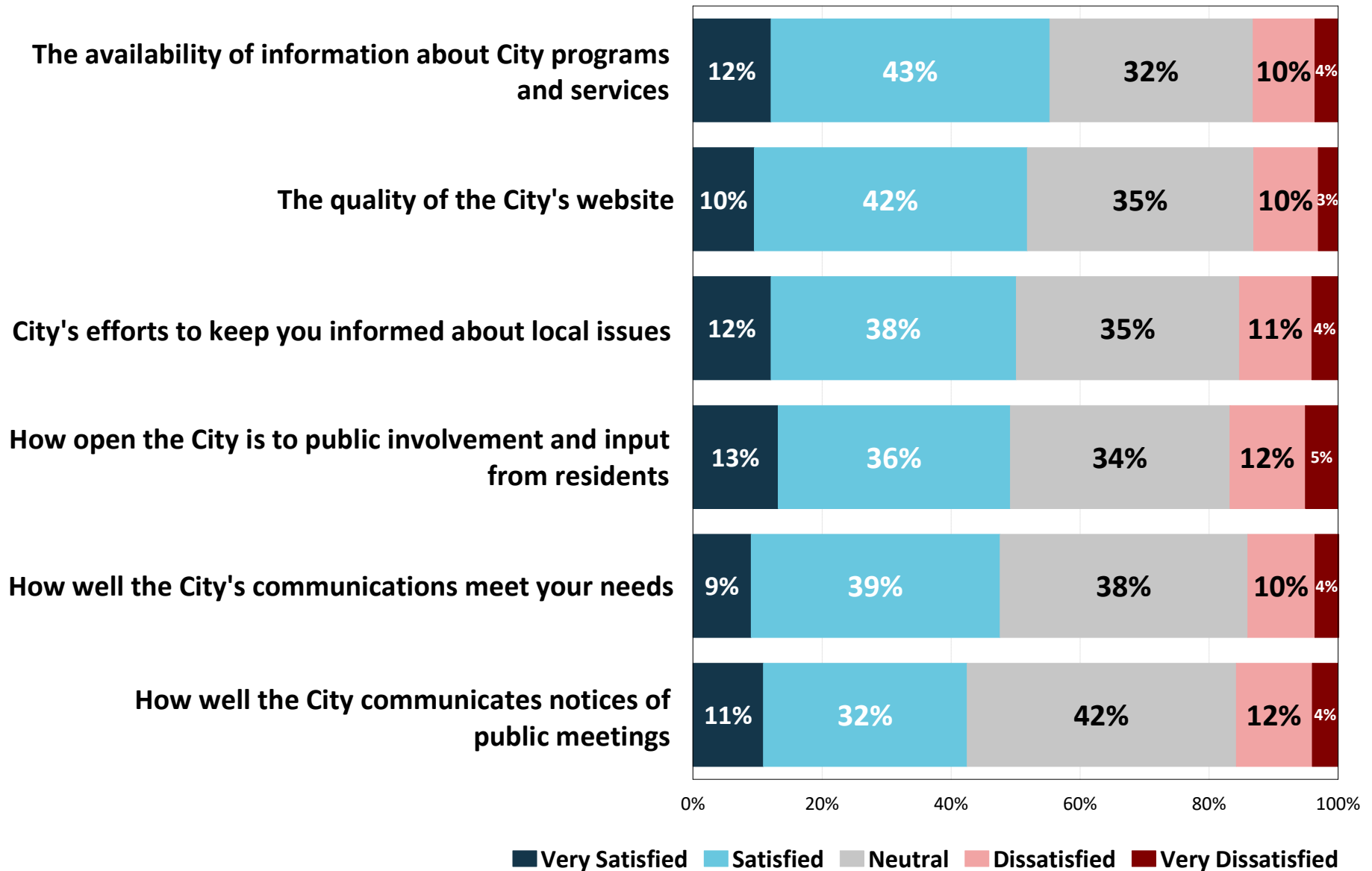
## Q24a. Is that something you would be interested in?

by the percentage of respondents who indicated "Yes"  
(excluding *don't know* responses)



# Q25. Level of Satisfaction with City Communication Services

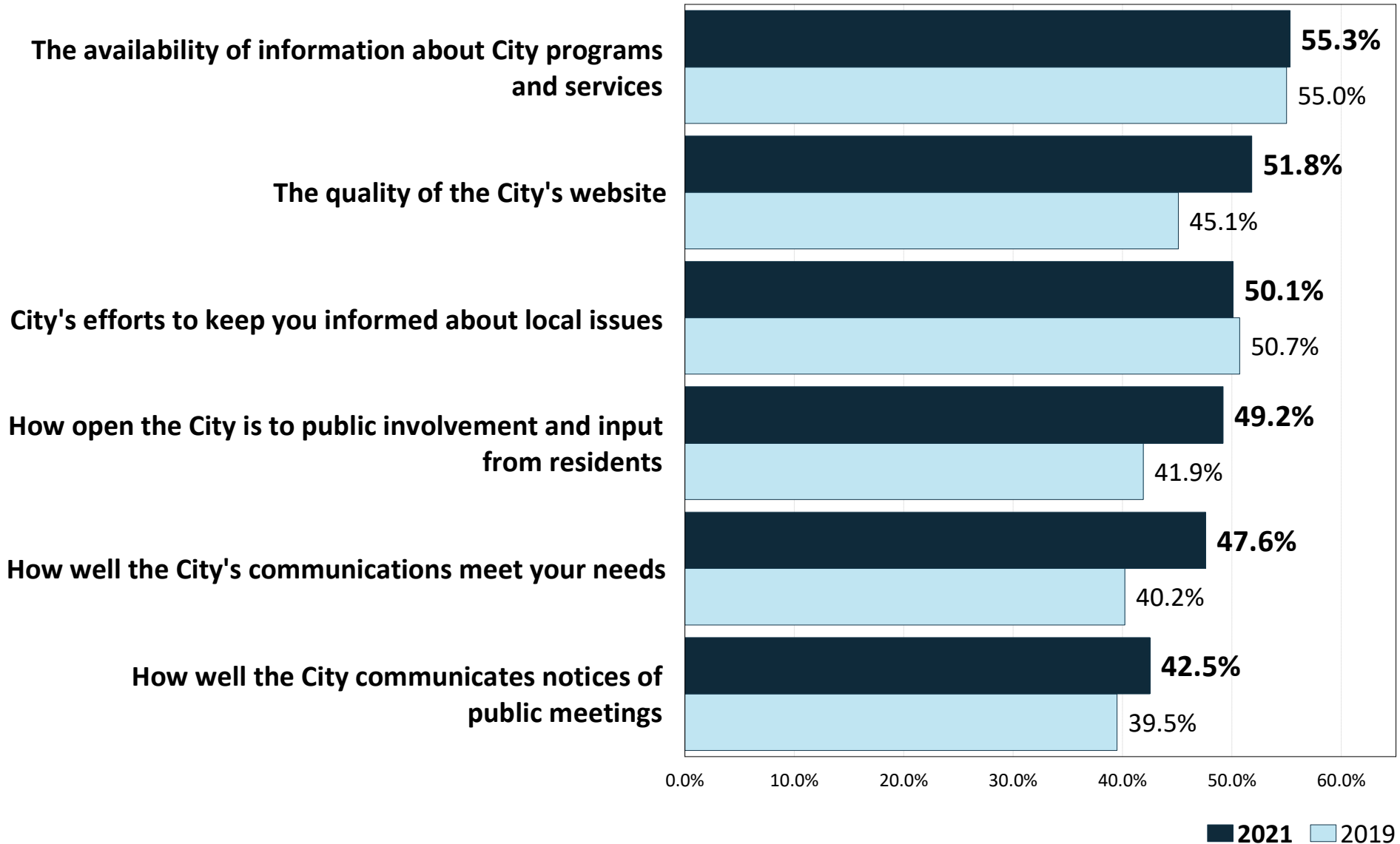
by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



# Trends: 2021 v. 2019 Results

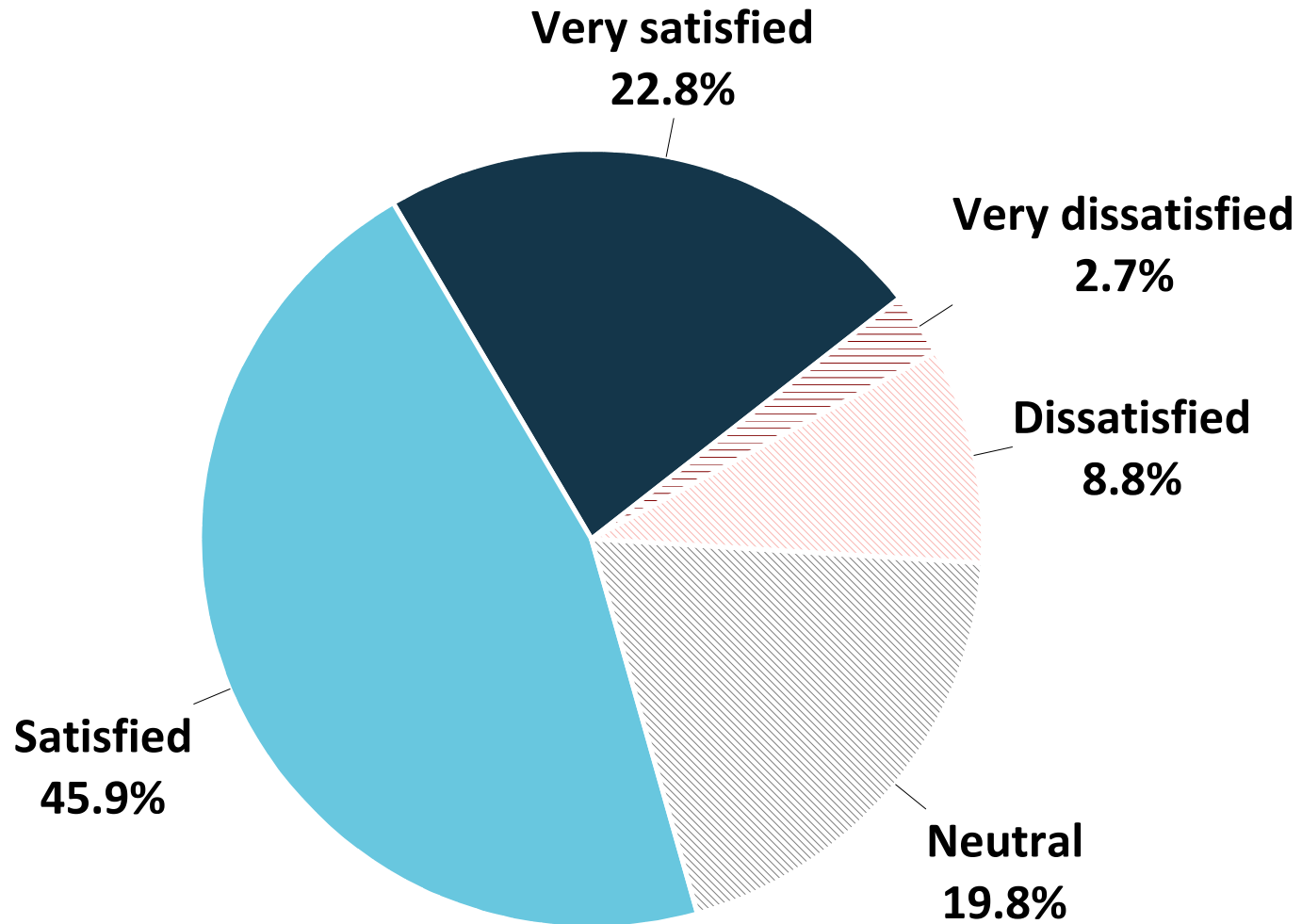
## Satisfaction with City Communication

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)



# Q26. How satisfied are you with culture, dining, and shopping in University City?

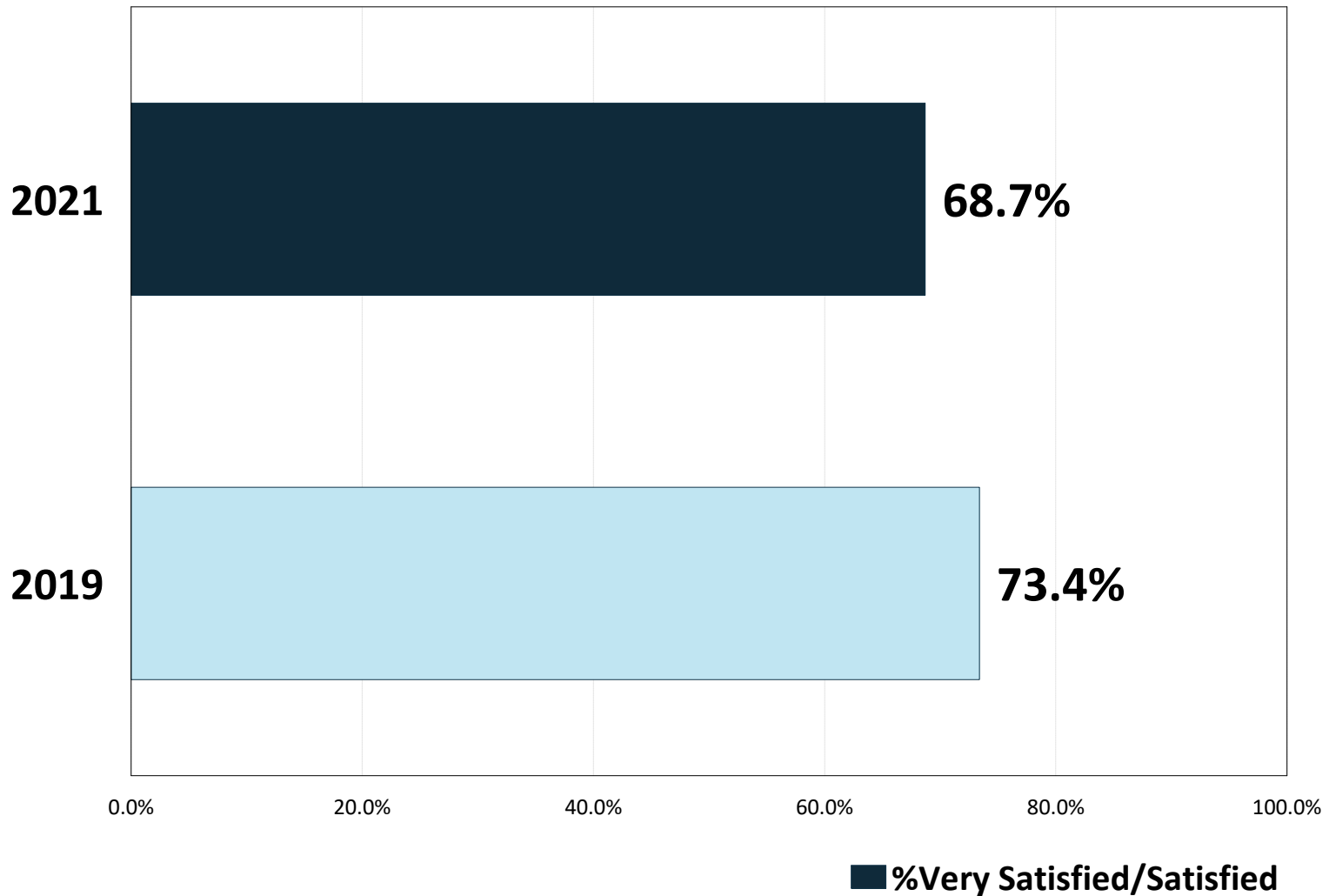
by percentage of respondents (excluding *don't know* responses)



## Trends: 2021 v. 2019 Results

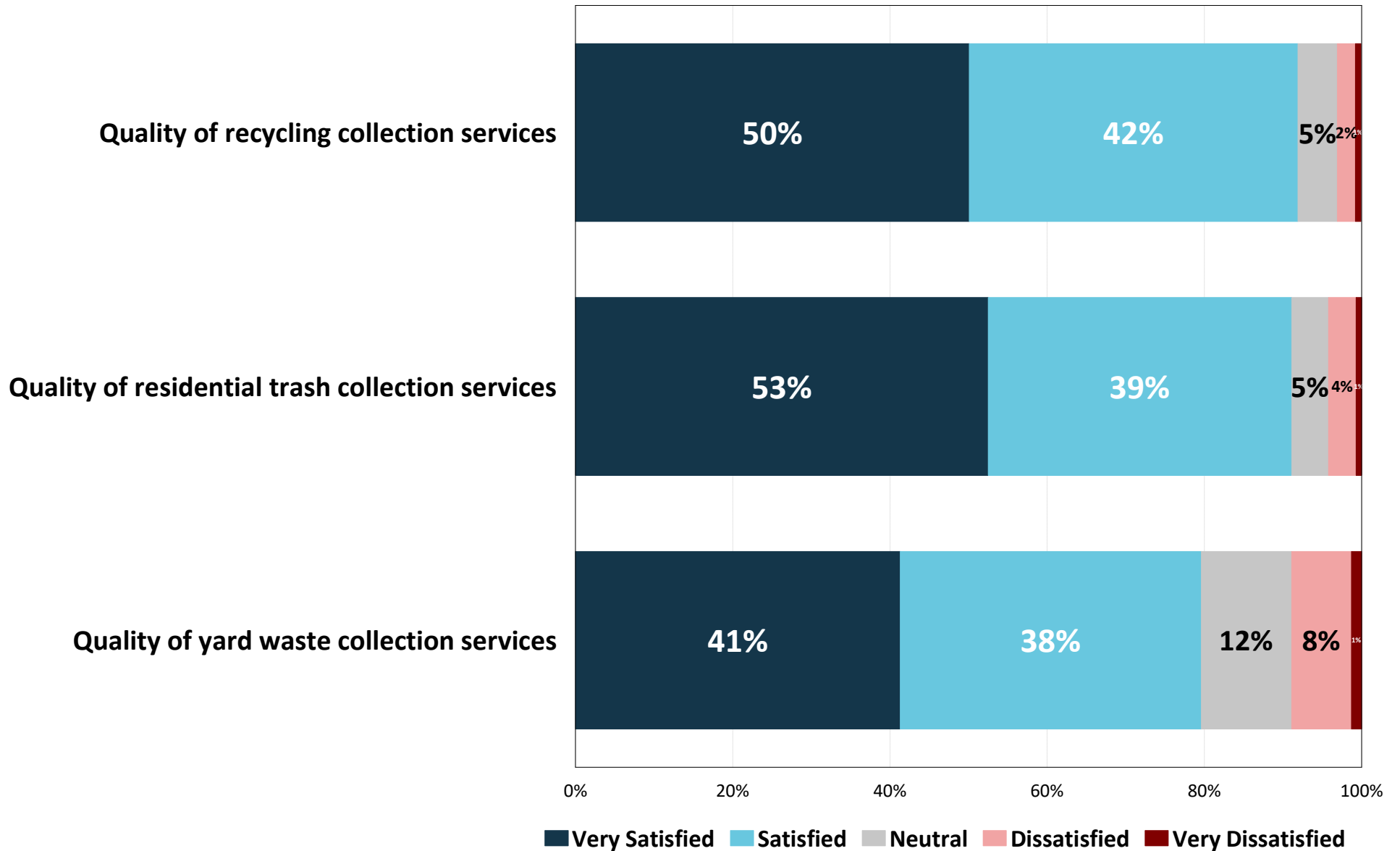
### Q26. How satisfied are you with culture, dining, and shopping in University City?

by the percentage of respondents (excluding *don't know* responses)



# Q27. Level of Satisfaction with Waste Collection Services

by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied*  
(excluding *don't know* responses)

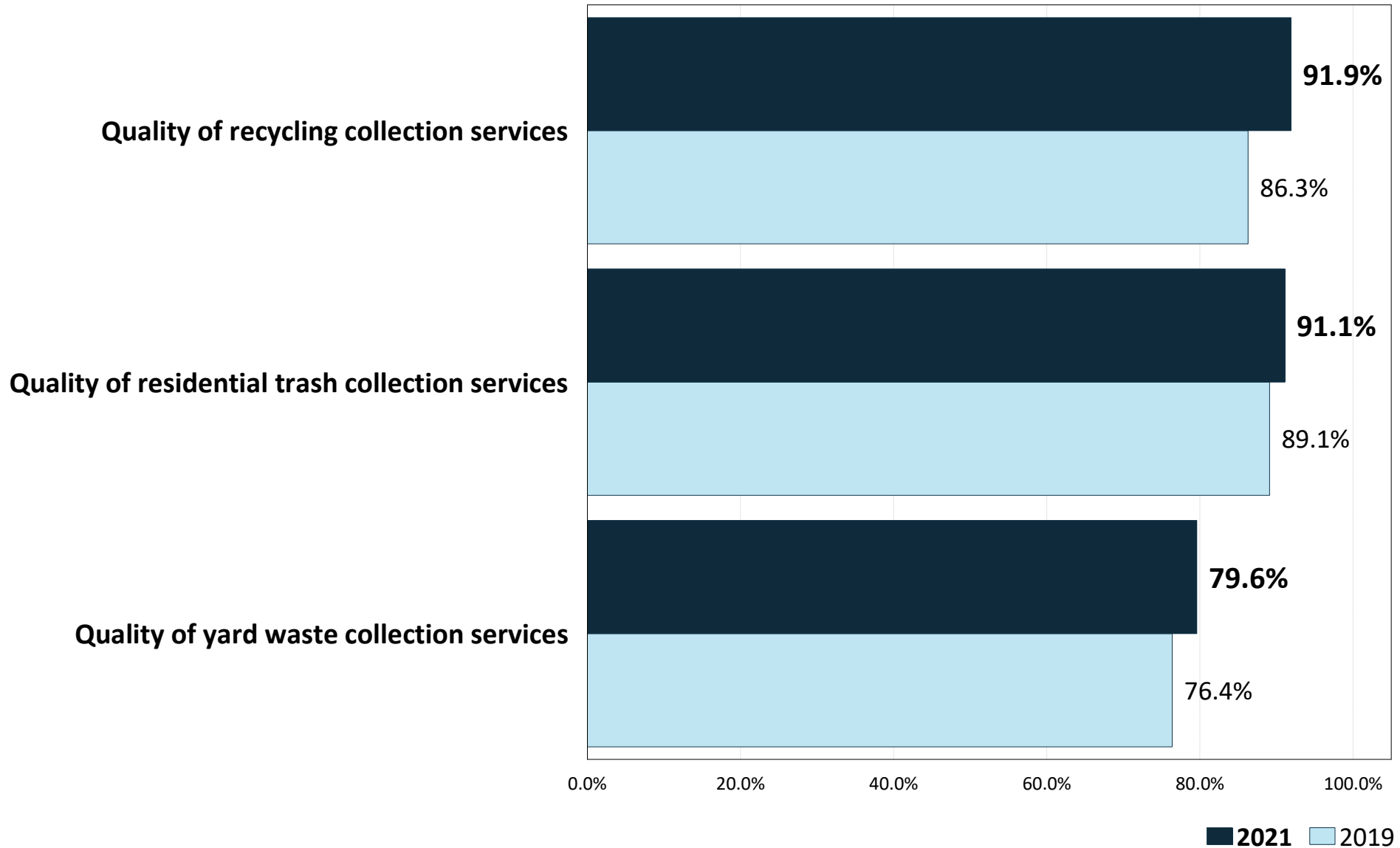




# Trends: 2021 v. 2019 Results

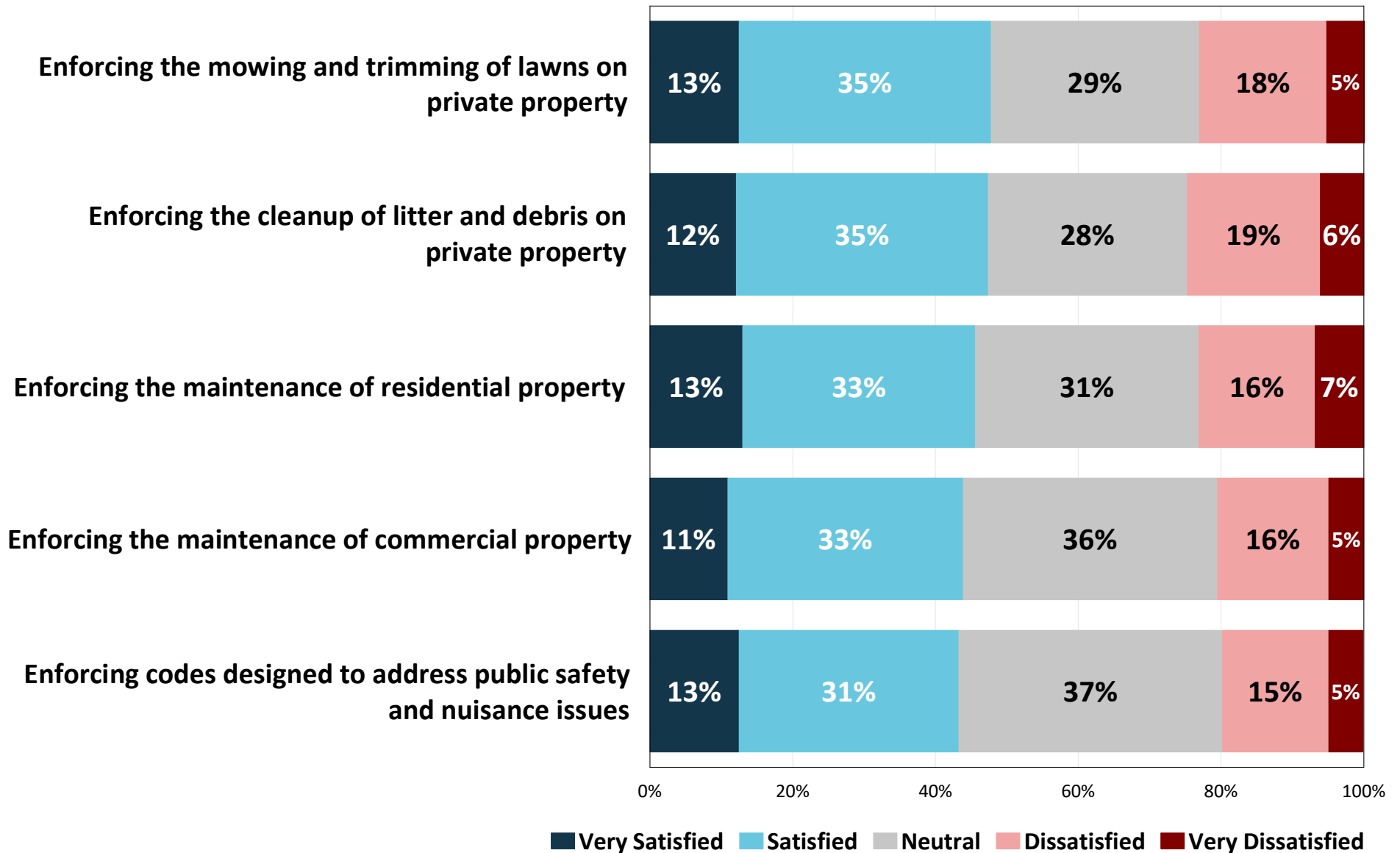
## Satisfaction with Waste Collection Services

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)



# Q28. Level of Satisfaction with Code Enforcement Services

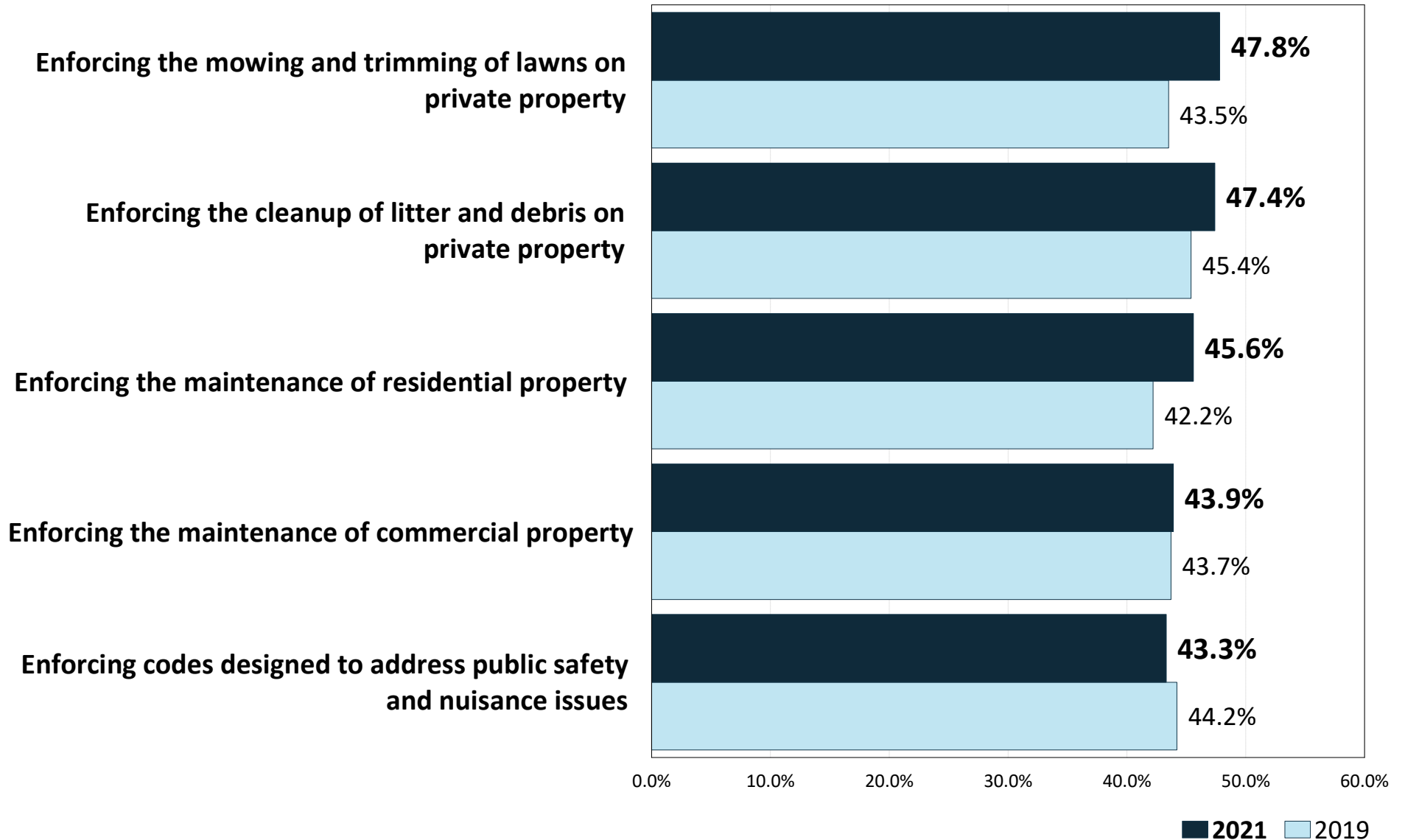
by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied*  
(excluding *don't know* responses)



# Trends: 2021 v. 2019 Results

## Satisfaction with Code Enforcement Services

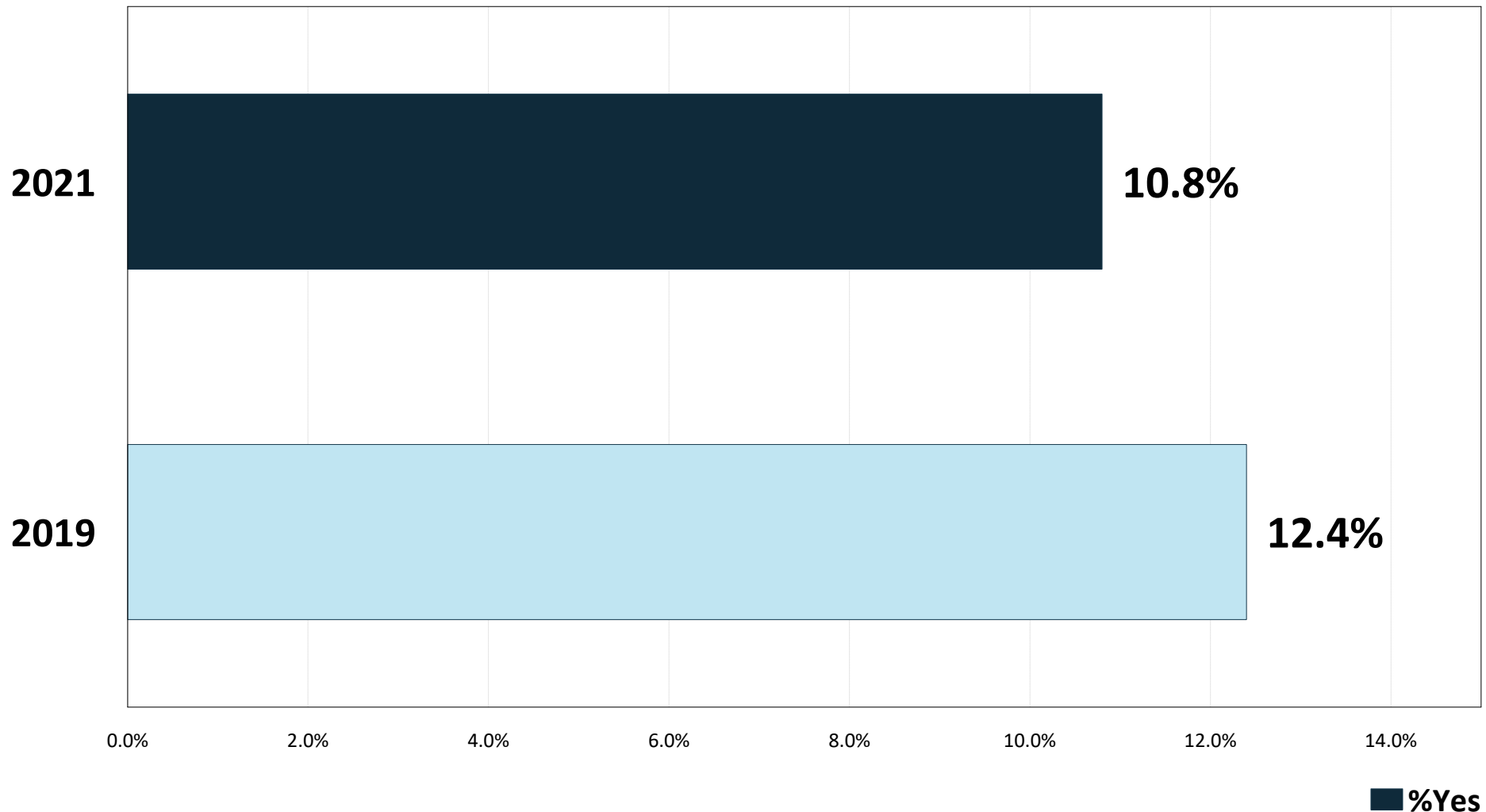
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)



## Trends: 2021 v. 2019 Results

### Q29. In the past 12 months, have you contacted the City's Planning and Development Department Code Division to report a violation?

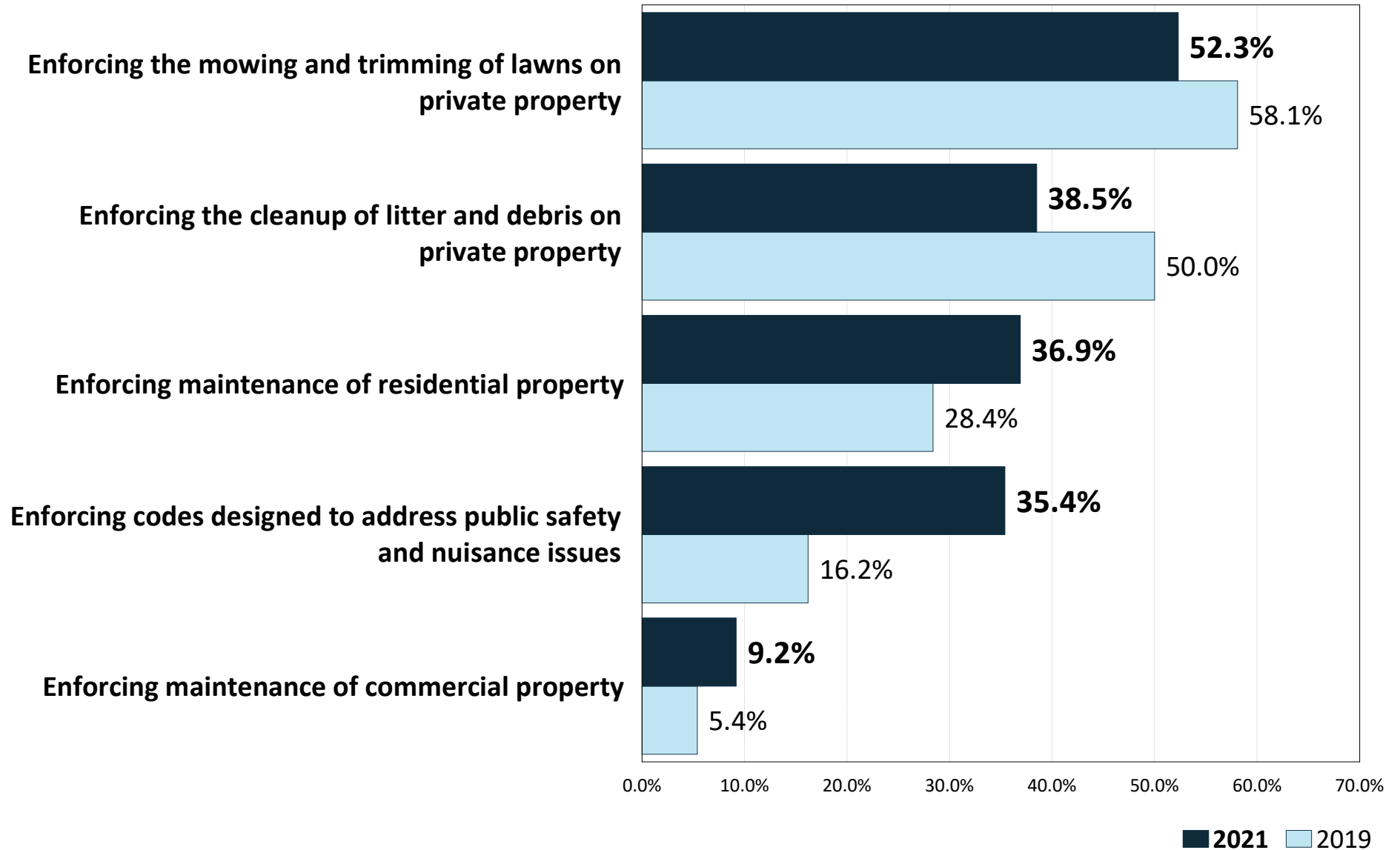
by the percentage of respondents who indicated "Yes"  
(excluding *don't know* responses)



# Trends: 2021 v. 2019 Results

## Q29a. Which of the categories from Question 28 did you report?

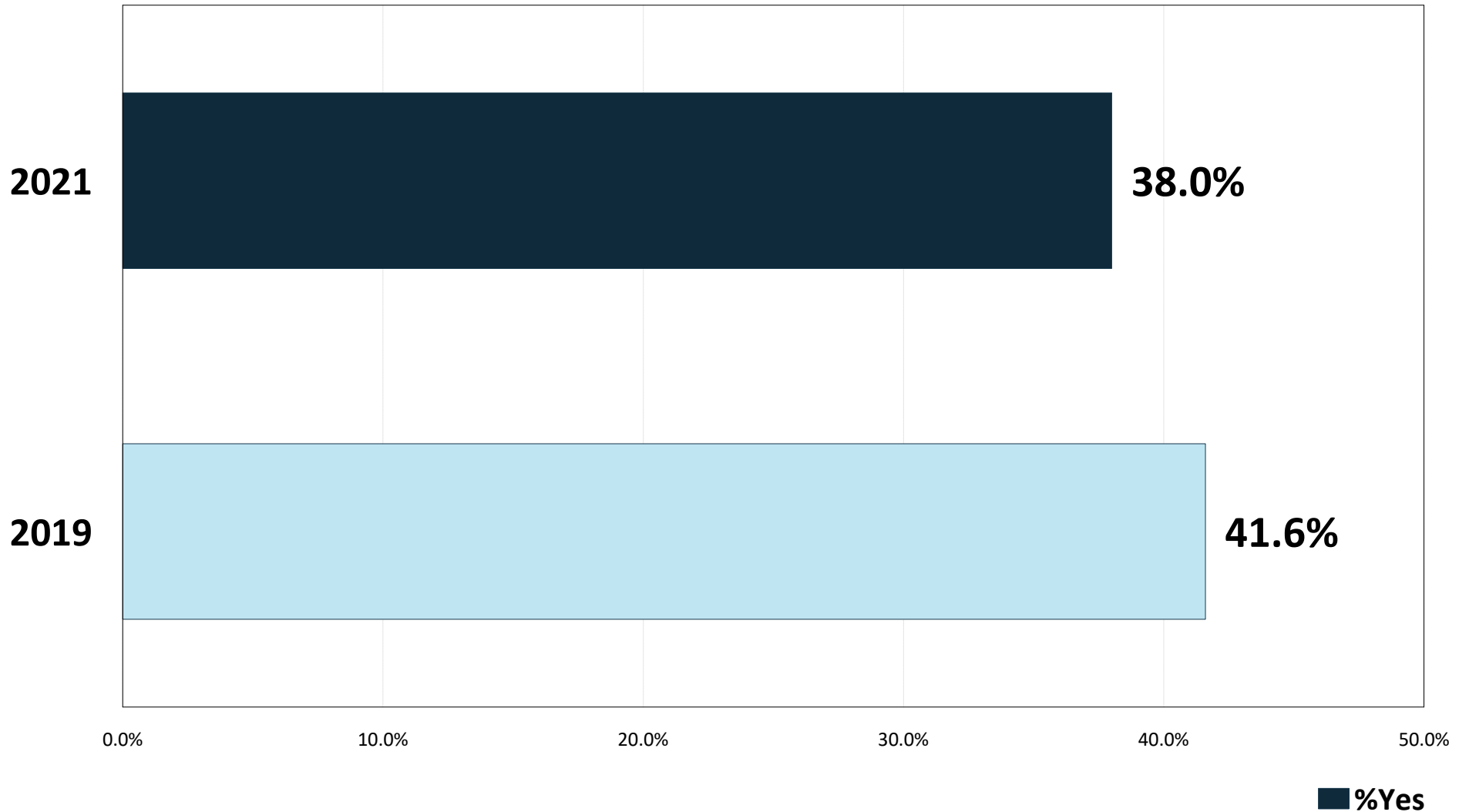
by the percentage of respondents (multiple choices could be selected)



# Trends: 2021 v. 2019 Results

## Q30. Have you applied for building or occupancy permits?

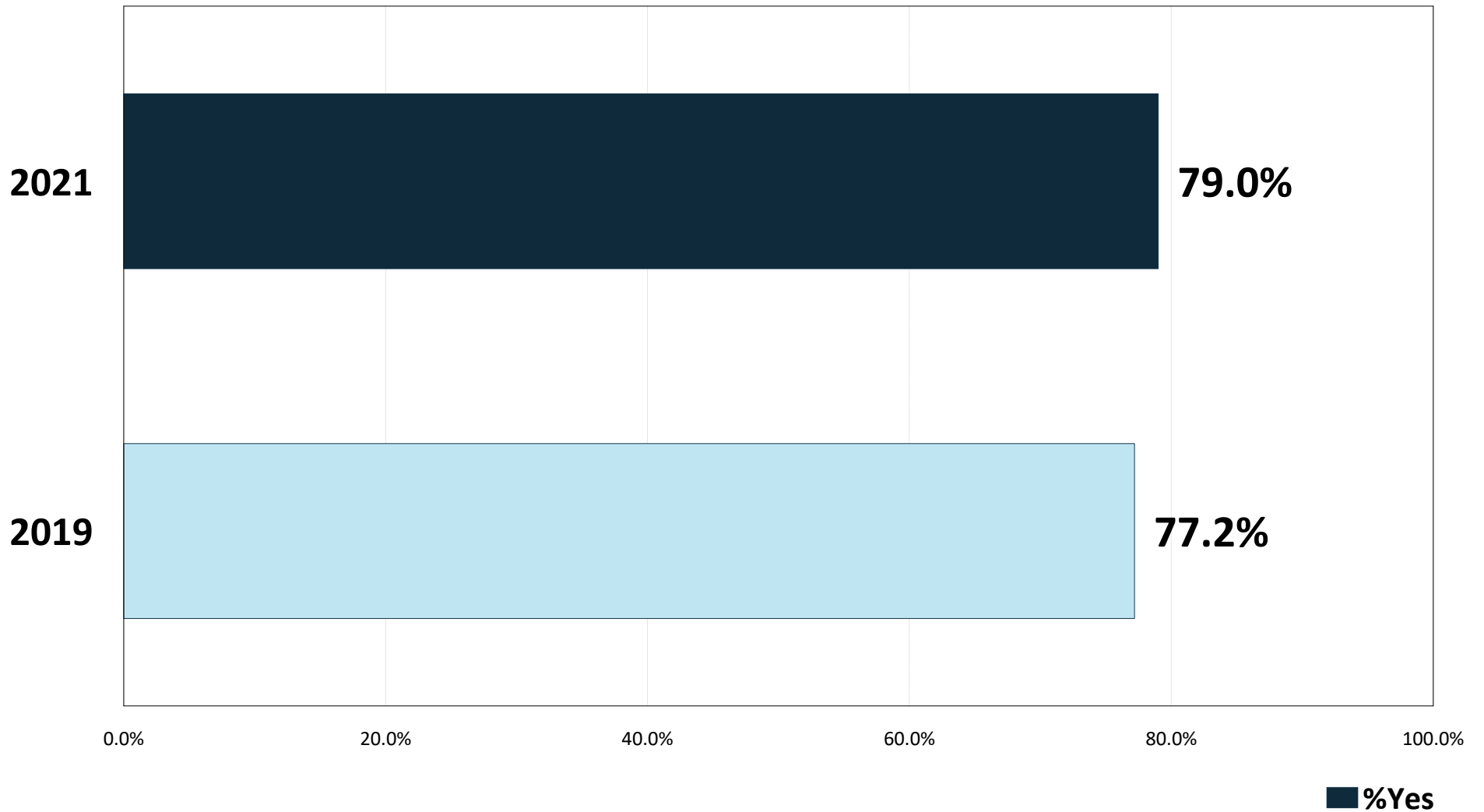
by the percentage of respondents who indicated "Yes"  
(excluding *don't know* responses)



# Trends: 2021 v. 2019 Results

## Q30a. Were you satisfied with the process?

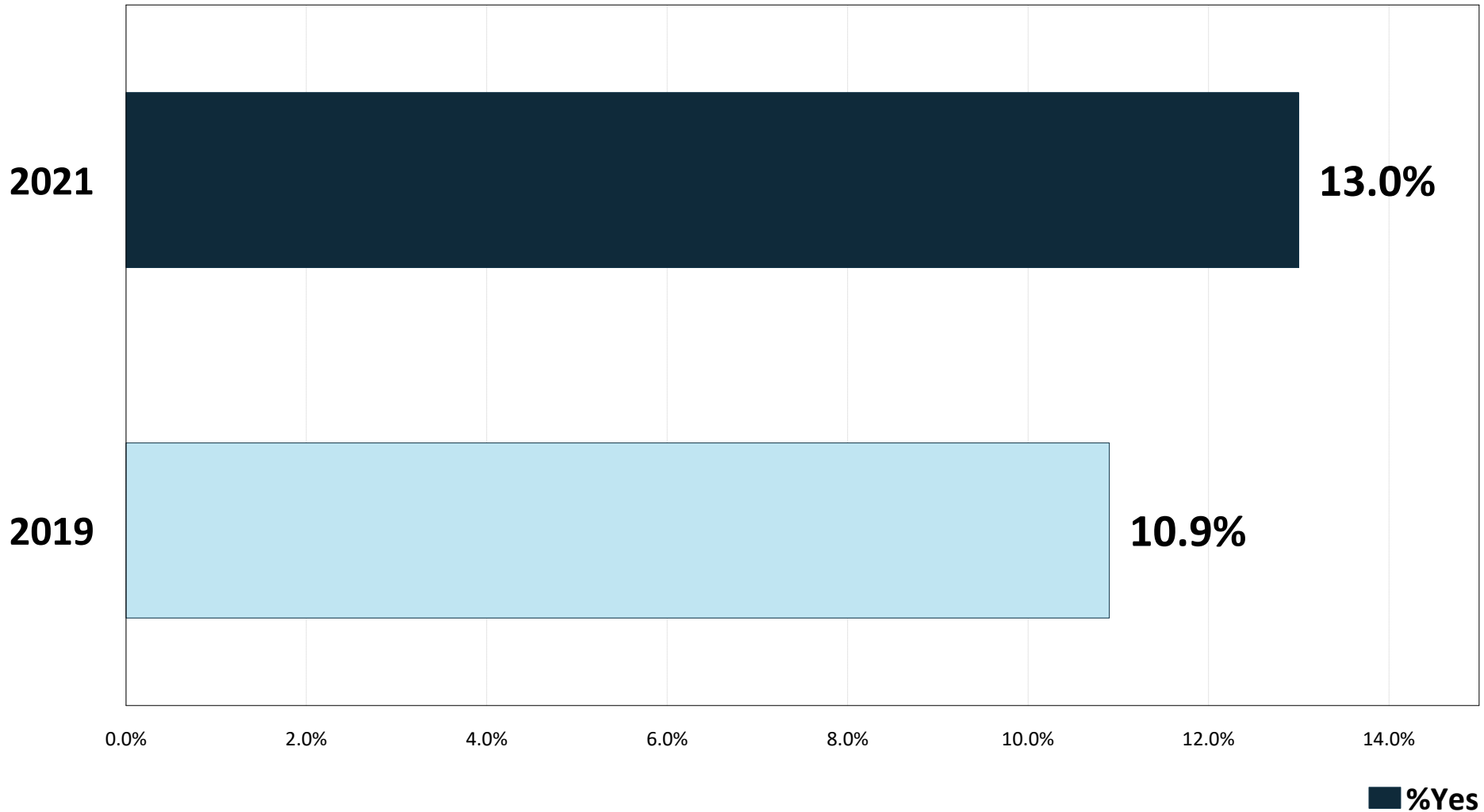
by the percentage of respondents who indicated "Yes"  
(excluding *don't know* responses)



## Trends: 2021 v. 2019 Results

### Q31. Planning and Development Process: Have you applied for a permit from planning and development?

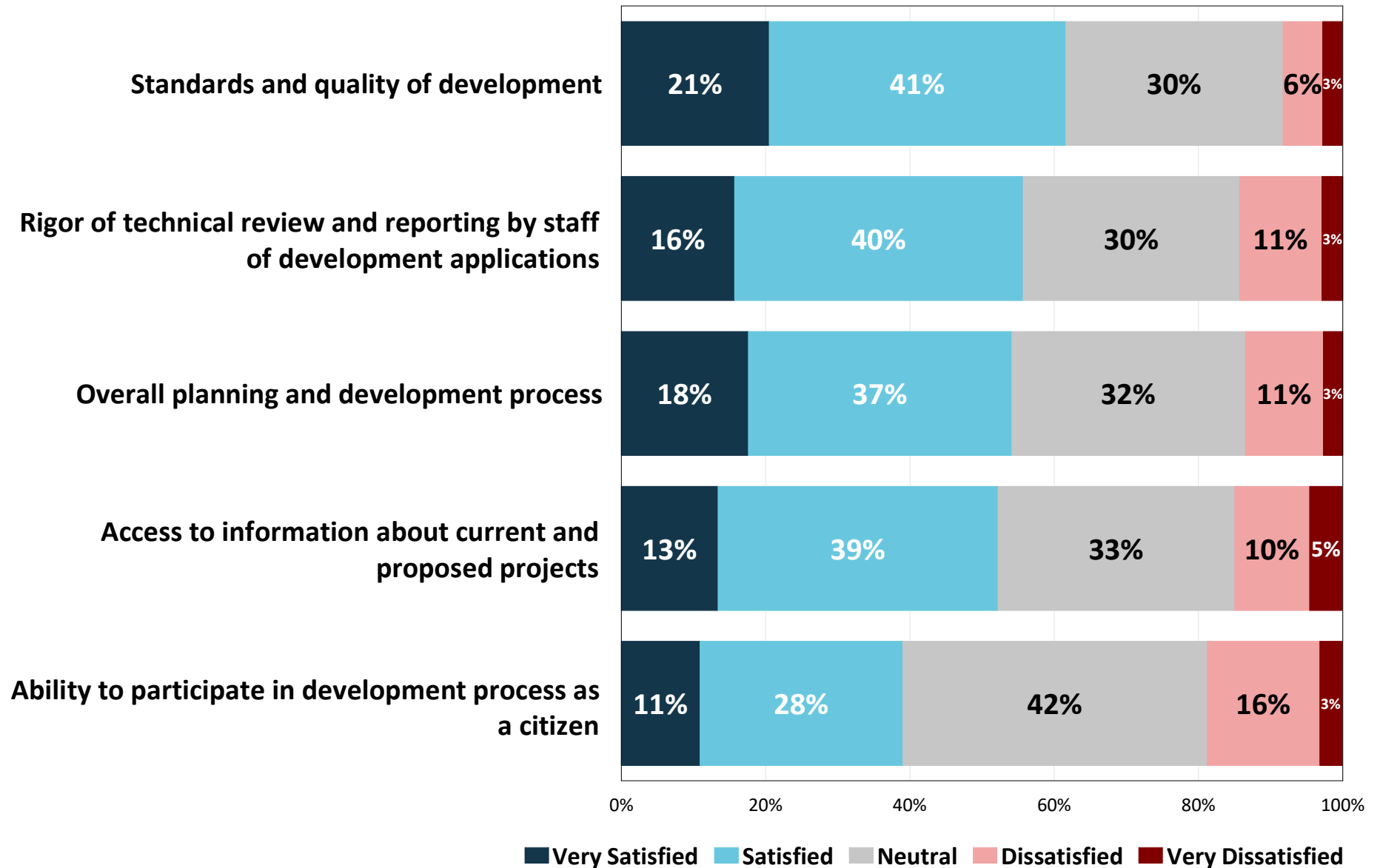
by the percentage of respondents who indicated "Yes"  
(excluding *don't know* responses)





# Q31a. Level of Satisfaction with City Communication Services

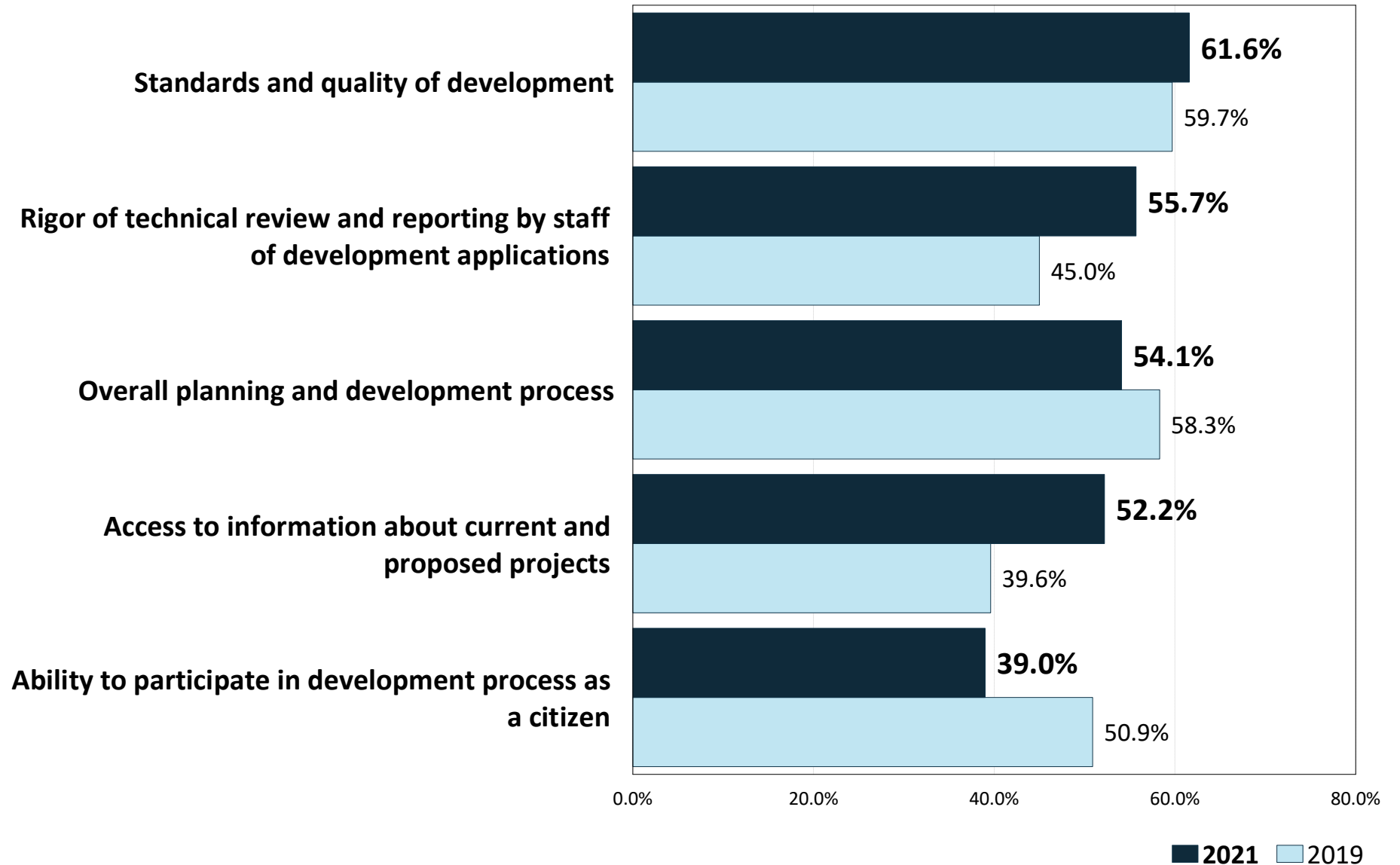
by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied*  
(excluding *don't know* responses)



# Trends: 2021 v. 2019 Results

## Satisfaction with Planning Development Process Services

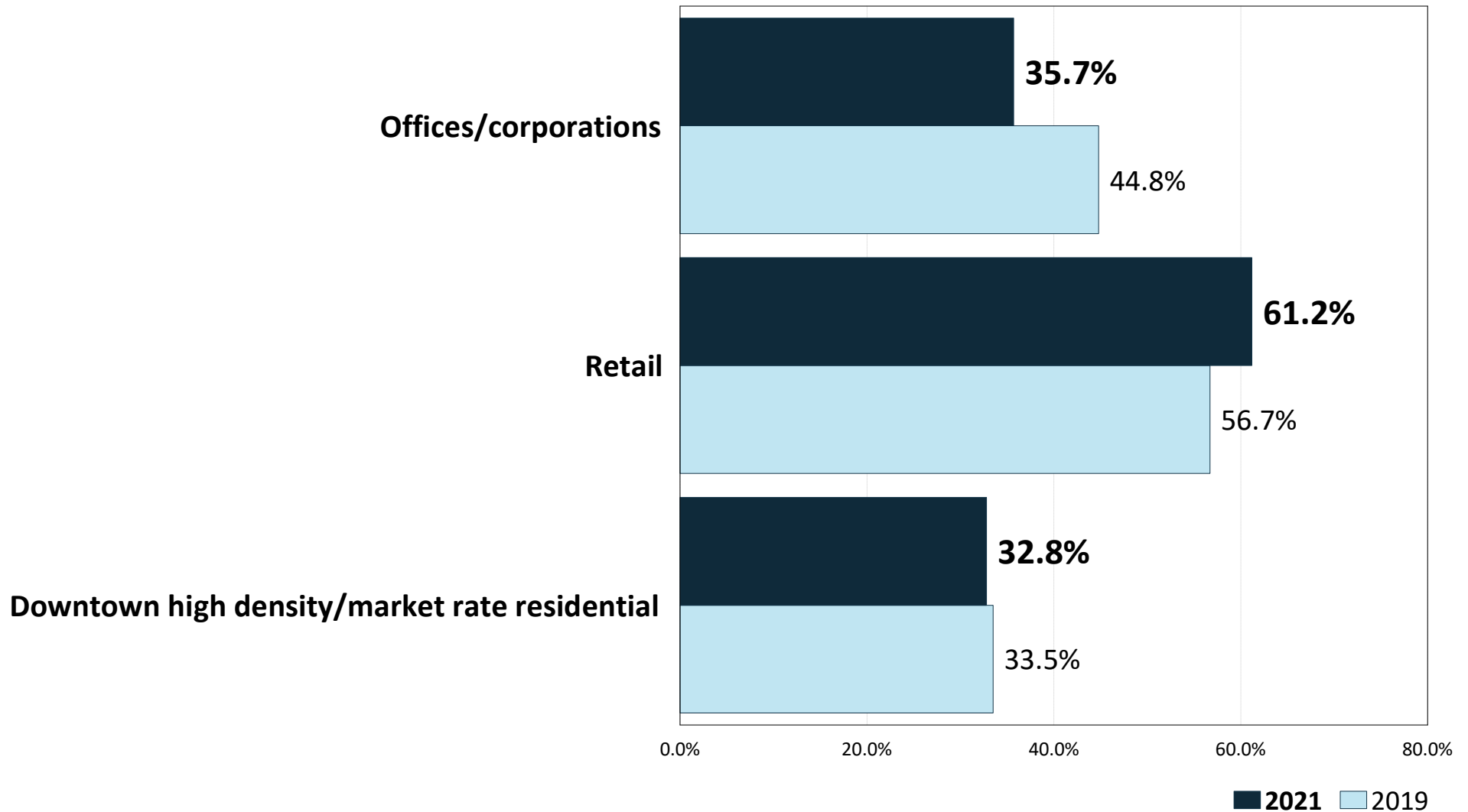
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)



## Trends: 2021 v. 2019 Results

### Q32. For which of the following areas do you support the City's use of financial incentives to attract and expand?

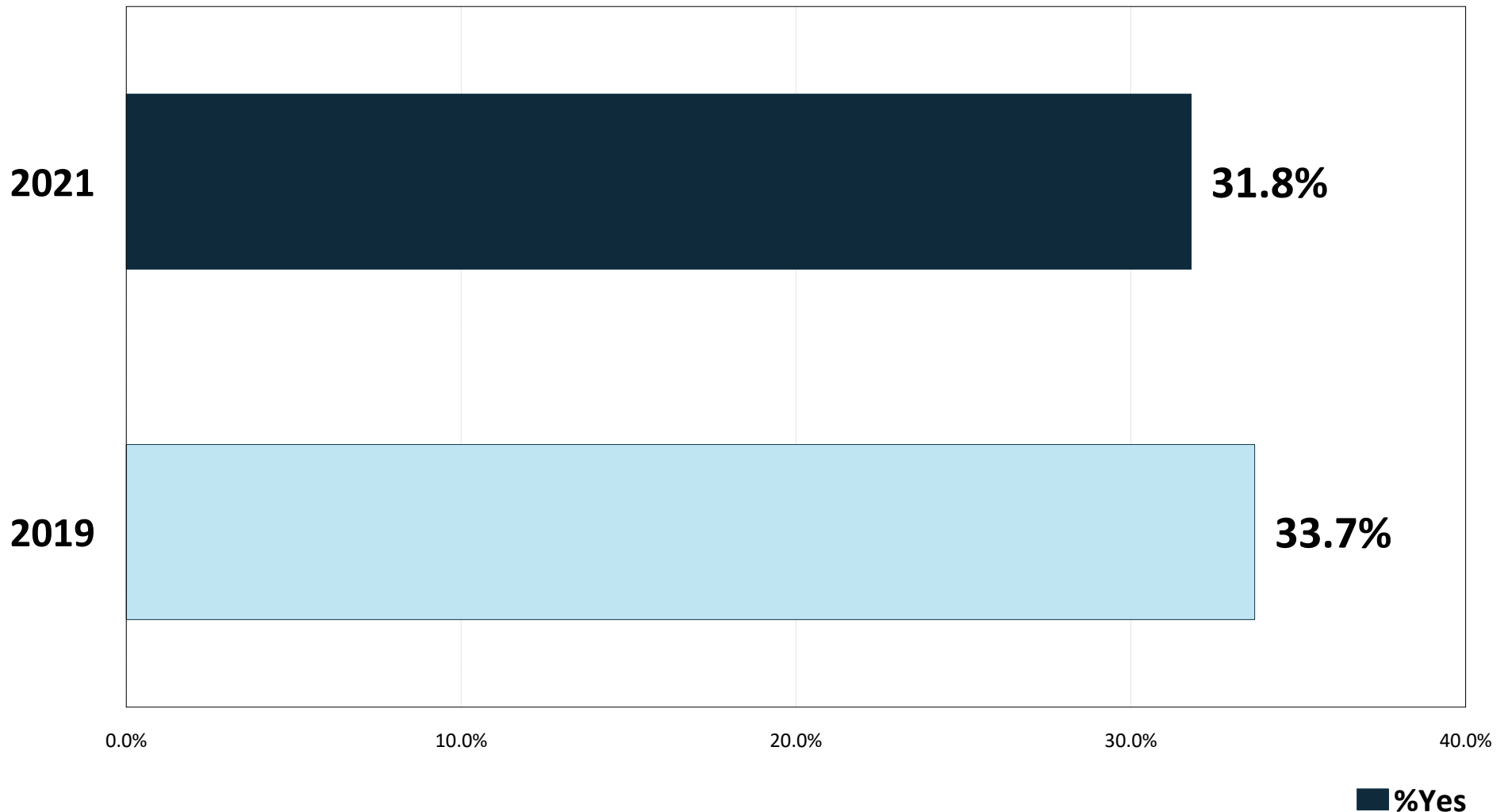
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



## Trends: 2021 v. 2019 Results

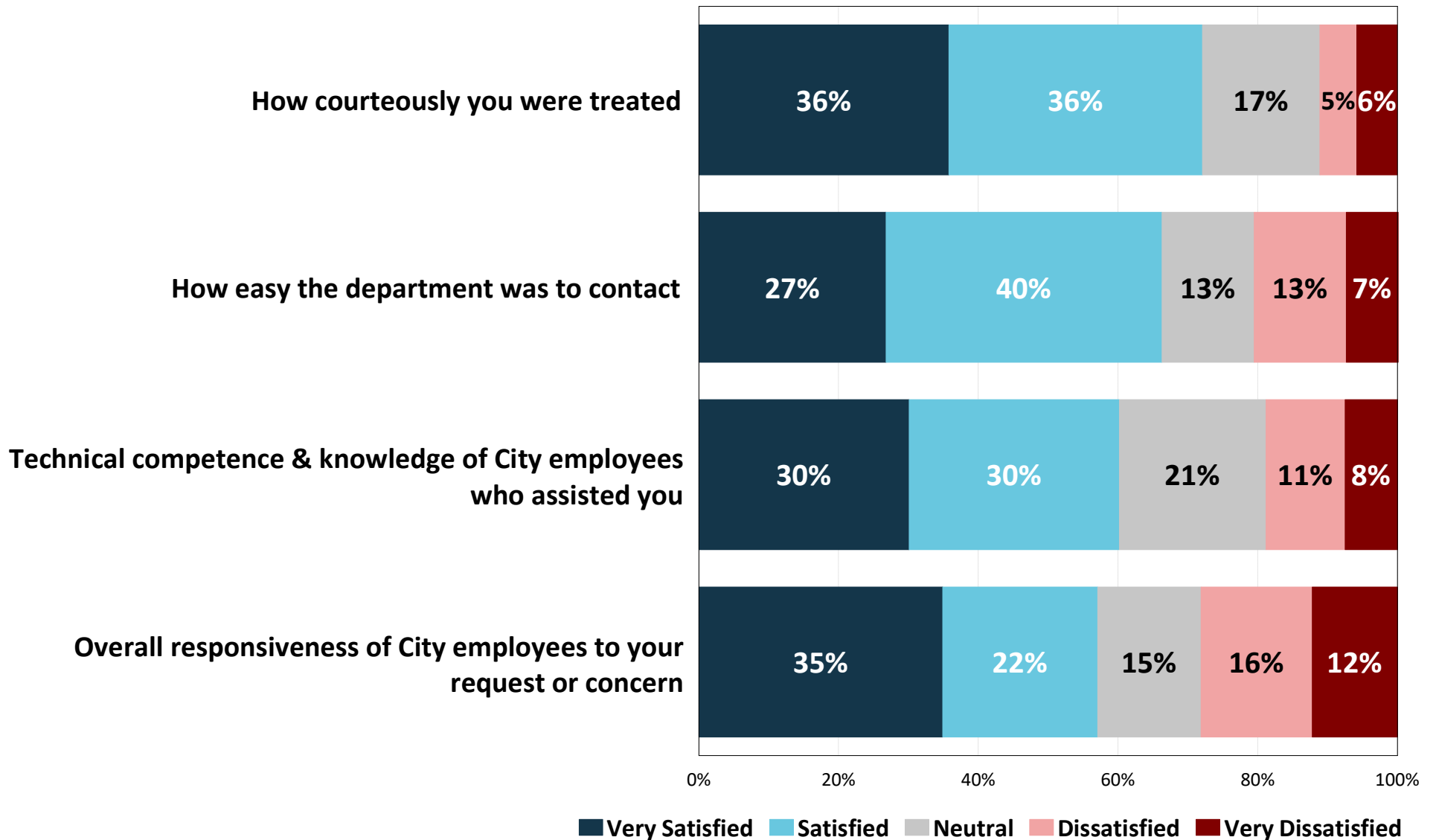
### Q33. Customer Service: Have you contacted the City with a question, problem, or complaint during the past year?

by the percentage of respondents who indicated "Yes"  
(excluding *don't know* responses)



# Q33b. Level of Satisfaction with Customer Service Received From City Employees

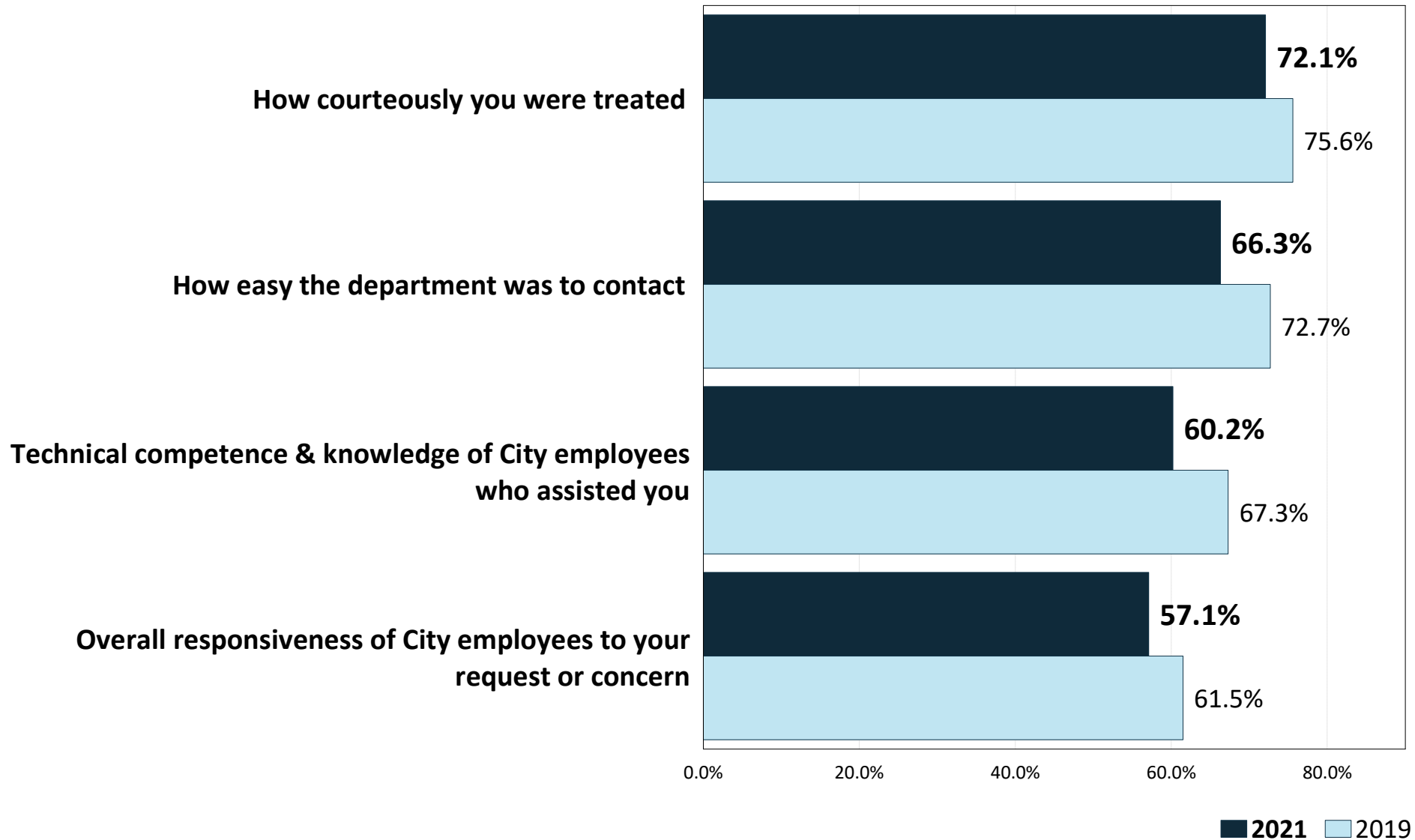
by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied* (excluding *don't know* responses)



# Trends: 2021 v. 2019 Results

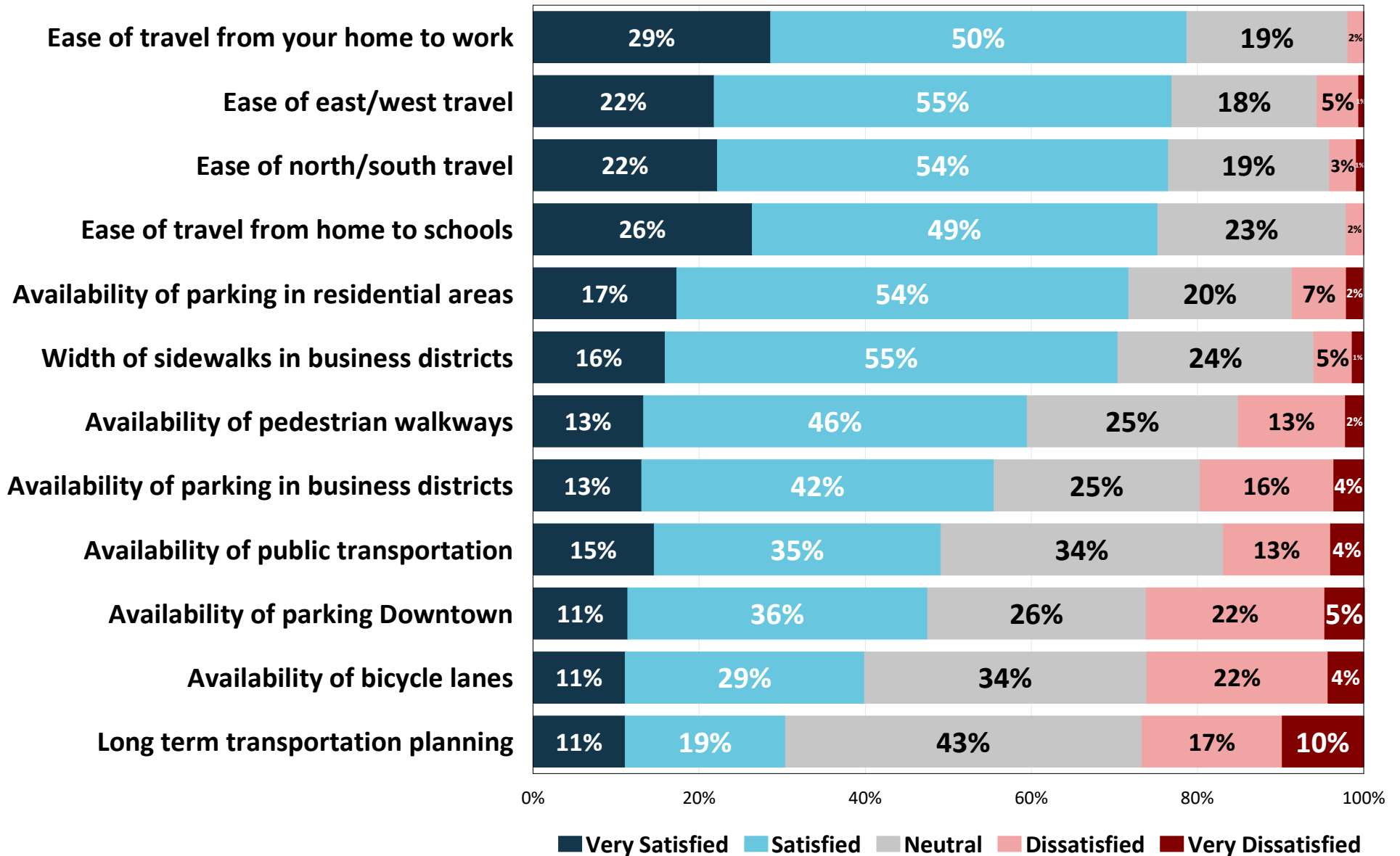
## Satisfaction with Customer Service Received From City Employees

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)



# Q34. Level of Satisfaction with Transportation Services

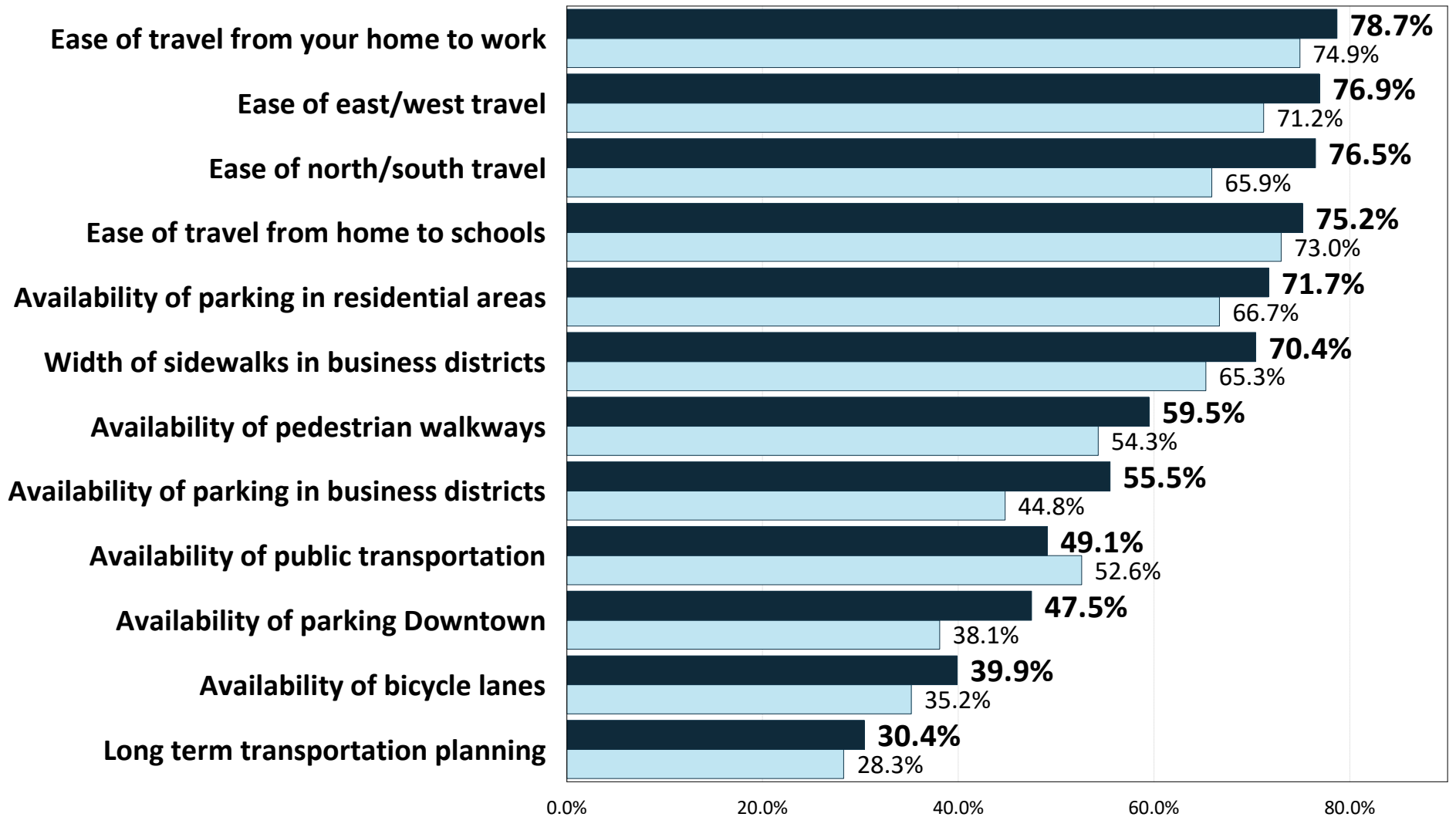
by the percentage of respondents, using a 5-point scale where 5 means *very satisfied* and 1 means *very dissatisfied*  
(excluding *don't know* responses)



# Trends: 2021 v. 2019 Results

## Satisfaction with Transportation Services

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)

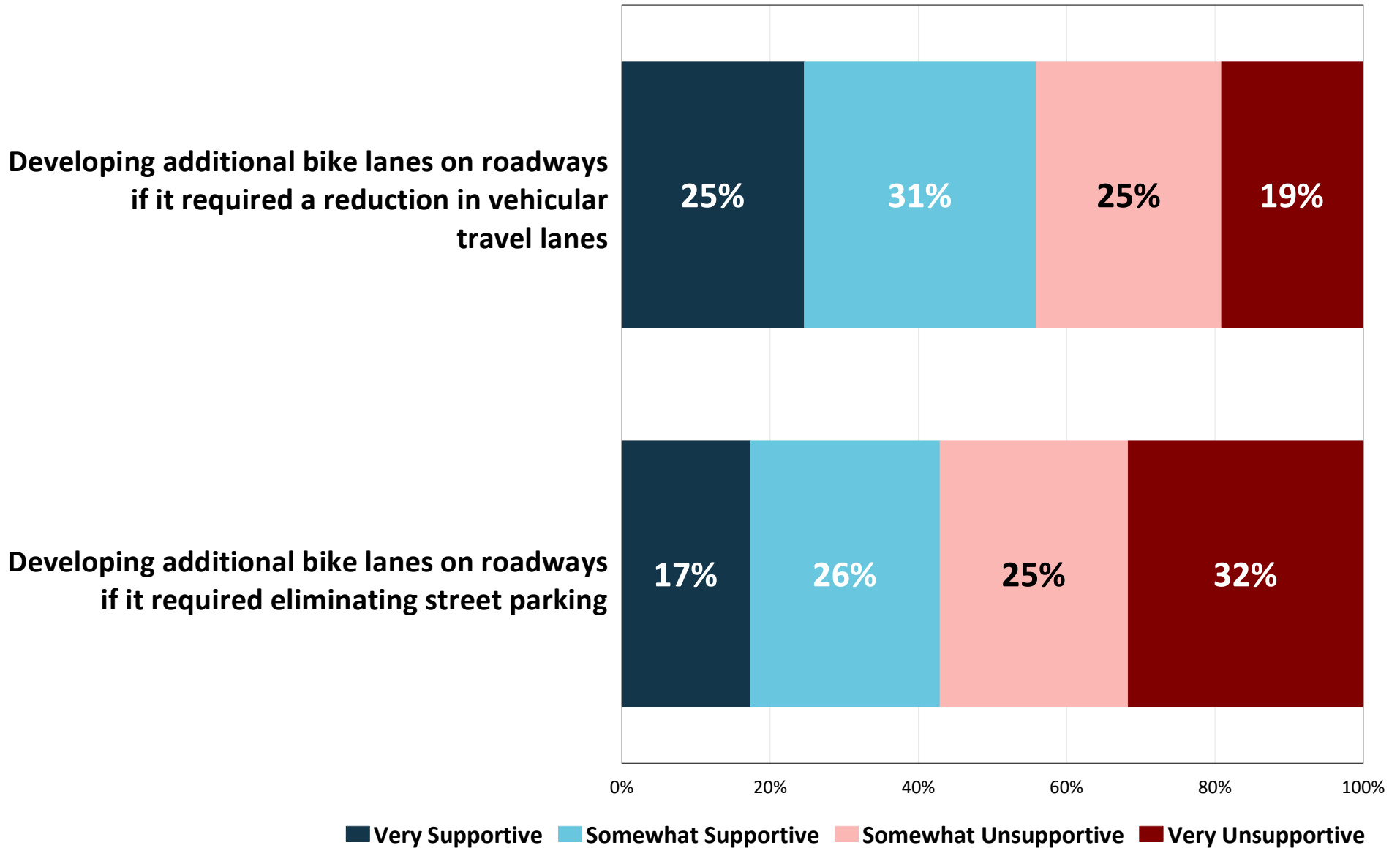


■ 2021 ■ 2019



# Q35. How supportive are you of the following?

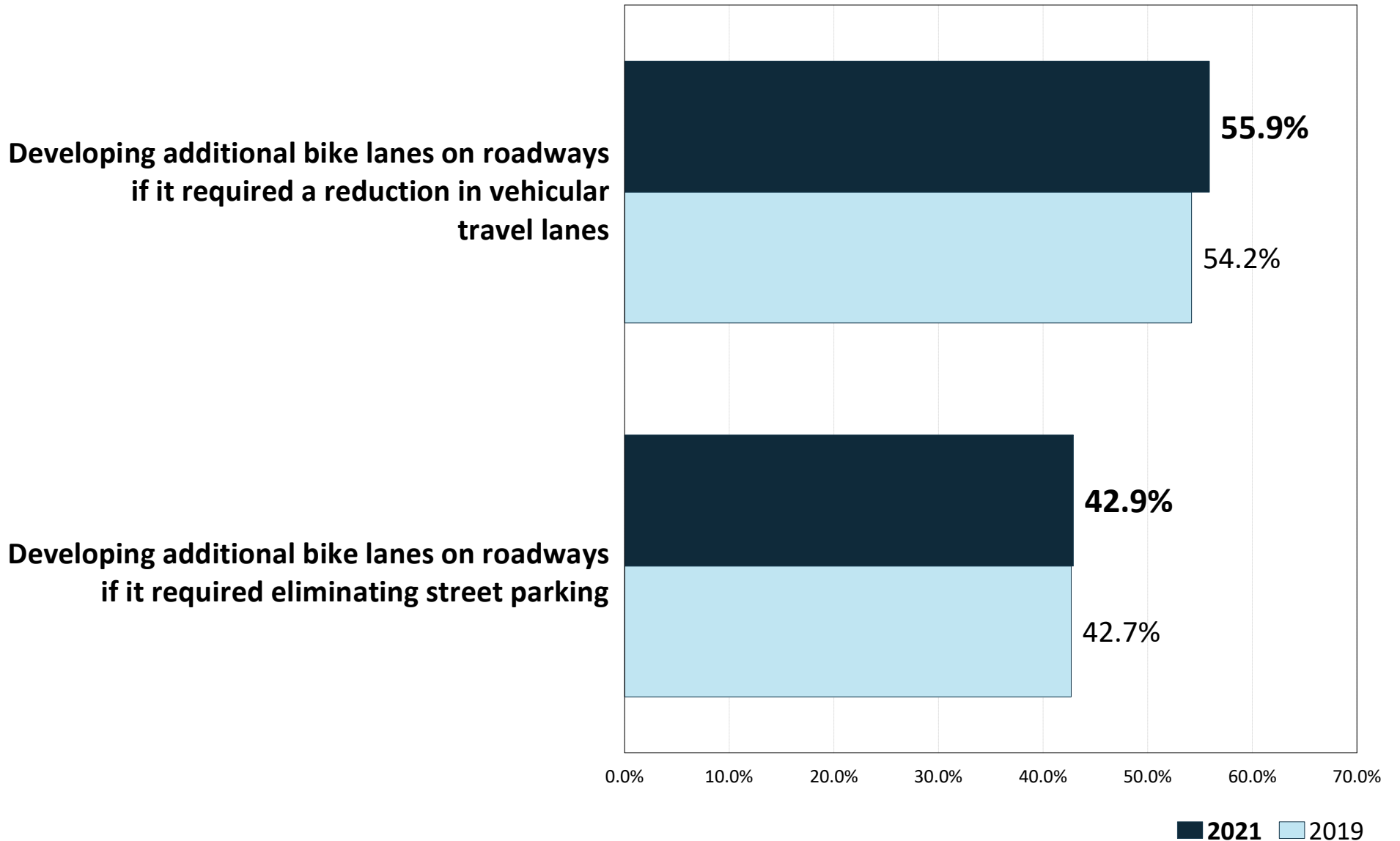
by the percentage of respondents, using a 4-point scale where 4 means *very supportive* and 1 means *very unsupportive* (excluding *don't know* responses)



# Trends: 2021 v. 2019 Results

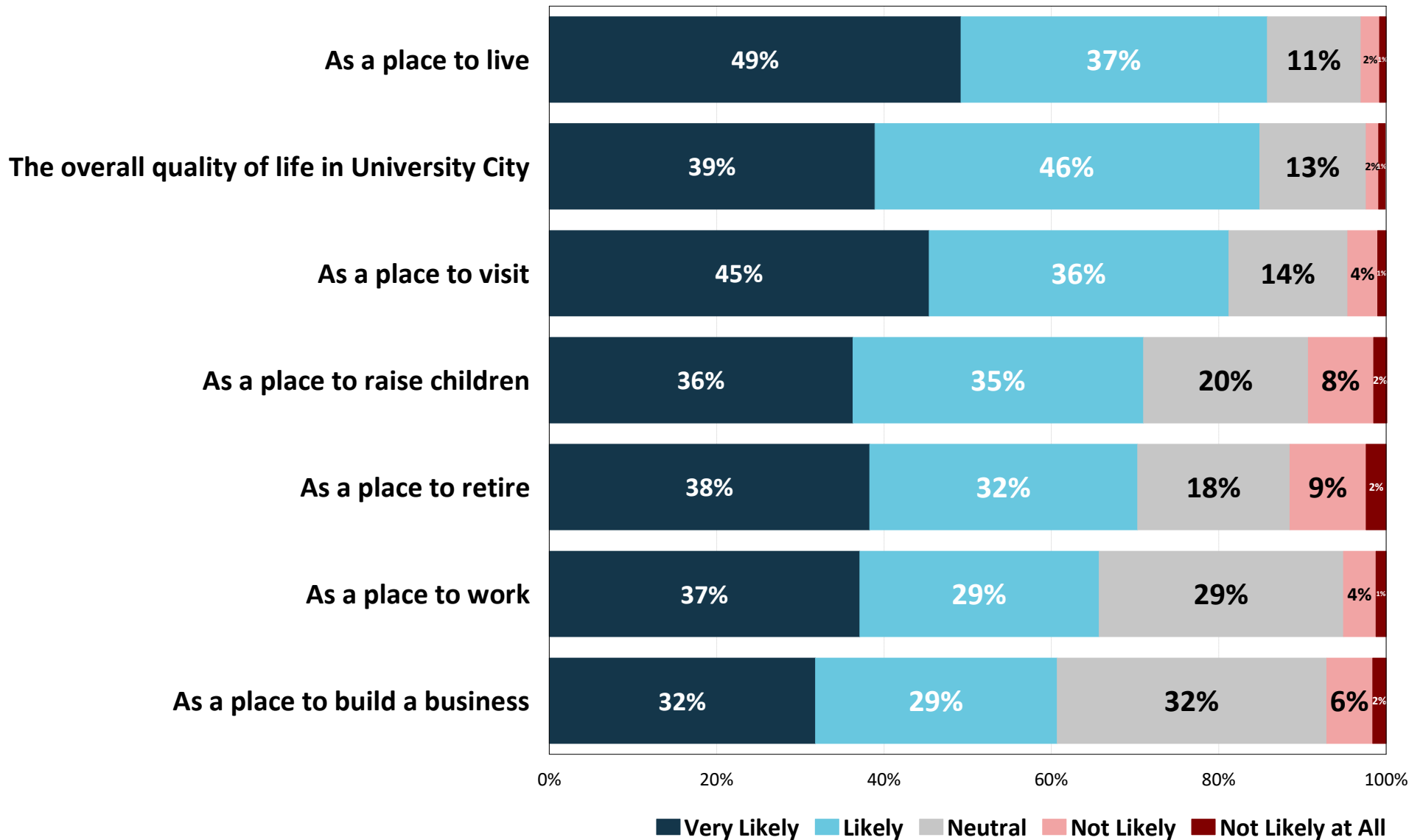
## How supportive are you of the following?

by the sum percentage of respondents that were either *very supportive* or *somewhat supportive* with the service  
(excluding *don't know* responses)



# Q36. How likely would you be to recommend University City to a friend or colleague...

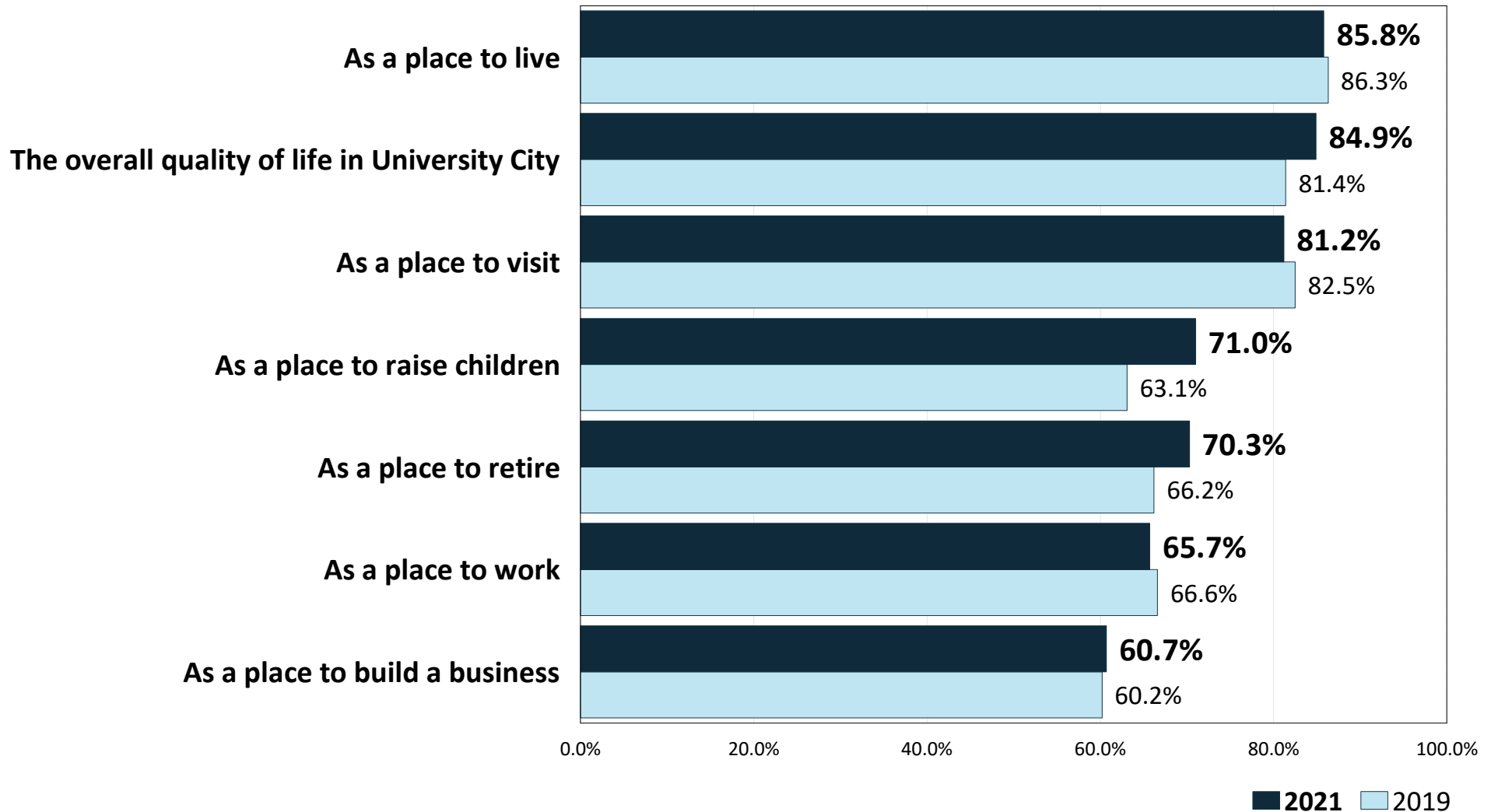
by the percentage of respondents, using a 5-point scale where 5 means *very likely* and 1 means *not likely at all* (excluding *don't know* responses)



# Trends: 2021 v. 2019 Results

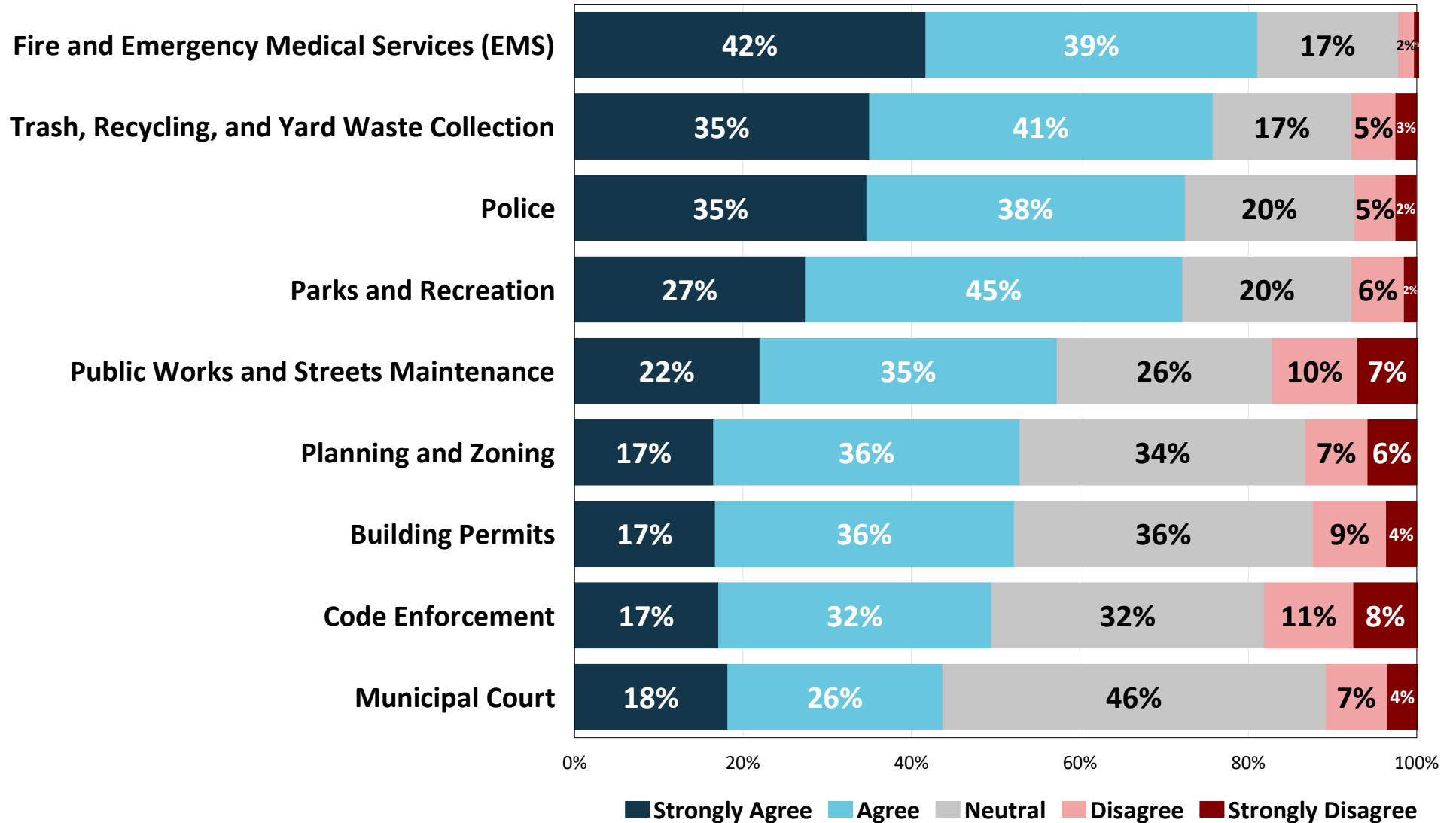
## Likelihood You Would Recommend the City to a Friend or Colleague...

by the sum percentage of respondents that were either *very likely* or *likely* to recommend (excluding *don't know* responses)



# Q37. Level of Agreement with How Fairly & Impartially Each City Department Treats All Members of the Public

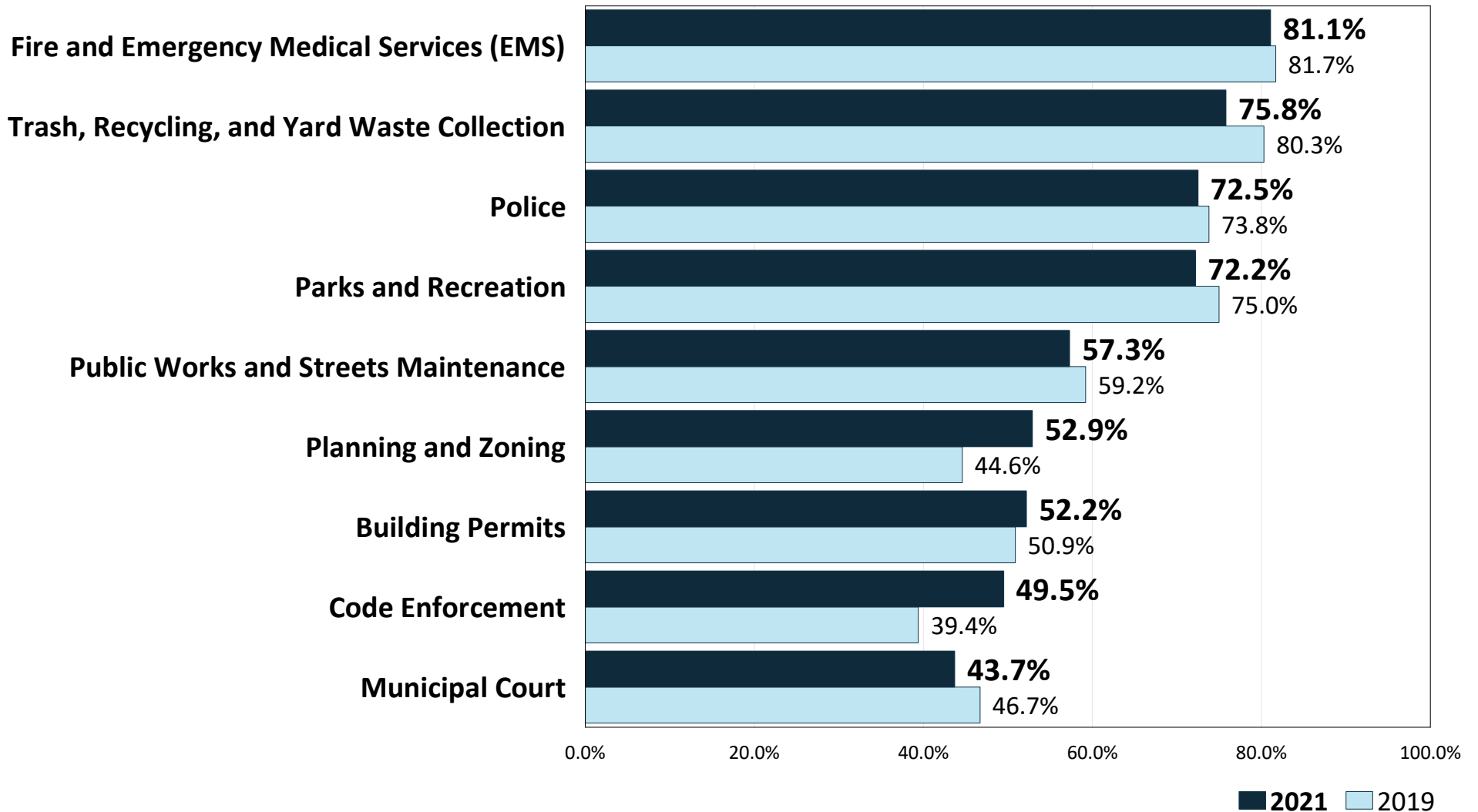
by the percentage of respondents, using a 5-point scale where 5 means *strongly agree* and 1 means *strongly disagree* (excluding *don't know* responses)



# Trends: 2021 v. 2019 Results

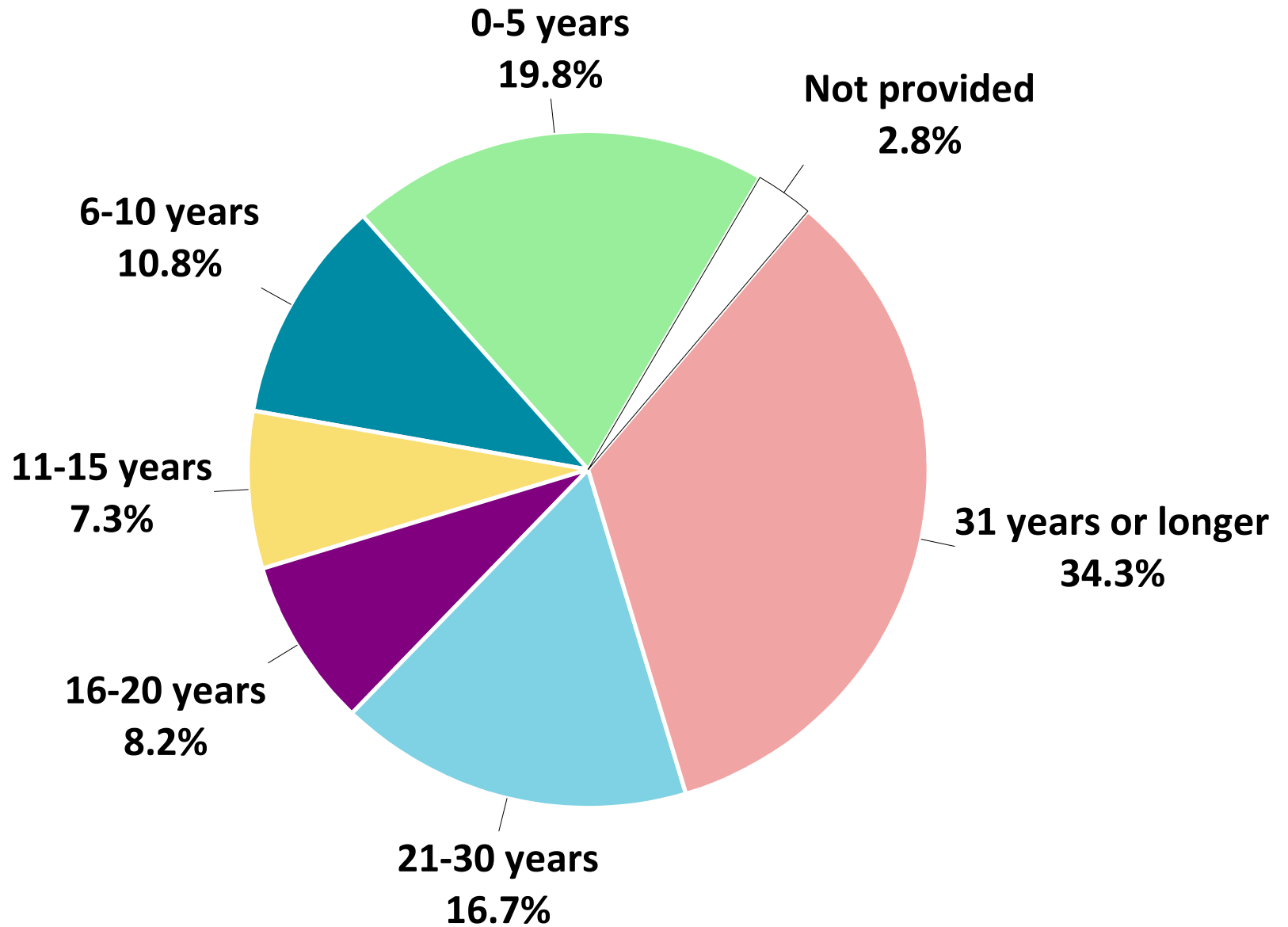
## Agreement with How Fairly & Impartially Each City Department Treats All Members of the Public

by the sum percentage of respondents that were either *strongly agree* or *agree* to recommend  
(excluding *don't know* responses)



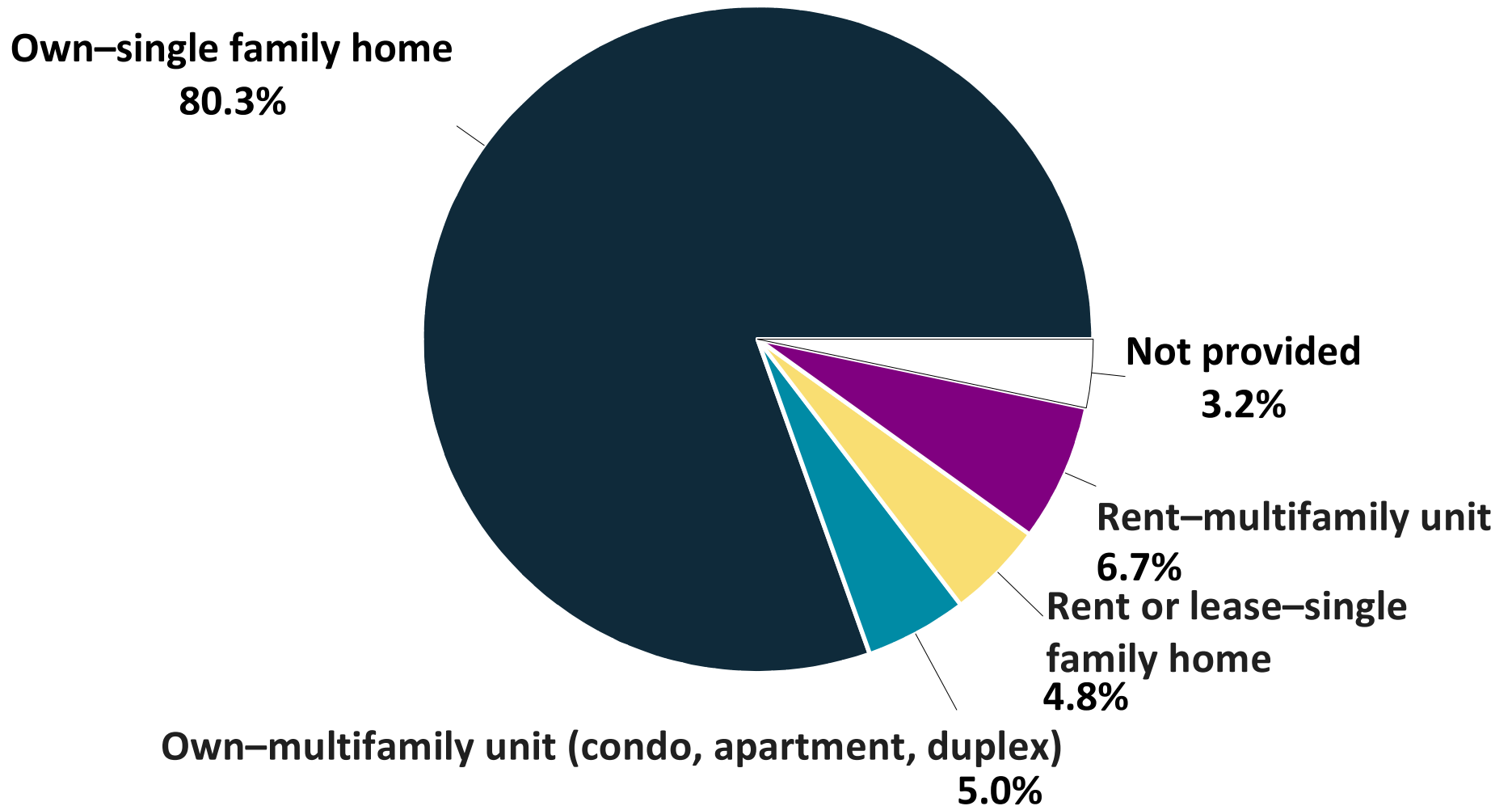
# Q38. How long have you been a resident of University City?

by percentage of respondents



# Q40. Which of the following best describes your household?

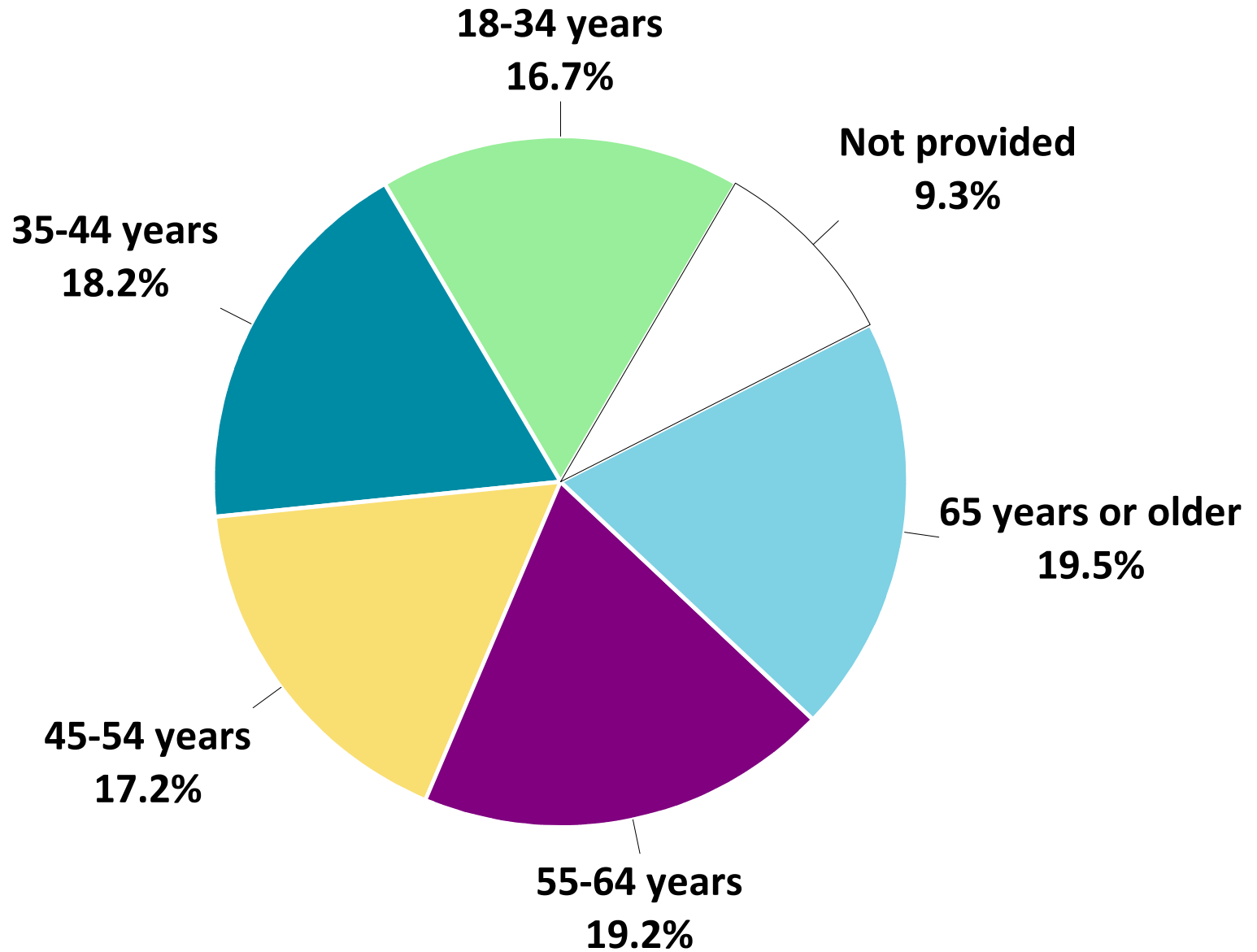
by percentage of respondents





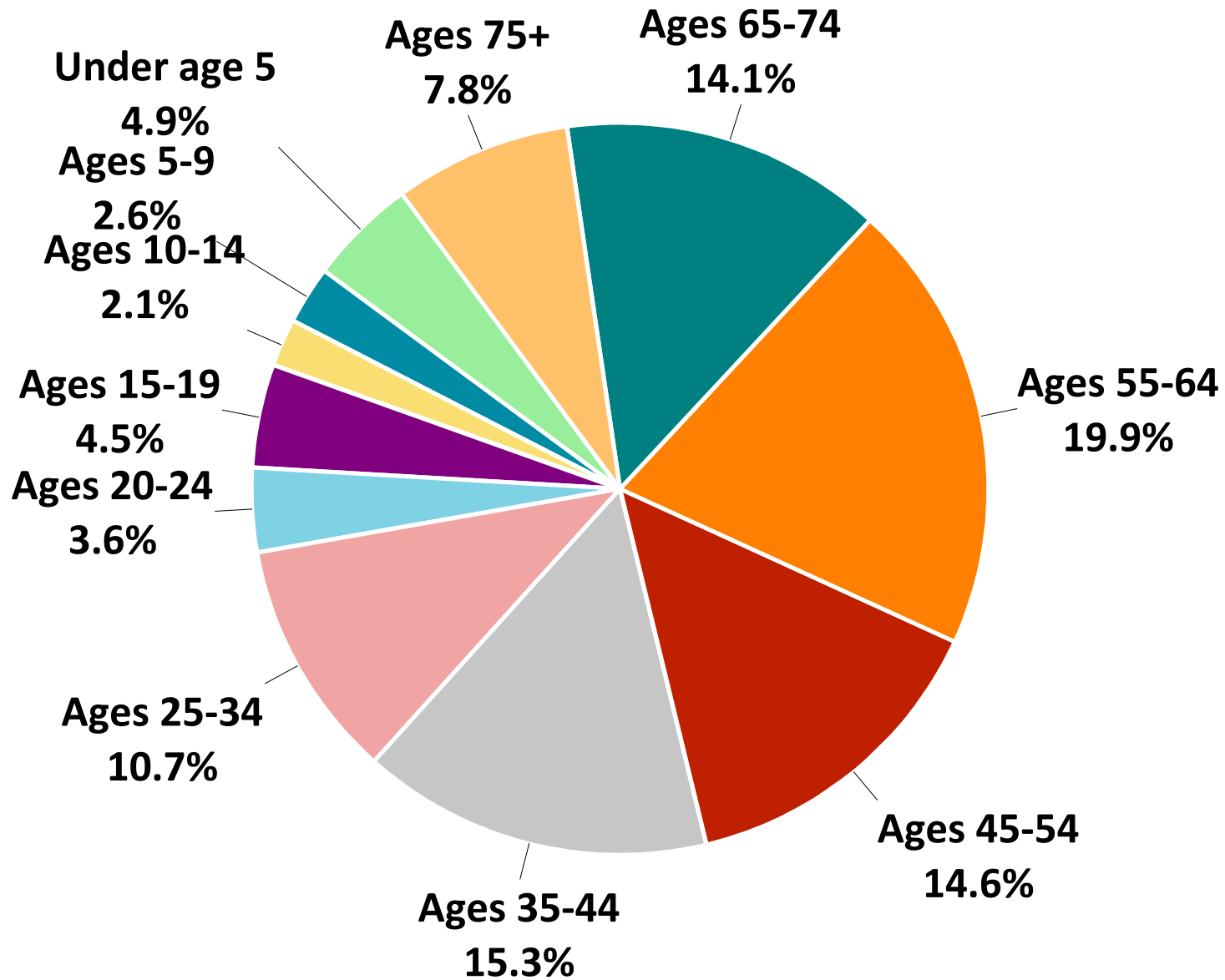
# Q41. What is your age?

by percentage of respondents



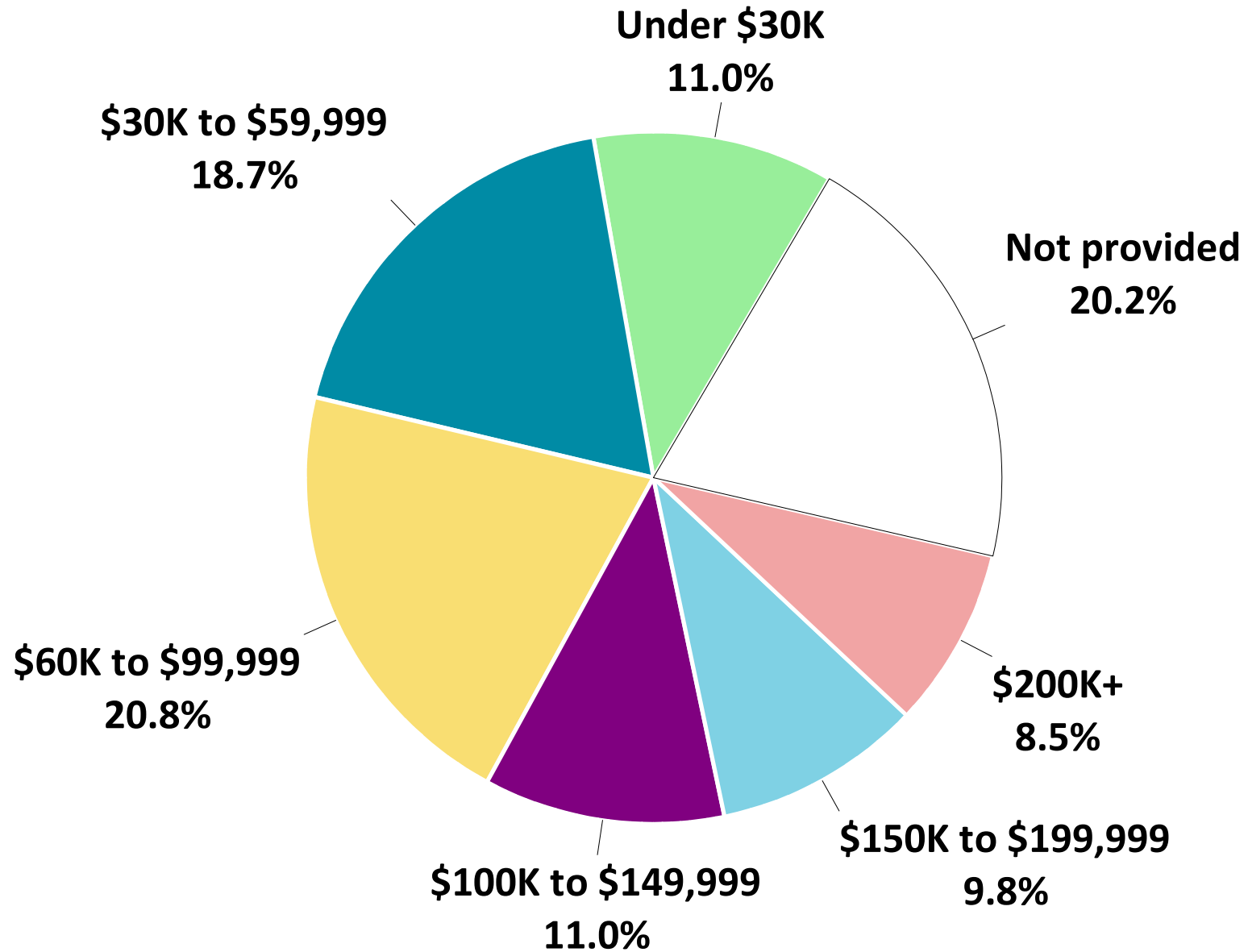
# Q42. Including yourself, how many people in your household are...

by percentage of respondents



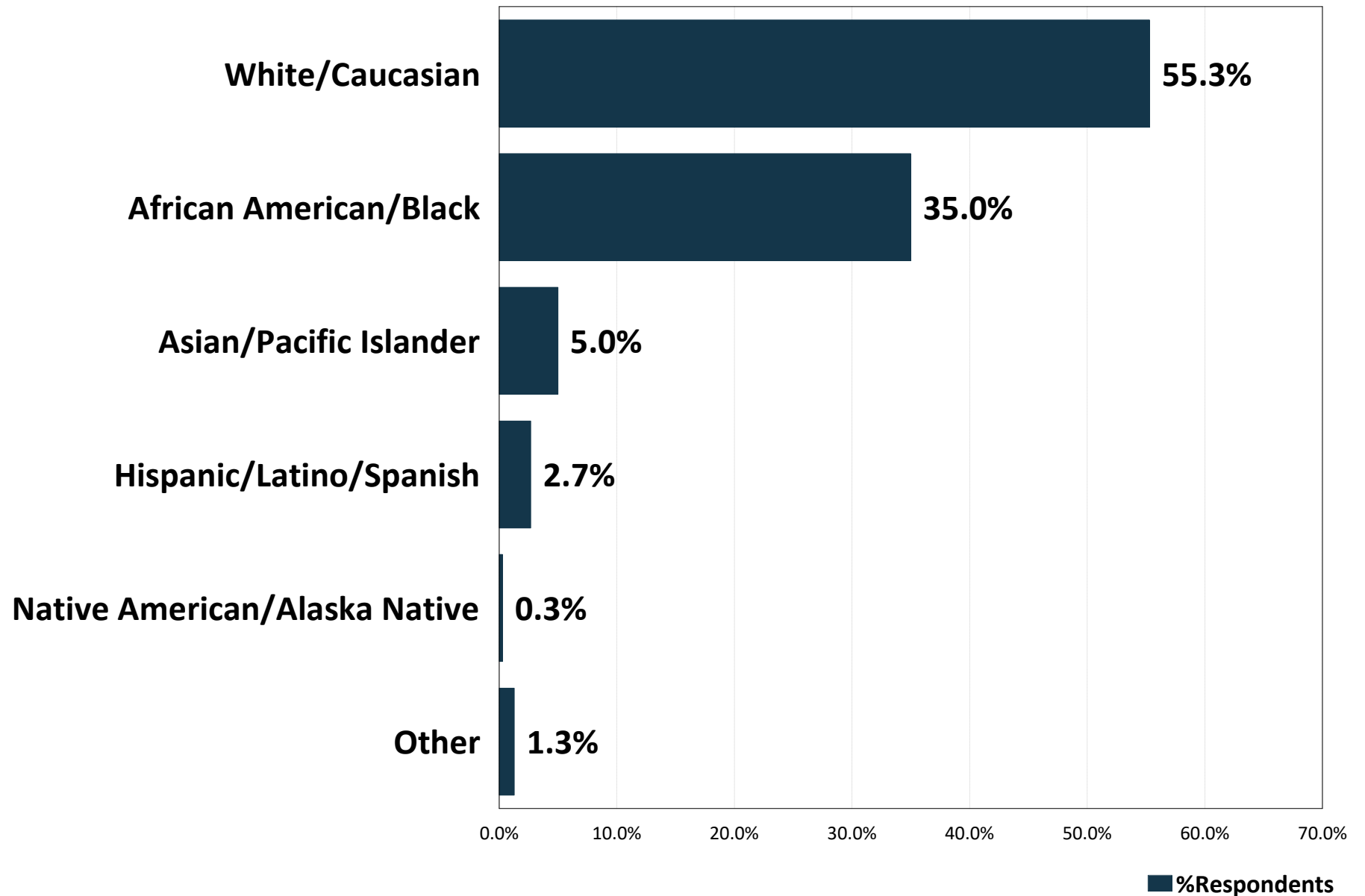
# Q43. Would you say your total annual household income is?

by percentage of respondents



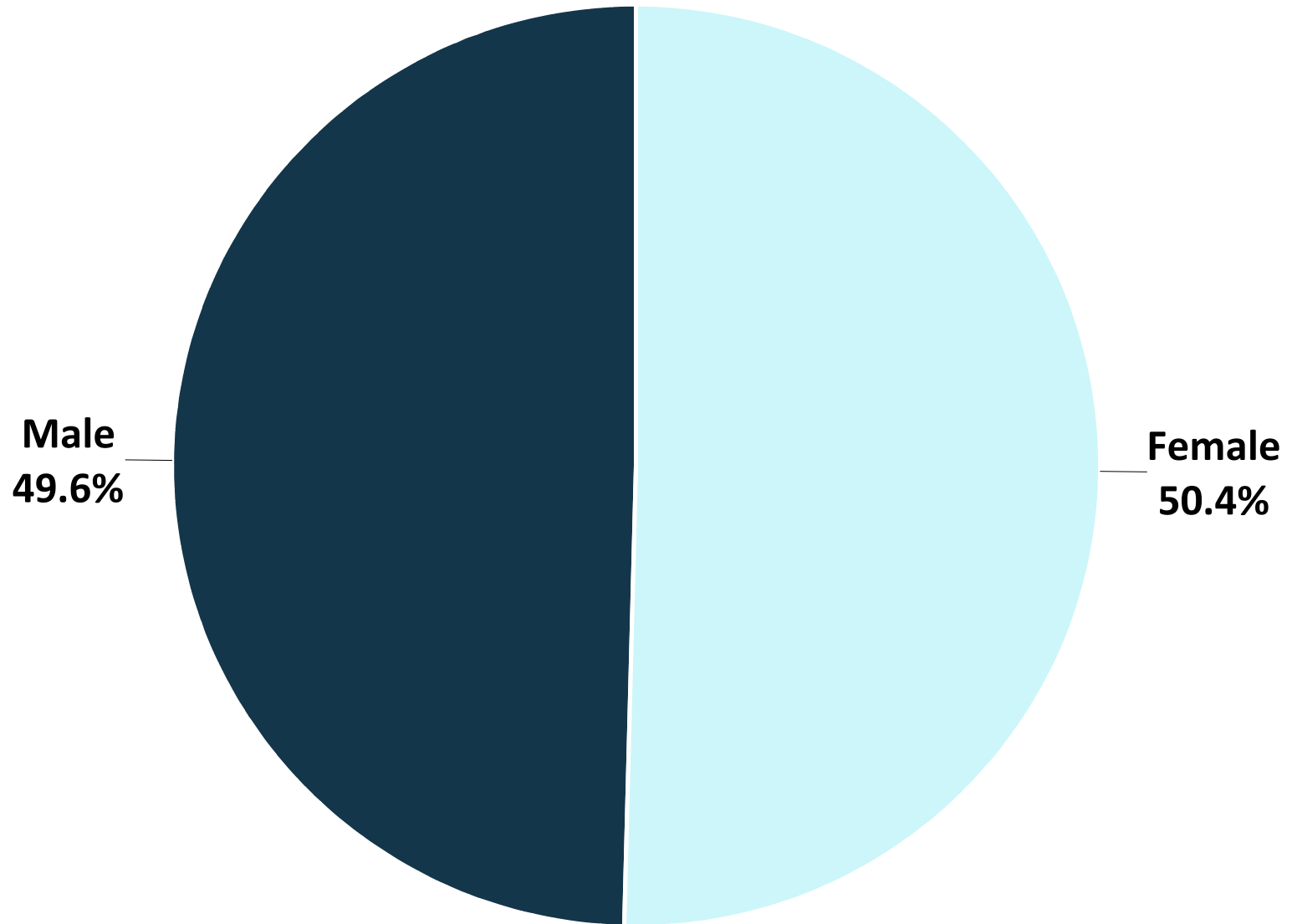
# Q44. Which of the following best describes your race/ethnicity?

by the percentage of respondents (multiple choices could be selected)



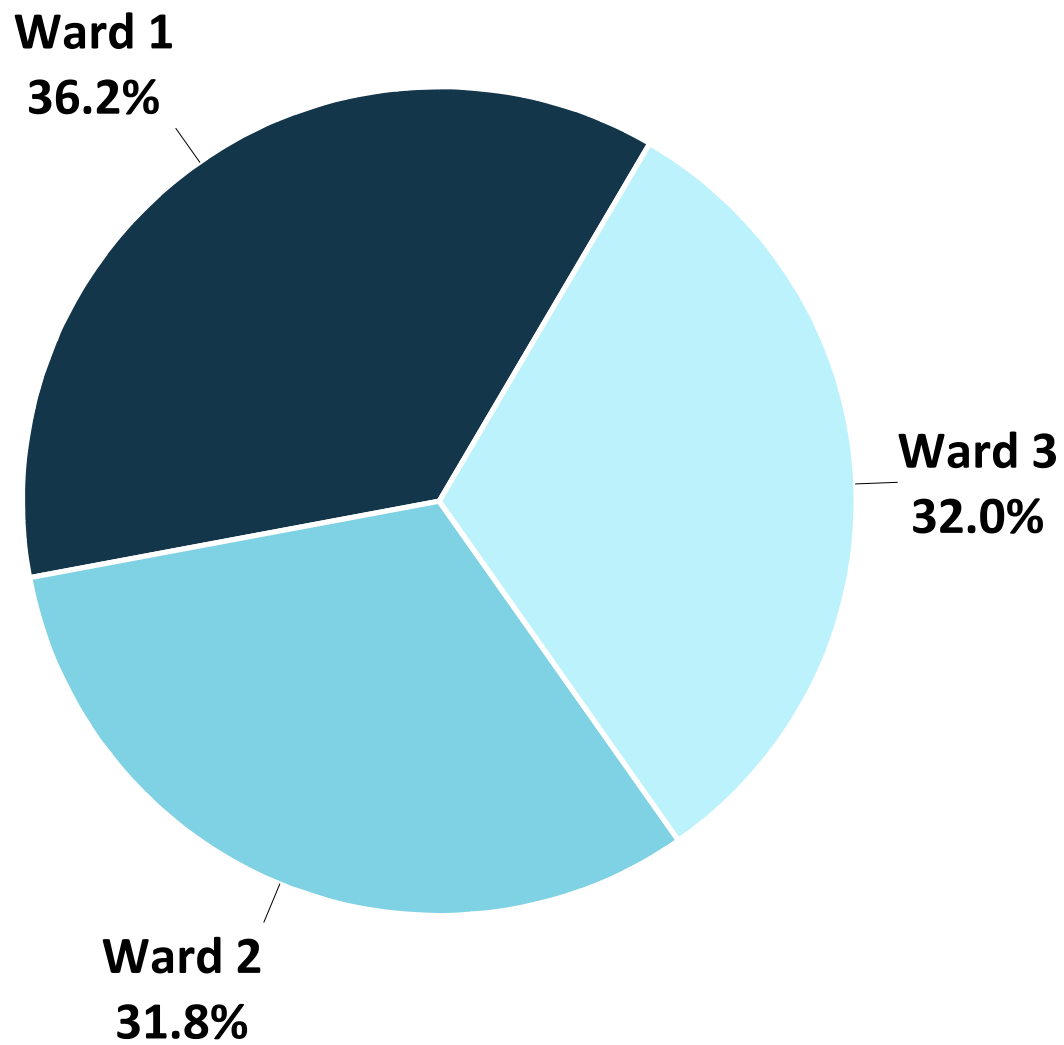
## Q45. Your gender:

by percentage of respondents (excluding *not provided* responses)



# Percentage of Respondents by City Ward

by percentage of respondents



# **Section 3: Benchmarking Analysis**

# Benchmark Analysis

## Overview

ETC Institute's DirectionFinder® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 1,000 cities and counties in 43 states.

This report contains benchmarking data from a national survey that was administered by ETC Institute during the winter of 2022 to a random sample of more than 9,000 residents living in United States' communities.

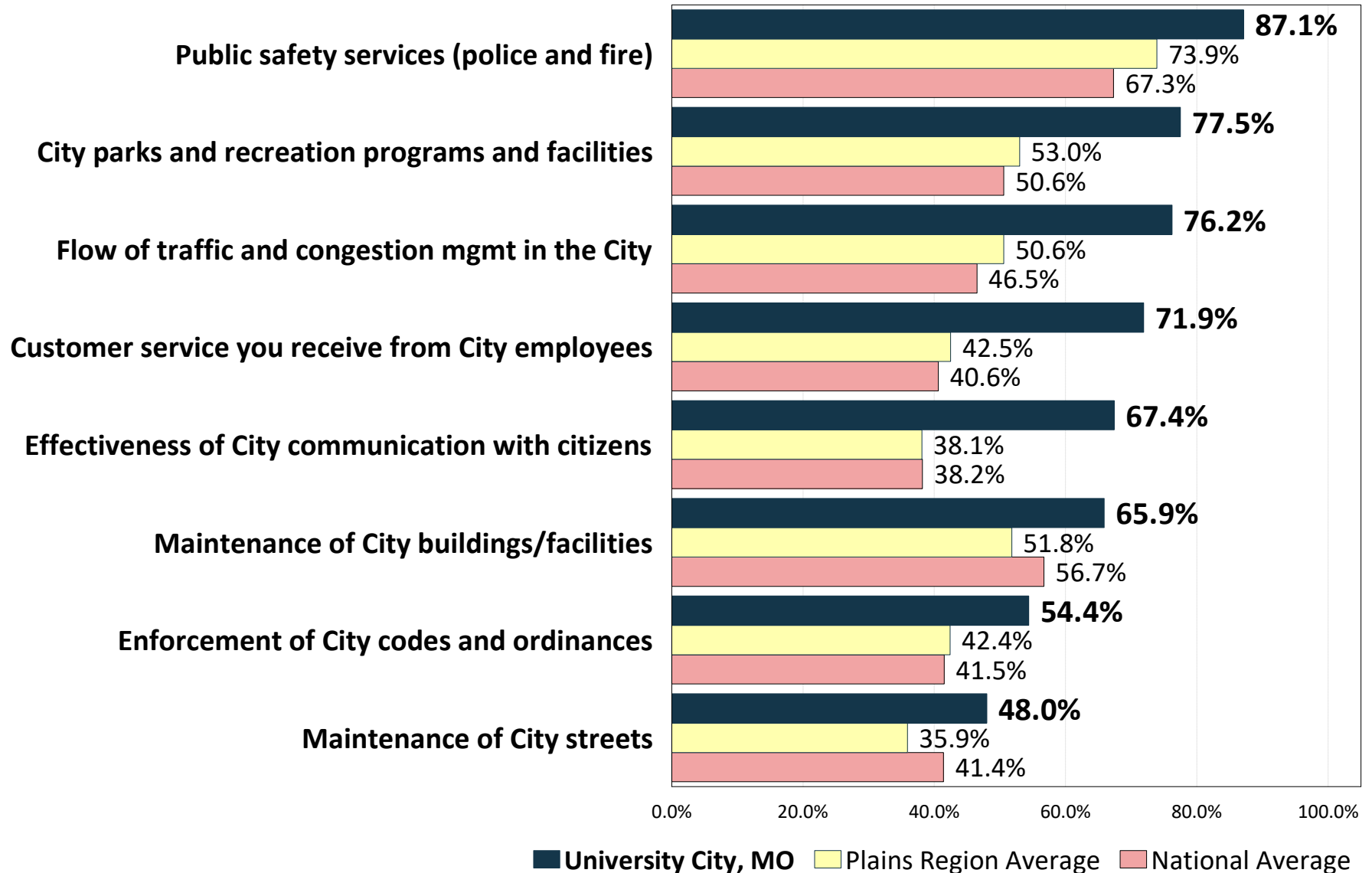
The benchmarking charts provided show how the results from the 2021 City of University City Community Survey compares to communities regionally and nationally in the services analyzed.



## Benchmarks: University City v. Regional & National Average

# Satisfaction with Major Categories of Services Provided by the City

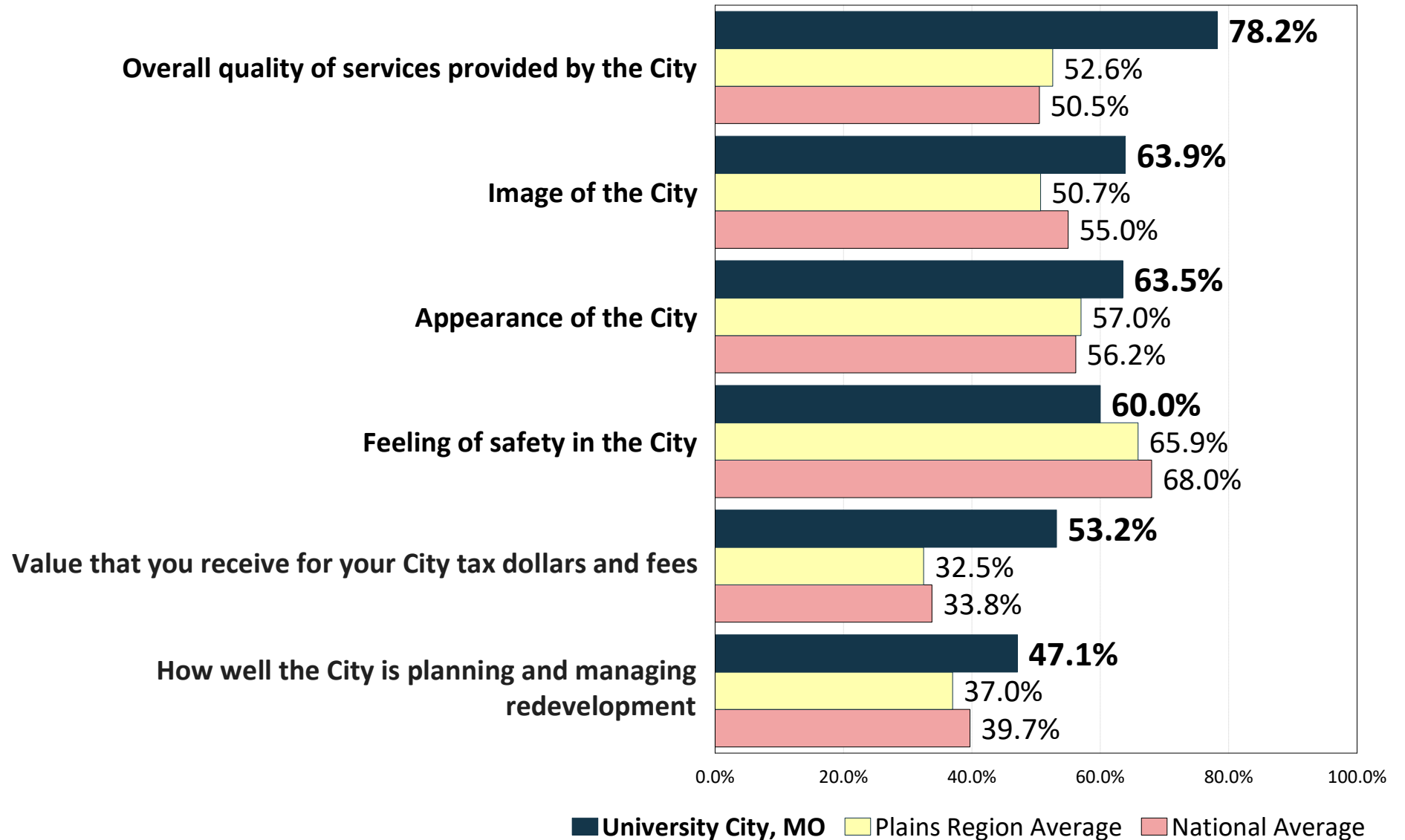
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)



# Benchmarks: University City v. Regional & National Average

## Community Perception Ratings

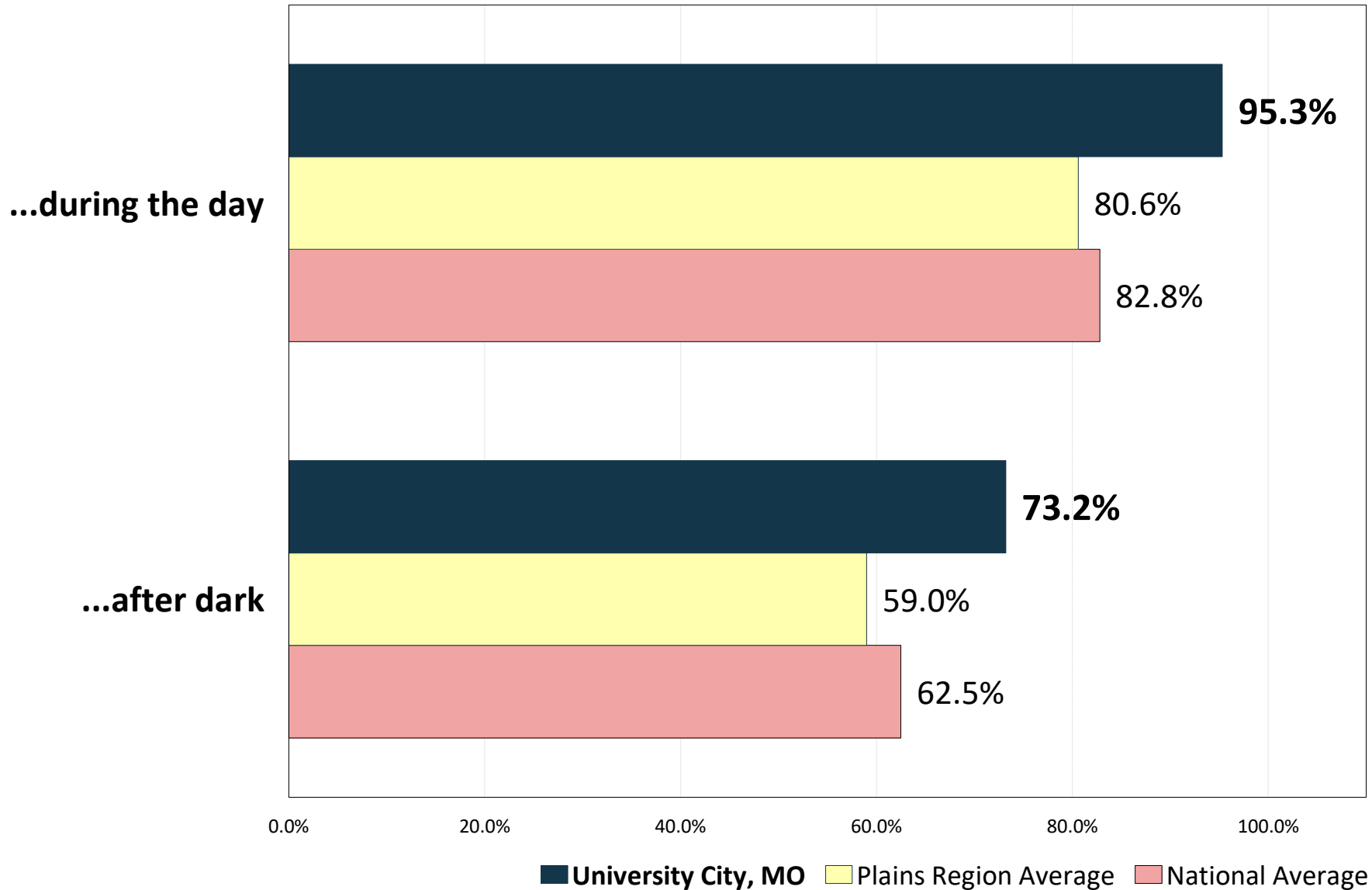
by the sum percentage of respondents that gave a rating of either *excellent* or *good*  
(excluding *N/A* responses)



## Benchmarks: University City v. Regional & National Average

### Feeling of Safety When Walking Alone in Their Neighborhood...

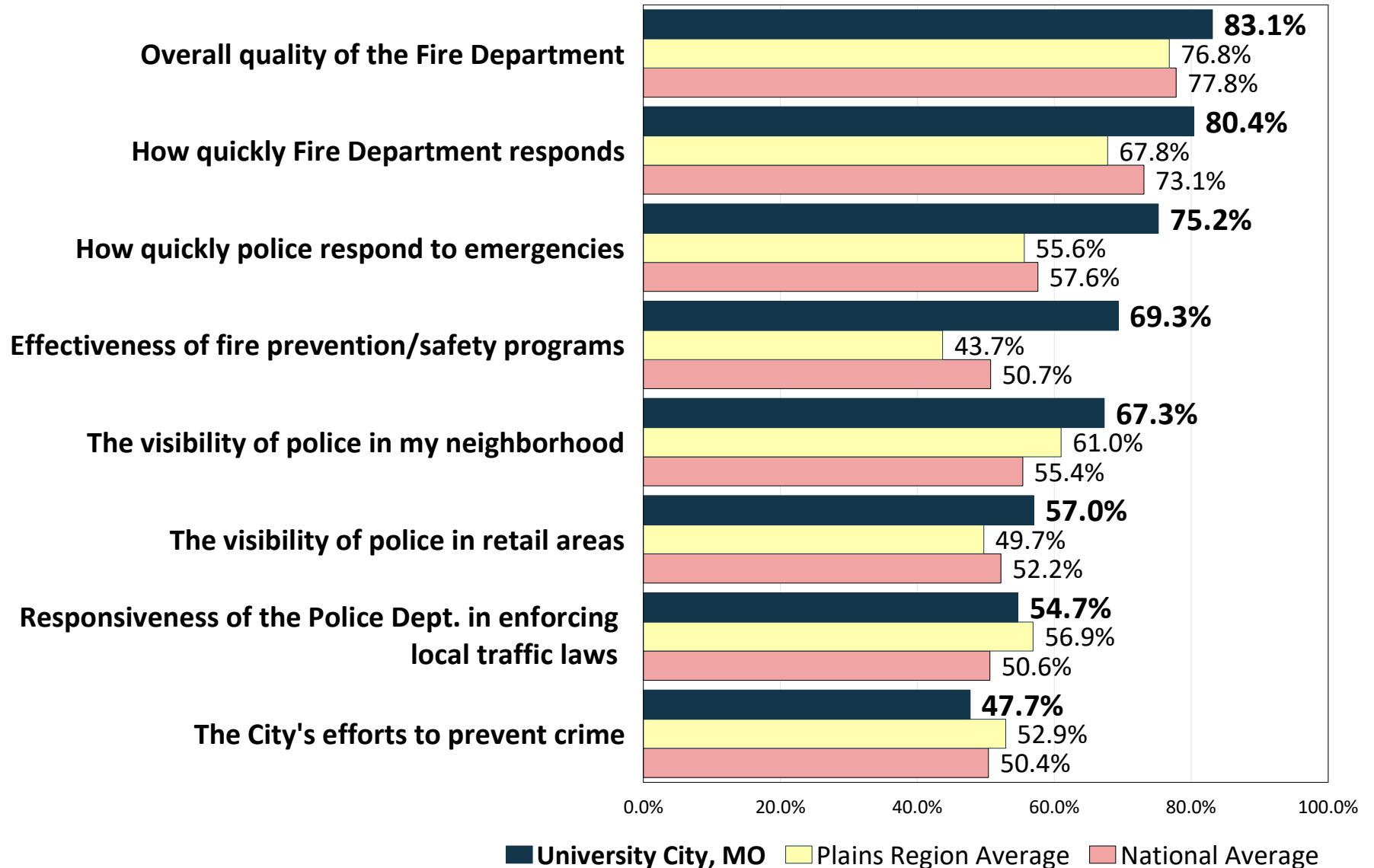
by the sum percentage of respondents that feel either *very safe* or *somewhat safe* with the following situations (excluding *don't know* responses)



# Benchmarks: University City v. Regional & National Average

## Satisfaction with Public Safety Services Provided by the City

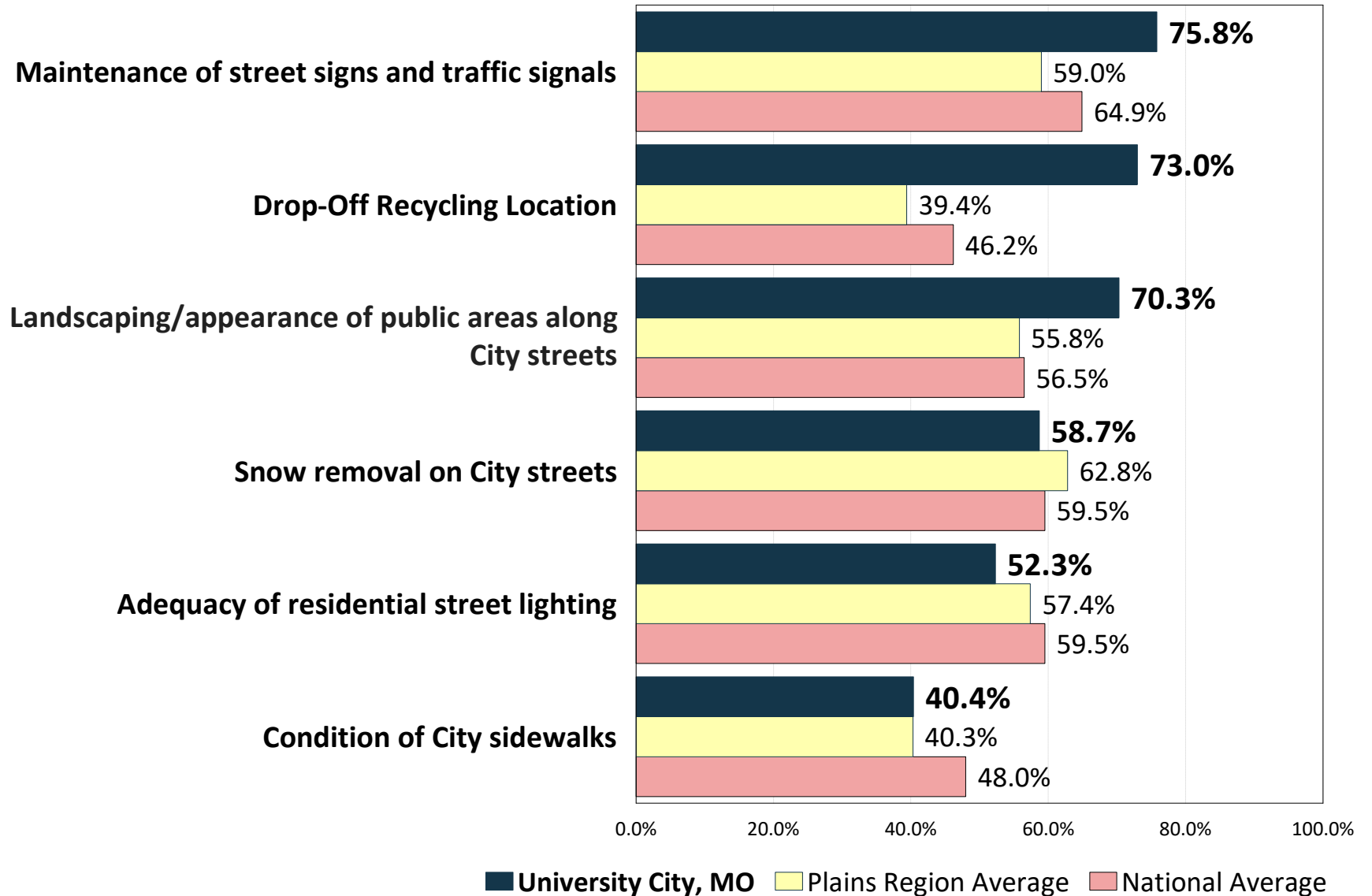
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)



## Benchmarks: University City v. Regional & National Average

### Satisfaction with Maintenance/Public Works Services Provided by the City

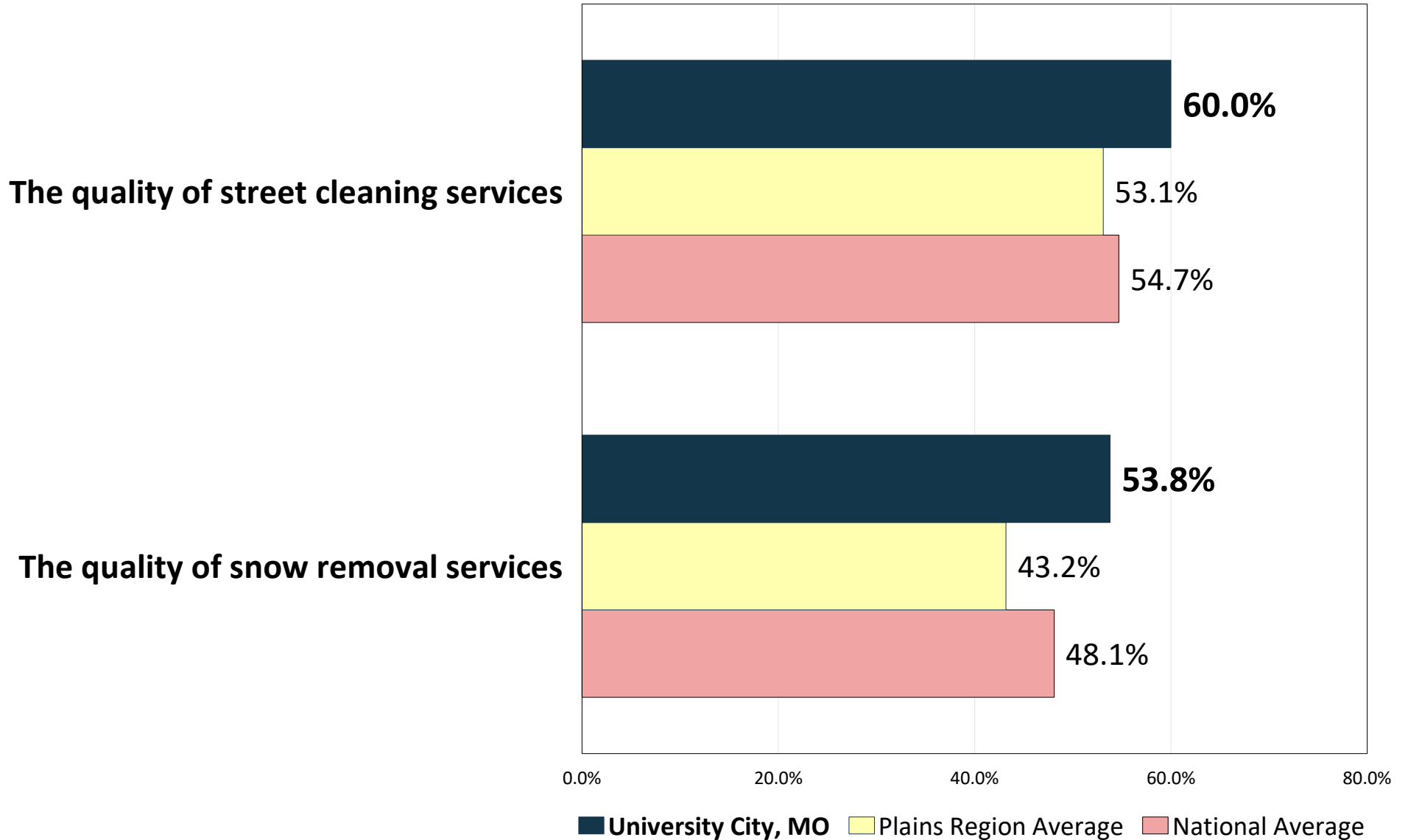
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)



## Benchmarks: University City v. Regional & National Average

### Satisfaction with Maintenance of City Streets

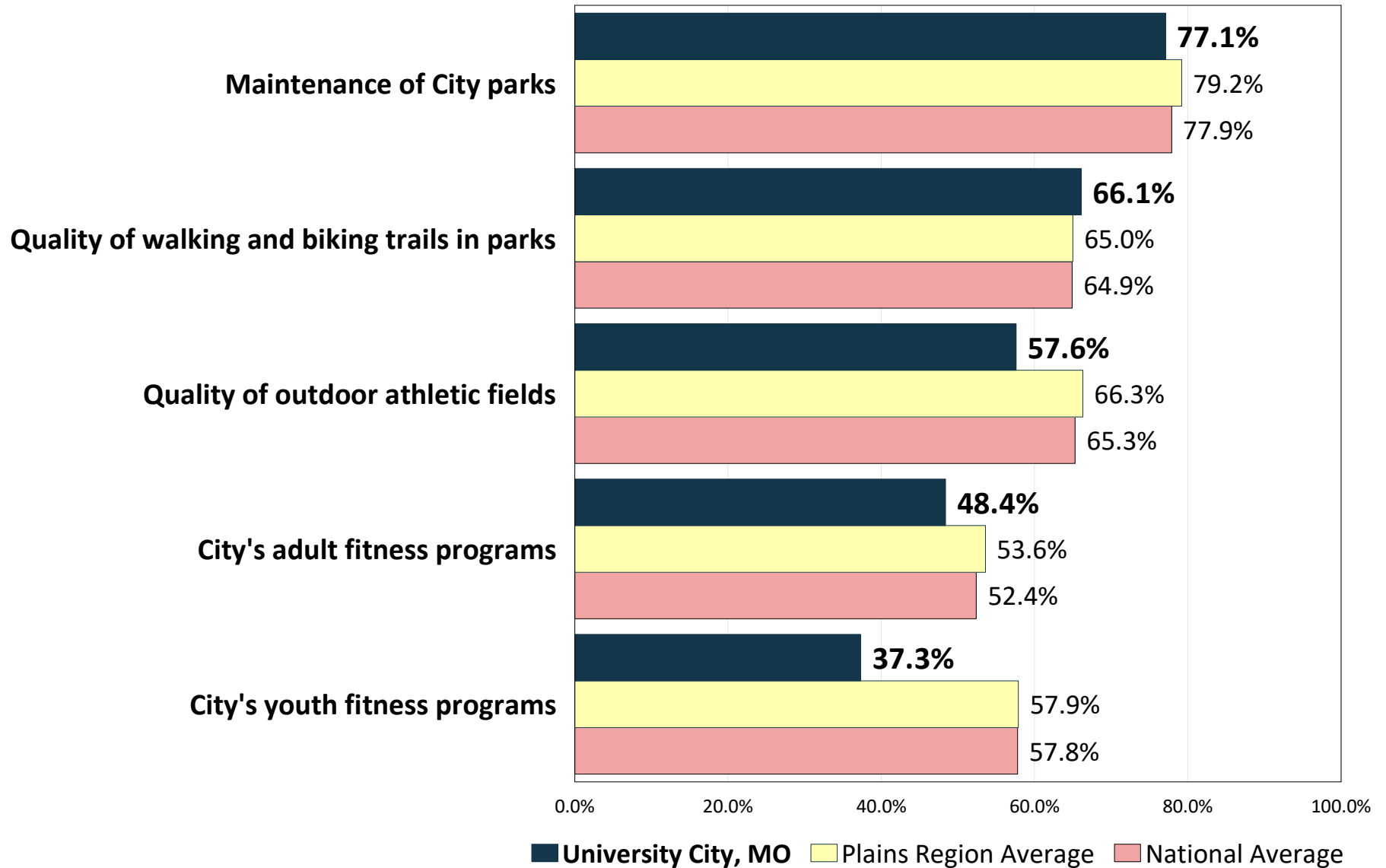
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



## Benchmarks: University City v. Regional & National Average

# Satisfaction with Parks & Recreation Services Provided by the City

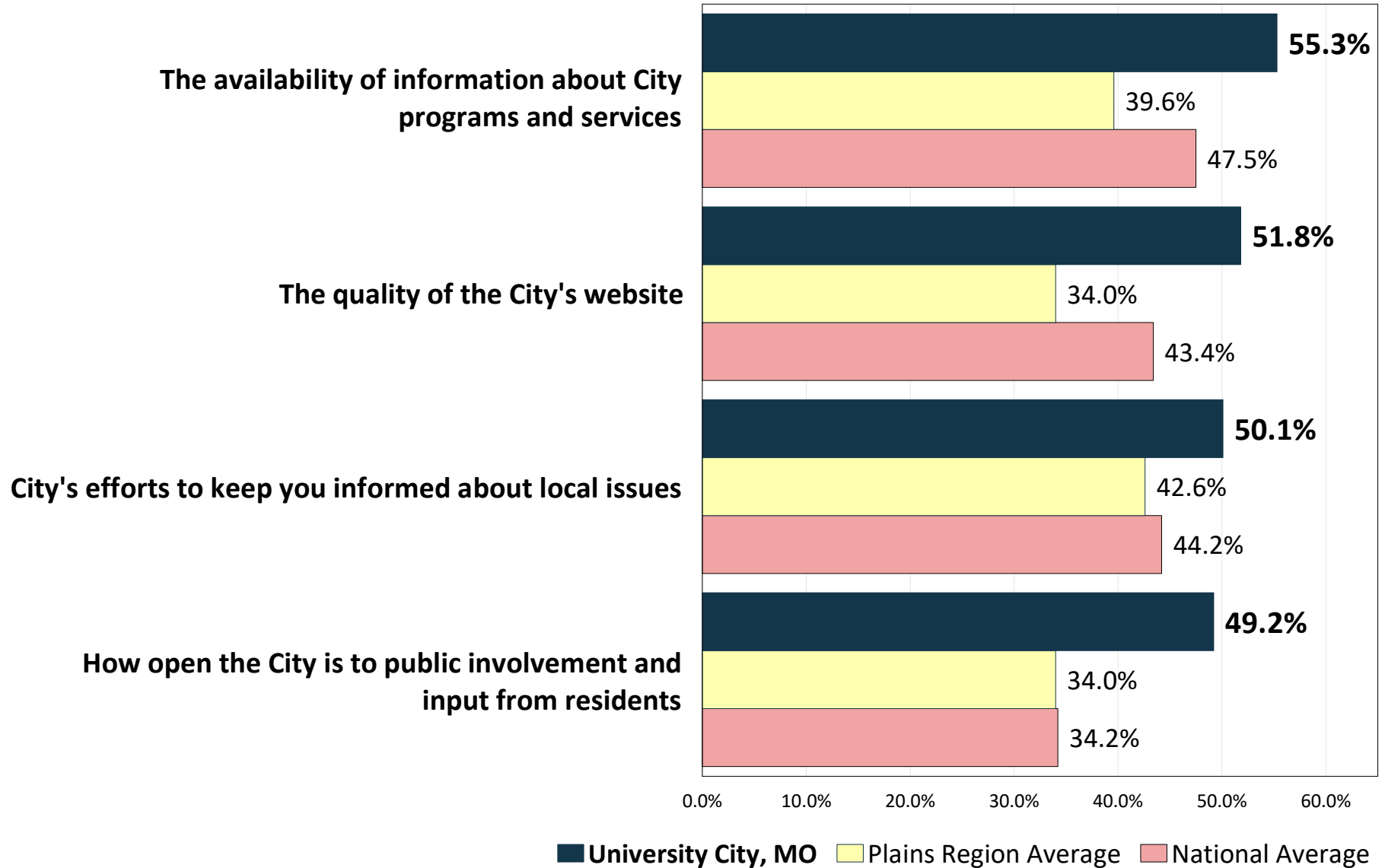
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)



# Benchmarks: University City v. Regional & National Average

## Satisfaction with City Communication

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)

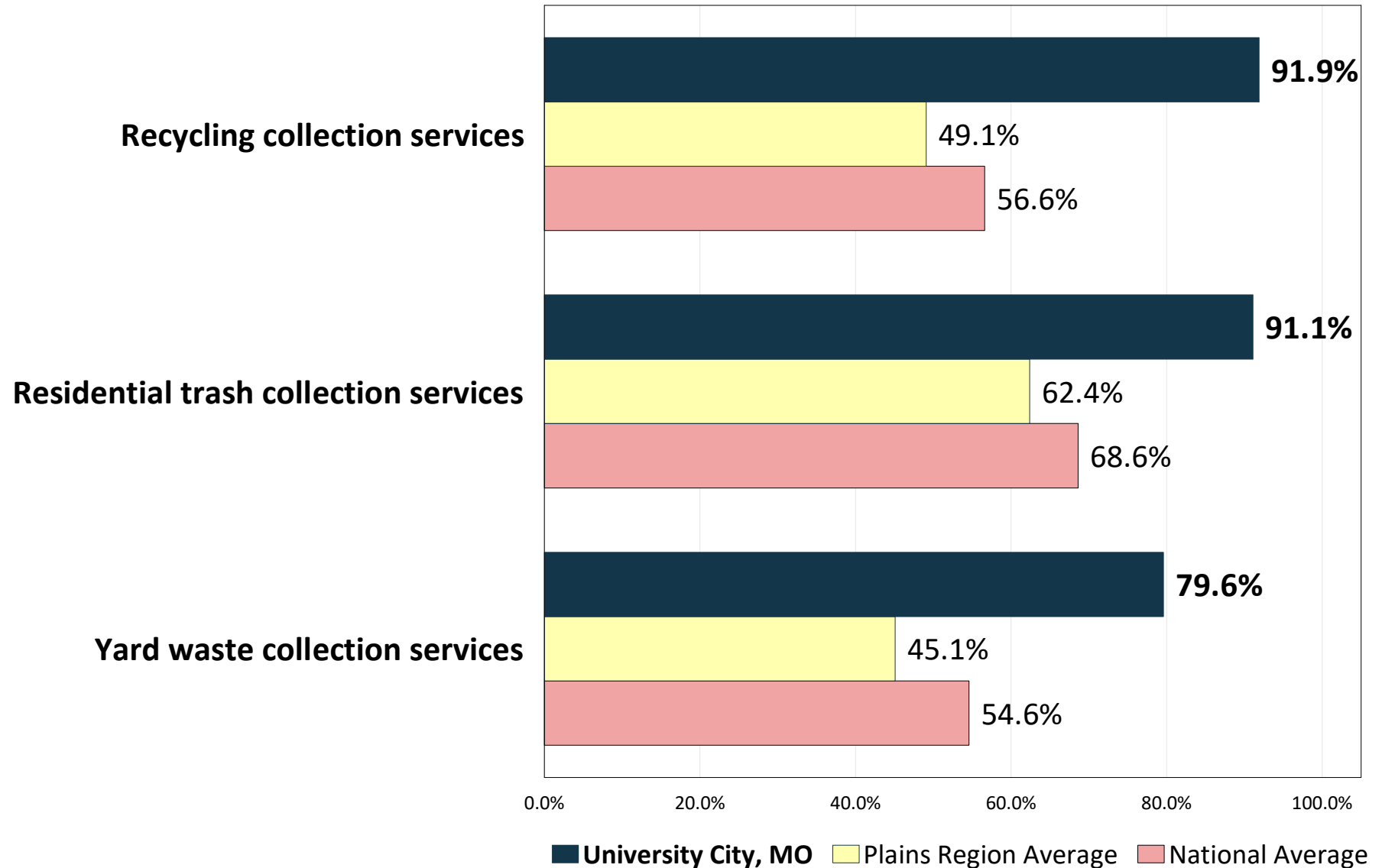




## Benchmarks: University City v. Regional & National Average

# Satisfaction with Waste Collection Services Provided by the City

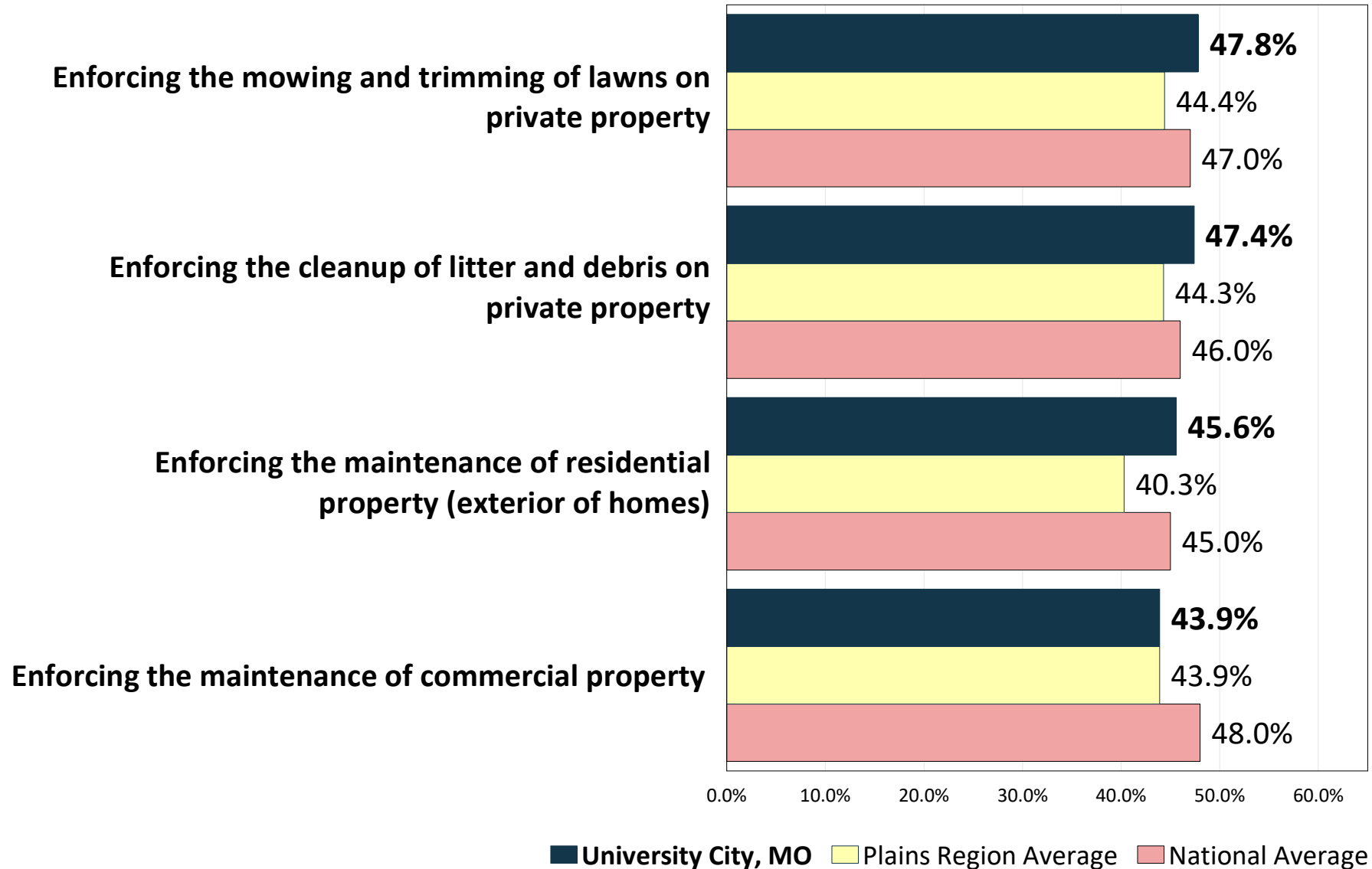
by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service (excluding *don't know* responses)



## Benchmarks: University City v. Regional & National Average

# Satisfaction with Code Enforcement Services Provided by the City

by the sum percentage of respondents that were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)



# **Section 4: Importance-Satisfaction Analysis**

# Importance-Satisfaction Analysis

## Overview

Today, City officials have limited resources which need to be targeted to services that are of the most benefit to their residents. Two of the most important criteria for decision making are;

1. to target resources toward services of the highest importance to residents and
2. to target resources toward those services where residents are the least satisfied.

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

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

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

## Example of the Calculation

Respondents were asked to identify major categories of services provided by the City that they think are most important for the City to provide. Fifty-nine percent (59%) of respondents selected the *maintenance of City streets*, as one of the most important major services for the City to provide.

## Importance-Satisfaction Analysis (Continued)

Regarding satisfaction, 48% of respondents rated the City's overall performance regarding the *maintenance of City streets* as a "4" or "5" on a 5-point scale (where "5" means "very satisfied") excluding "don't know" responses.

The I-S rating for the *maintenance of City streets*, is calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages.

In this example, 59% was multiplied by 52% (1-0.48). This calculation yielded an I-S rating of 0.3084 which ranked first out of the eight services, provided by the City, that were analyzed.

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 they are positively satisfied with the delivery of the service.

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

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the two or 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 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

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

The results for the City of University City are provided on the following pages.

# 2021 City of University City Community Survey

## Importance-Satisfaction Analysis Ratings

### Overall Satisfaction with Major City Services

University City, Missouri

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
Overall maintenance of City streets	59%	1	48%	8	0.3084	1
<b>High Priority (I-S 0.10-0.20)</b>						
Overall enforcement of City codes and ordinances for buildings, housing and overall property maintenance	36%	3	54%	7	0.1632	2
<b>Medium Priority (I-S &lt; 0.10)</b>						
Overall effectiveness of City communication with citizens	25%	5	67%	5	0.0822	3
Overall quality of City parks and recreation programs and facilities	33%	4	78%	2	0.0749	4
Overall quality of public safety services (police and fire)	51%	2	87%	1	0.0654	5
Overall maintenance of City buildings/facilities	16%	8	66%	6	0.0549	6
Overall quality of customer service you receive from City employees	18%	6	72%	4	0.0500	7
Overall flow of traffic and congestion management in the City	18%	7	76%	3	0.0417	8

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first, 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 each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

# 2021 City of University City Community Survey

## Importance-Satisfaction Analysis Ratings

### Public Safety Services

University City, Missouri

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
The City's efforts to prevent crime	52%	1	48%	13	0.2693	1
<b>Medium Priority (I-S &lt; 0.10)</b>						
Police Department engagement within the community (foot/bike patrols, coffee with a cop, neighborhood meetings, etc.)	24%	3	51%	12	0.1179	2
<b>High Priority (I-S 0.10-0.20)</b>						
The visibility of police in retail areas	23%	4	57%	10	0.0985	3
The visibility of police in my neighborhood	30%	2	67%	8	0.0981	4
The treatment/fairness of the City's municipal court	14%	8	47%	14	0.0725	5
Responsiveness of the Police Dept. in enforcing local traffic laws	12%	9	55%	11	0.0544	6
Overall treatment of citizens by the University City Police Department	16%	5	73%	6	0.0442	7
Fairness of the Police Department's practices in enforcing local traffic laws	10%	10	59%	9	0.0418	8
How quickly police respond to emergencies	14%	6	75%	5	0.0345	9
Overall competency of the University City Police Department	14%	7	76%	4	0.0335	10
Effectiveness of fire prevention/safety programs	5%	12	69%	7	0.0160	11
Overall quality of University City Fire Department	6%	11	83%	2	0.0096	12
How quickly Fire Department responds	4%	14	80%	3	0.0084	13
Overall competency of University City Fire Department	5%	13	83%	1	0.0075	14

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.

# 2021 City of University City Community Survey

## Importance-Satisfaction Analysis Ratings

### City Maintenance/Public Works Services

University City, Missouri

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (I-S &gt; 0.20)</b>						
Condition of City sidewalks	45%	1	40%	10	0.2706	1
Adequacy of residential street lighting	42%	2	52%	9	0.2018	2
<b>High Priority (I-S 0.10-0.20)</b>						
Snow removal on City streets	29%	3	59%	7	0.1198	3
Tree trimming/replacement program	25%	4	55%	8	0.1146	4
<b>Medium Priority (I-S &lt; 0.10)</b>						
Adequacy of City street lighting in business districts	20%	6	68%	5	0.0638	5
Maintenance of City buildings	16%	8	63%	6	0.0604	6
Maintenance of street signs and traffic signals	25%	5	76%	2	0.0595	7
Landscaping/appearance of public areas along City streets	18%	7	70%	4	0.0546	8
Drop-Off Recycling Location	8%	10	73%	3	0.0216	9
Curbside Recycling	13%	9	84%	1	0.0211	10

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

**Most Important %:**

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

**Satisfaction %:**

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



# 2021 City of University City Community Survey

## Importance-Satisfaction Analysis Ratings

### Parks & Recreation Services

University City, Missouri

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (I-S 0.10-0.20)</b>						
City's youth fitness programs	18%	6	37%	13	0.1110	1
City's adult fitness programs	20%	4	48%	12	0.1006	2
<b>Medium Priority (I-S &lt; 0.10)</b>						
Maintenance of City parks	43%	1	77%	2	0.0989	3
Quality of walking and biking trails in parks	25%	2	66%	6	0.0841	4
Availability of information about City parks and recreation programs	21%	3	61%	10	0.0827	5
Number of walking and biking trails in parks	19%	5	67%	4	0.0647	6
Centennial Commons	17%	7	66%	5	0.0564	7
Heman Park Community Center	14%	9	61%	9	0.0535	8
Heman Park Pool	14%	8	64%	8	0.0511	9
Quality of outdoor athletic fields	8%	10	58%	11	0.0343	10
Ruth Park Golf Course	7%	11	68%	3	0.0223	11
Number of outdoor athletic fields	4%	13	65%	7	0.0123	12
How close neighborhood parks are to your home	6%	12	85%	1	0.0091	13

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.

# **Section 5: Crosstabular Data by City Ward**

**Q1. Overall Satisfaction with City Services: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q1-1. Overall quality of public safety services–police &amp; fire</u>				
Very satisfied	43.0%	31.0%	43.4%	39.3%
Satisfied	44.0%	52.7%	47.1%	47.8%
Neutral	10.1%	12.5%	7.4%	10.0%
Dissatisfied	2.9%	3.8%	1.6%	2.8%
Very dissatisfied	0.0%	0.0%	0.5%	0.2%
<u>Q1-2. Overall quality of City parks &amp; recreation programs &amp; facilities</u>				
Very satisfied	30.9%	22.6%	29.9%	27.8%
Satisfied	44.0%	52.1%	53.3%	49.7%
Neutral	21.5%	16.3%	13.6%	17.2%
Dissatisfied	2.6%	7.4%	2.7%	4.2%
Very dissatisfied	1.0%	1.6%	0.5%	1.1%

**Q1. Overall Satisfaction with City Services: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q1-3. Overall maintenance of City streets</u>				
Very satisfied	14.2%	9.5%	18.1%	13.9%
Satisfied	33.0%	36.5%	33.0%	34.1%
Neutral	27.4%	27.5%	25.0%	26.7%
Dissatisfied	16.5%	20.1%	19.7%	18.7%
Very dissatisfied	9.0%	6.3%	4.3%	6.6%
<u>Q1-4. Overall maintenance of City buildings/facilities</u>				
Very satisfied	19.5%	13.2%	18.8%	17.2%
Satisfied	45.6%	47.8%	52.7%	48.7%
Neutral	29.6%	31.4%	25.5%	28.8%
Dissatisfied	4.1%	7.5%	2.4%	4.7%
Very dissatisfied	1.2%	0.0%	0.6%	0.6%

**Q1. Overall Satisfaction with City Services: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q1-5. Overall enforcement of City codes & ordinances for buildings, housing & overall property maintenance**

Very satisfied	19.3%	11.5%	14.8%	15.4%
Satisfied	41.1%	40.8%	35.2%	39.0%
Neutral	28.6%	29.9%	27.8%	28.8%
Dissatisfied	8.9%	13.4%	19.9%	13.9%
Very dissatisfied	2.1%	4.5%	2.3%	2.9%

**Q1-6. Overall quality of customer service you receive from City employees**

Very satisfied	30.0%	24.4%	23.2%	26.0%
Satisfied	42.5%	48.3%	47.5%	45.9%
Neutral	19.0%	20.3%	20.4%	19.9%
Dissatisfied	6.5%	5.8%	7.7%	6.7%
Very dissatisfied	2.0%	1.2%	1.1%	1.4%

**Q1. Overall Satisfaction with City Services: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q1-7. Overall effectiveness of City communication with citizens**

Very satisfied	25.4%	18.1%	17.5%	20.5%
Satisfied	43.1%	47.3%	50.8%	46.9%
Neutral	24.4%	23.4%	19.7%	22.6%
Dissatisfied	5.7%	10.6%	10.9%	9.0%
Very dissatisfied	1.4%	0.5%	1.1%	1.0%

**Q1-8. Overall flow of traffic & congestion management in City**

Very satisfied	21.7%	17.0%	18.4%	19.1%
Satisfied	49.8%	61.2%	61.1%	57.1%
Neutral	21.3%	15.4%	14.1%	17.1%
Dissatisfied	5.3%	4.8%	5.4%	5.2%
Very dissatisfied	1.9%	1.6%	1.1%	1.6%

**Q2. Which THREE items from the list in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (Top 3)**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
Overall quality of public safety services-police & fire	54.8%	56.5%	40.1%	50.7%
Overall quality of City parks & recreation programs & facilities	31.3%	42.9%	26.0%	33.3%
Overall maintenance of City streets	60.8%	60.7%	56.3%	59.3%
Overall maintenance of City buildings/facilities	16.6%	17.3%	14.1%	16.0%
Overall enforcement of City codes & ordinances for buildings, housing & overall property maintenance	33.2%	33.0%	41.7%	35.8%
Overall quality of customer service you receive from City employees	20.7%	13.6%	18.8%	17.8%
Overall effectiveness of City communication with citizens	22.6%	24.6%	28.6%	25.2%
Overall flow of traffic & congestion management in City	17.1%	20.4%	15.1%	17.5%
None chosen	9.7%	6.8%	14.1%	10.2%

**Q3. Perceptions: Please rate each of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	

Q3-1. Overall quality of services provided by City

Excellent	21.2%	14.5%	13.0%	16.4%
Good	57.6%	62.4%	65.9%	61.8%
Neutral	15.8%	18.8%	13.5%	16.0%
Below average	4.9%	2.7%	6.5%	4.7%
Poor	0.5%	1.6%	1.1%	1.0%

Q3-2. Overall value that you receive for your City tax dollars & fees

Excellent	10.4%	9.7%	9.1%	9.8%
Good	44.6%	45.9%	39.6%	43.4%
Neutral	24.3%	27.0%	31.0%	27.4%
Below average	15.8%	11.9%	16.6%	14.8%
Poor	5.0%	5.4%	3.7%	4.7%



**Q3. Perceptions: Please rate each of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q3-3. Overall image of City</u>				
Excellent	12.6%	14.6%	18.5%	15.1%
Good	44.9%	53.5%	48.7%	48.8%
Neutral	29.0%	18.9%	21.2%	23.3%
Below average	12.6%	11.4%	9.5%	11.2%
Poor	0.9%	1.6%	2.1%	1.5%
<u>Q3-4. How well City is planning &amp; managing redevelopment</u>				
Excellent	8.5%	9.3%	11.3%	9.7%
Good	38.1%	34.8%	39.0%	37.4%
Neutral	35.2%	36.6%	33.3%	35.0%
Below average	14.8%	13.0%	11.3%	13.0%
Poor	3.4%	6.2%	5.1%	4.9%

**Q3. Perceptions: Please rate each of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q3-5. Overall quality of life in City</u>				
Excellent	24.1%	29.2%	18.0%	23.7%
Good	56.6%	54.1%	56.6%	55.8%
Neutral	15.1%	14.1%	16.4%	15.2%
Below average	4.2%	1.6%	7.9%	4.6%
Poor	0.0%	1.1%	1.1%	0.7%
<u>Q3-6. Overall feeling of safety in City</u>				
Excellent	13.8%	14.1%	13.5%	13.8%
Good	46.2%	46.2%	46.4%	46.2%
Neutral	21.9%	22.3%	26.0%	23.4%
Below average	13.8%	15.2%	9.4%	12.8%
Poor	4.3%	2.2%	4.7%	3.8%

**Q3. Perceptions: Please rate each of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q3-7. Quality of new residential development in City</u>				
Excellent	9.0%	7.4%	11.3%	9.3%
Good	35.9%	31.1%	38.8%	35.5%
Neutral	40.0%	44.4%	33.8%	39.1%
Below average	13.8%	12.6%	12.5%	13.0%
Poor	1.4%	4.4%	3.8%	3.2%
<u>Q3-8. Quality of new commercial development in City</u>				
Excellent	11.5%	10.6%	14.6%	12.3%
Good	32.8%	36.9%	42.7%	37.4%
Neutral	37.4%	30.0%	28.7%	32.1%
Below average	15.5%	16.3%	9.4%	13.7%
Poor	2.9%	6.3%	4.7%	4.6%

**Q3. Perceptions: Please rate each of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q3-9. Quality &amp; efficiency of plan review &amp; permitting services</u>				
Excellent	8.8%	7.2%	8.4%	8.2%
Good	28.4%	25.6%	35.0%	29.8%
Neutral	48.6%	40.0%	44.1%	44.5%
Below average	8.1%	18.4%	10.5%	12.0%
Poor	6.1%	8.8%	2.1%	5.5%
<u>Q3-10. Overall appearance of City</u>				
Excellent	12.3%	15.8%	15.4%	14.4%
Good	49.8%	48.9%	48.4%	49.1%
Neutral	28.0%	22.3%	22.3%	24.4%
Below average	10.0%	12.0%	12.2%	11.3%
Poor	0.0%	1.1%	1.6%	0.9%

**Q3. Perceptions: Please rate each of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<b><u>Q3-11. Quality of special events &amp; cultural opportunities</u></b>				
Excellent	12.9%	13.5%	17.2%	14.6%
Good	47.4%	42.4%	46.0%	45.2%
Neutral	31.6%	34.7%	27.6%	31.3%
Below average	7.6%	7.6%	6.9%	7.4%
Poor	0.6%	1.8%	2.3%	1.6%
<b><u>Q3-12. Quantity of special events &amp; cultural opportunities</u></b>				
Excellent	10.0%	13.1%	15.4%	12.9%
Good	44.1%	39.9%	41.1%	41.7%
Neutral	37.1%	35.1%	31.4%	34.5%
Below average	6.5%	10.1%	9.7%	8.8%
Poor	2.4%	1.8%	2.3%	2.1%

**Q3. Perceptions: Please rate each of the following. (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q3-13. Recreational opportunities in City**

Excellent	14.4%	13.3%	18.1%	15.3%
Good	47.6%	47.5%	49.5%	48.2%
Neutral	31.0%	29.3%	24.7%	28.4%
Below average	5.3%	6.6%	6.6%	6.2%
Poor	1.6%	3.3%	1.1%	2.0%

**Q4. Feeling of Safety: Please rate each of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q4-1. Walking alone in your neighborhood during the day</u>				
Very safe	80.9%	80.5%	60.0%	74.1%
Somewhat safe	14.4%	16.3%	33.7%	21.2%
Somewhat unsafe	3.3%	2.6%	5.8%	3.9%
Very unsafe	1.4%	0.5%	0.5%	0.8%
<u>Q4-2. Walking alone in The Loop after dark</u>				
Very safe	9.8%	12.6%	15.2%	12.4%
Somewhat safe	27.8%	35.7%	38.4%	33.7%
Somewhat unsafe	35.6%	30.2%	35.4%	33.7%
Very unsafe	26.8%	21.4%	11.0%	20.2%

**Q4. Feeling of Safety: Please rate each of the following. (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q4-3. Walking alone in The Loop during the day**

Very safe	47.6%	59.5%	50.6%	52.4%
Somewhat safe	38.3%	32.1%	38.8%	36.4%
Somewhat unsafe	12.1%	7.9%	9.0%	9.8%
Very unsafe	1.9%	0.5%	1.7%	1.4%

**Q4-4. Walking alone in your neighborhood after dark**

Very safe	37.0%	39.1%	20.8%	32.5%
Somewhat safe	42.8%	37.5%	41.5%	40.7%
Somewhat unsafe	14.9%	19.6%	25.1%	19.7%
Very unsafe	5.3%	3.8%	12.6%	7.1%



**Q4. Feeling of Safety: Please rate each of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	

Q4-5. As a pedestrian crossing streets in University City

Very safe	28.3%	29.4%	31.0%	29.5%
Somewhat safe	50.5%	47.1%	48.7%	48.8%
Somewhat unsafe	16.5%	18.7%	15.0%	16.7%
Very unsafe	4.7%	4.8%	5.3%	4.9%

**Q5. Public Safety: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q5-1. Visibility of police in my neighborhood**

Very satisfied	23.7%	24.9%	27.0%	25.1%
Satisfied	43.6%	40.0%	42.7%	42.2%
Neutral	20.9%	21.6%	20.5%	21.0%
Dissatisfied	10.9%	10.3%	7.6%	9.6%
Very dissatisfied	0.9%	3.2%	2.2%	2.1%

**Q5-2. Visibility of police in retail areas**

Very satisfied	16.8%	13.7%	22.0%	17.4%
Satisfied	40.0%	42.3%	36.3%	39.6%
Neutral	31.4%	33.7%	32.7%	32.6%
Dissatisfied	9.7%	8.0%	7.7%	8.5%
Very dissatisfied	2.2%	2.3%	1.2%	1.9%

**Q5. Public Safety: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q5-3. City's efforts to prevent crime**

Very satisfied	9.6%	10.6%	20.4%	13.4%
Satisfied	35.1%	30.4%	37.1%	34.3%
Neutral	38.3%	37.3%	33.5%	36.4%
Dissatisfied	13.3%	17.4%	7.8%	12.8%
Very dissatisfied	3.7%	4.3%	1.2%	3.1%

**Q5-4. How quickly police respond to emergencies**

Very satisfied	34.2%	32.3%	33.1%	33.3%
Satisfied	42.5%	36.2%	45.8%	41.9%
Neutral	19.9%	26.9%	16.9%	20.8%
Dissatisfied	1.4%	3.8%	3.6%	2.9%
Very dissatisfied	2.1%	0.8%	0.6%	1.1%

**Q5. Public Safety: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q5-5. Overall competency of University City Police Department**

Very satisfied	31.1%	29.3%	27.9%	29.5%
Satisfied	49.7%	36.3%	51.4%	46.2%
Neutral	14.8%	26.8%	17.3%	19.3%
Dissatisfied	2.2%	7.0%	1.7%	3.5%
Very dissatisfied	2.2%	0.6%	1.7%	1.5%

**Q5-6. Overall treatment of citizens by University City Police Department**

Very satisfied	37.7%	28.2%	26.9%	31.1%
Satisfied	40.0%	38.5%	46.2%	41.6%
Neutral	20.6%	24.4%	21.6%	22.1%
Dissatisfied	1.1%	7.7%	3.5%	4.0%
Very dissatisfied	0.6%	1.3%	1.8%	1.2%

**Q5. Public Safety: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q5-7. Responsiveness of Police Dept. in enforcing local traffic laws**

Very satisfied	16.0%	11.3%	20.5%	16.0%
Satisfied	41.1%	40.4%	34.8%	38.7%
Neutral	28.2%	34.4%	31.7%	31.4%
Dissatisfied	11.0%	9.9%	8.7%	9.9%
Very dissatisfied	3.7%	4.0%	4.3%	4.0%

**Q5-8. Fairness of Police Department's practices in enforcing local traffic laws**

Very satisfied	17.6%	20.7%	22.5%	20.3%
Satisfied	44.1%	33.9%	38.7%	39.1%
Neutral	33.1%	38.8%	33.1%	34.8%
Dissatisfied	2.9%	3.3%	3.5%	3.3%
Very dissatisfied	2.2%	3.3%	2.1%	2.5%

**Q5. Public Safety: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q5-9. Police Department engagement within the community (foot/bike patrols, coffee with a cop, neighborhood meetings, etc.)**

Very satisfied	19.6%	13.5%	15.6%	16.3%
Satisfied	33.6%	32.3%	38.8%	35.0%
Neutral	39.2%	39.8%	36.1%	38.3%
Dissatisfied	7.0%	10.5%	7.5%	8.3%
Very dissatisfied	0.7%	3.8%	2.0%	2.1%

**Q5-10. Overall quality of University City Fire Department**

Very satisfied	40.9%	39.3%	37.7%	39.3%
Satisfied	46.3%	37.2%	47.3%	43.8%
Neutral	12.1%	22.1%	15.0%	16.3%
Dissatisfied	0.0%	1.4%	0.0%	0.4%
Very dissatisfied	0.7%	0.0%	0.0%	0.2%

**Q5. Public Safety: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q5-11. Effectiveness of fire prevention/safety programs</u>				
Very satisfied	28.9%	27.4%	29.0%	28.5%
Satisfied	44.6%	34.0%	42.8%	40.8%
Neutral	26.4%	34.9%	27.5%	29.3%
Dissatisfied	0.0%	3.8%	0.7%	1.4%
<u>Q5-12. How quickly Fire Department responds</u>				
Very satisfied	43.0%	43.2%	39.5%	41.7%
Satisfied	41.3%	31.2%	42.9%	38.7%
Neutral	15.7%	24.8%	17.7%	19.3%
Dissatisfied	0.0%	0.8%	0.0%	0.3%
<u>Q5-13. Overall competency of University City Fire Department</u>				
Very satisfied	43.0%	40.4%	42.4%	42.0%
Satisfied	42.3%	38.2%	43.0%	41.3%
Neutral	14.1%	20.6%	14.6%	16.3%
Dissatisfied	0.7%	0.7%	0.0%	0.5%

**Q5. Public Safety: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q5-14. Treatment/fairness of City's municipal court**

Very satisfied	20.7%	17.2%	21.2%	19.9%
Satisfied	23.2%	24.1%	31.4%	26.8%
Neutral	50.0%	50.6%	39.8%	46.0%
Dissatisfied	4.9%	6.9%	5.1%	5.6%
Very dissatisfied	1.2%	1.1%	2.5%	1.7%



**Q6. Which THREE items from the list in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (Top 3)**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
Visibility of police in my neighborhood	26.7%	29.3%	34.4%	30.0%
Visibility of police in retail areas	25.8%	24.6%	18.2%	23.0%
City's efforts to prevent crime	57.1%	56.0%	40.6%	51.5%
How quickly police respond to emergencies	15.2%	13.6%	12.5%	13.8%
Overall competency of University City Police Department	16.6%	15.2%	9.4%	13.8%
Overall treatment of citizens by University City Police Department	14.7%	19.4%	14.6%	16.2%
Responsiveness of Police Dept. in enforcing local traffic laws	10.6%	13.1%	12.5%	12.0%
Fairness of Police Department's practices in enforcing local traffic laws	9.2%	10.5%	11.5%	10.3%
Police Department engagement within the community (foot/bike patrols, coffee with a cop, neighborhood meetings, etc.)	22.6%	22.0%	28.1%	24.2%
Overall quality of University City Fire Department	8.8%	5.8%	2.1%	5.7%
Effectiveness of fire prevention/safety programs	5.1%	5.2%	5.2%	5.2%
How quickly Fire Department responds	6.0%	3.1%	3.6%	4.3%
Overall competency of University City Fire Department	4.1%	8.9%	0.5%	4.5%
Treatment/fairness of City's municipal court	10.6%	13.1%	17.7%	13.7%
None chosen	17.5%	15.2%	23.4%	18.7%

**Q7. How supportive are you of the City utilizing the following technology for public safety? (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q7-1. Public space cameras in your neighborhood</u>				
Very supportive	57.9%	46.2%	60.0%	54.9%
Somewhat supportive	25.1%	28.7%	27.1%	26.9%
Somewhat unsupportive	7.2%	12.9%	6.5%	8.8%
Very unsupportive	9.7%	12.3%	6.5%	9.5%
<u>Q7-2. License plate reader technology in your neighborhood</u>				
Very supportive	51.1%	47.3%	54.4%	50.9%
Somewhat supportive	27.4%	24.9%	29.1%	27.1%
Somewhat unsupportive	11.1%	14.2%	8.2%	11.2%
Very unsupportive	10.5%	13.6%	8.2%	10.8%
<u>Q7-3. Gunshot spotter</u>				
Very supportive	69.7%	68.6%	78.1%	72.0%
Somewhat supportive	19.4%	22.4%	14.8%	18.9%
Somewhat unsupportive	5.7%	4.5%	5.2%	5.1%
Very unsupportive	5.1%	4.5%	1.9%	3.9%

**Q7. How supportive are you of the City utilizing the following technology for public safety? (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

Q7-4. Drone surveillance

Very supportive	34.1%	31.1%	43.9%	36.1%
Somewhat supportive	25.9%	27.5%	21.7%	25.1%
Somewhat unsupportive	19.5%	17.4%	15.3%	17.5%
Very unsupportive	20.5%	24.0%	19.1%	21.2%

**Q8. In the past 12 months, were you or anyone in your household the victim of any crime in University City? (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
Yes	8.0%	8.5%	4.8%	7.1%
No	92.0%	91.5%	95.2%	92.9%

**Q8a. If "Yes" to Question 8, did you report these crimes to the police? (without "don't know")**

N=42	Wards			Total
	Ward 1	Ward 2	Ward 3	
Yes	80.0%	73.3%	100.0%	82.1%
No	20.0%	26.7%	0.0%	17.9%

**Q9. In the past 12 months, have you had ANY contact with the University City Police Department? (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
Yes	37.7%	35.8%	33.7%	35.8%
No	62.3%	64.2%	66.3%	64.2%

**Q9a. If "Yes" to Question 9, how would you rate the timeliness and contact? (without "don't know")**

N=212	Wards			Total
	Ward 1	Ward 2	Ward 3	
Excellent	55.8%	43.9%	42.9%	48.1%
Good	28.6%	36.4%	42.9%	35.4%
Fair	10.4%	13.6%	7.9%	10.7%
Poor	5.2%	6.1%	6.3%	5.8%

**Q9b. If "Yes" to Question 9, what was the nature of the contact? (without "not provided")**

N=212	Wards			Total
	Ward 1	Ward 2	Ward 3	
Emergency	17.9%	11.9%	25.0%	18.2%
Non-emergency	82.1%	88.1%	75.0%	81.8%

**Q10. In the past 12 months, have you had ANY contact with the University City Fire Department? (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
Yes	11.7%	11.1%	7.9%	10.3%
No	88.3%	88.9%	92.1%	89.7%

**Q10a. If "Yes" to Question 10, how would you rate the timeliness and contact? (without "don't know")**

N=61	Wards			Total
	Ward 1	Ward 2	Ward 3	
Excellent	73.9%	75.0%	93.3%	79.3%
Good	21.7%	20.0%	6.7%	17.2%
Fair	4.3%	5.0%	0.0%	3.4%

**Q10b. If "Yes" to Question 10, what was the nature of the contact? (without "not provided")**

N=61	Wards			Total
	Ward 1	Ward 2	Ward 3	
Emergency	45.8%	63.2%	60.0%	55.2%
Non-emergency	54.2%	36.8%	40.0%	44.8%

**Q11. City Maintenance/Public Works: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	

Q11-1. Maintenance of street signs & traffic signals

Very satisfied	22.9%	23.5%	26.4%	24.2%
Satisfied	52.9%	51.9%	50.0%	51.6%
Neutral	19.5%	13.4%	13.7%	15.7%
Dissatisfied	3.3%	10.2%	8.8%	7.3%
Very dissatisfied	1.4%	1.1%	1.1%	1.2%

Q11-2. Maintenance of City buildings

Very satisfied	11.6%	16.1%	22.6%	16.5%
Satisfied	44.5%	46.5%	47.9%	46.2%
Neutral	38.2%	28.4%	24.7%	30.8%
Dissatisfied	4.6%	7.7%	4.1%	5.5%
Very dissatisfied	1.2%	1.3%	0.7%	1.1%

**Q11. City Maintenance/Public Works: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q11-3. Snow removal on City streets</u>				
Very satisfied	17.0%	14.1%	21.2%	17.5%
Satisfied	39.0%	41.8%	42.9%	41.2%
Neutral	26.5%	26.0%	16.3%	23.0%
Dissatisfied	14.5%	13.0%	13.6%	13.7%
Very dissatisfied	3.0%	5.1%	6.0%	4.6%
<u>Q11-4. Adequacy of City street lighting in business districts</u>				
Very satisfied	14.1%	15.9%	21.8%	17.2%
Satisfied	47.4%	55.5%	49.2%	50.6%
Neutral	26.0%	19.8%	20.7%	22.2%
Dissatisfied	12.0%	6.6%	7.8%	8.9%
Very dissatisfied	0.5%	2.2%	0.6%	1.1%



**Q11. City Maintenance/Public Works: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q11-5. Condition of City sidewalks</u>				
Very satisfied	6.7%	7.6%	9.8%	7.9%
Satisfied	29.5%	30.3%	38.0%	32.5%
Neutral	29.0%	25.9%	20.1%	25.2%
Dissatisfied	29.0%	24.3%	26.1%	26.6%
Very dissatisfied	5.7%	11.9%	6.0%	7.8%
<u>Q11-6. Landscaping/appearance of public areas along City streets</u>				
Very satisfied	19.3%	28.8%	24.7%	24.1%
Satisfied	48.1%	43.5%	46.8%	46.2%
Neutral	22.2%	16.3%	19.4%	19.4%
Dissatisfied	8.5%	9.8%	8.1%	8.8%
Very dissatisfied	1.9%	1.6%	1.1%	1.5%

**Q11. City Maintenance/Public Works: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q11-7. Satisfaction with tree trimming/replacement program</u>				
Very satisfied	15.7%	20.4%	18.6%	18.1%
Satisfied	38.2%	38.3%	33.3%	36.6%
Neutral	23.0%	21.6%	20.9%	21.9%
Dissatisfied	16.2%	14.2%	16.4%	15.7%
Very dissatisfied	6.8%	5.6%	10.7%	7.7%
<u>Q11-8. Adequacy of residential street lighting</u>				
Very satisfied	11.8%	15.2%	14.4%	13.8%
Satisfied	38.4%	37.5%	39.6%	38.5%
Neutral	28.6%	24.5%	27.3%	26.8%
Dissatisfied	17.2%	15.8%	13.4%	15.5%
Very dissatisfied	3.9%	7.1%	5.3%	5.4%

**Q11. City Maintenance/Public Works: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q11-9. Curbside recycling</u>				
Very satisfied	43.8%	46.1%	39.1%	43.0%
Satisfied	39.4%	41.1%	43.0%	41.1%
Neutral	12.0%	10.0%	14.0%	12.0%
Dissatisfied	4.3%	2.2%	2.8%	3.2%
Very dissatisfied	0.5%	0.6%	1.1%	0.7%
<u>Q11-10. Drop-off recycling Location</u>				
Very satisfied	37.7%	37.5%	34.2%	36.4%
Satisfied	35.2%	39.6%	35.4%	36.6%
Neutral	21.4%	16.0%	24.8%	20.9%
Dissatisfied	5.0%	6.9%	3.7%	5.2%
Very dissatisfied	0.6%	0.0%	1.9%	0.9%

**Q12. Which THREE items from the list in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (Top 3)**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
Maintenance of street signs & traffic signals	25.3%	28.3%	20.3%	24.7%
Maintenance of City buildings	18.9%	22.0%	7.3%	16.2%
Snow removal on City streets	27.2%	28.3%	31.8%	29.0%
Adequacy of City street lighting in business districts	21.7%	22.5%	15.1%	19.8%
Condition of City sidewalks	47.5%	52.4%	35.9%	45.3%
Landscaping/appearance of public areas along City streets	20.3%	17.3%	17.7%	18.5%
Satisfaction with tree trimming/replacement program	24.9%	19.9%	31.3%	25.3%
Adequacy of residential street lighting	42.4%	42.4%	42.2%	42.3%
Curbside recycling	11.5%	17.3%	11.5%	13.3%
Drop-off recycling location	7.8%	8.4%	7.8%	8.0%
None chosen	12.4%	9.4%	19.8%	13.8%

**Q13. For each of the issues listed, please indicate your level of agreement. (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q13-1. City should prioritize sustainable practices in policy & decision making**

Strongly agree	50.2%	53.3%	37.9%	47.5%
Agree	33.8%	31.9%	47.9%	37.5%
Neutral	10.0%	12.6%	13.6%	12.0%
Disagree	4.0%	1.6%	0.6%	2.2%
Strongly disagree	2.0%	0.5%	0.0%	0.9%

**Q13-2. City should devote resources to raise awareness & understanding of sustainability**

Strongly agree	41.3%	44.3%	36.0%	40.6%
Agree	34.3%	35.0%	42.4%	37.1%
Neutral	13.4%	15.3%	20.3%	16.2%
Disagree	8.0%	2.7%	0.6%	4.0%
Strongly disagree	3.0%	2.7%	0.6%	2.2%

**Q14. Maintenance of City Streets: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q14-1. Quality of street repair services</u>				
Very satisfied	7.0%	9.6%	11.6%	9.3%
Satisfied	28.9%	27.7%	26.5%	27.7%
Neutral	32.3%	31.1%	29.8%	31.1%
Dissatisfied	20.4%	20.9%	24.9%	22.0%
Very dissatisfied	11.4%	10.7%	7.2%	9.8%
<u>Q14-2. Quality of street cleaning services</u>				
Very satisfied	11.2%	15.9%	14.7%	13.8%
Satisfied	45.1%	42.3%	51.1%	46.2%
Neutral	28.6%	26.9%	22.3%	26.0%
Dissatisfied	10.2%	12.6%	10.9%	11.2%
Very dissatisfied	4.9%	2.2%	1.1%	2.8%

**Q14. Maintenance of City Streets: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

Q14-3. Quality of snow removal services

Very satisfied	11.1%	11.9%	16.8%	13.2%
Satisfied	40.7%	41.2%	40.0%	40.6%
Neutral	32.2%	28.8%	23.8%	28.3%
Dissatisfied	11.1%	11.3%	15.1%	12.5%
Very dissatisfied	5.0%	6.8%	4.3%	5.3%

Q14-4. Frequency of street cleaning services

Very satisfied	6.4%	11.7%	11.4%	9.7%
Satisfied	40.9%	39.7%	44.6%	41.7%
Neutral	29.1%	27.4%	26.6%	27.7%
Dissatisfied	17.7%	17.9%	15.8%	17.1%
Very dissatisfied	5.9%	3.4%	1.6%	3.7%

**Q14. Maintenance of City Streets: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	

Q14-5. Frequency of leaf collection services

Very satisfied	14.5%	18.3%	14.1%	15.6%
Satisfied	44.4%	41.7%	48.6%	44.9%
Neutral	19.3%	16.7%	17.3%	17.8%
Dissatisfied	17.9%	19.4%	15.1%	17.5%
Very dissatisfied	3.9%	3.9%	4.9%	4.2%

Q14-6. Condition of County roads in City: Hanley, Delmar, North & South, Pennsylvania, Vernon, Big Bend, McKnight/Woodson, Midland & Forest Park Pkwy

Very satisfied	3.4%	11.4%	10.8%	8.3%
Satisfied	40.0%	34.2%	39.8%	38.1%
Neutral	34.1%	21.7%	26.7%	27.8%
Dissatisfied	15.1%	20.7%	19.9%	18.4%
Very dissatisfied	7.3%	12.0%	2.8%	7.4%



**Q14. Maintenance of City Streets: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q14-7. Condition of State roads in City: Olive Blvd**

Very satisfied	4.5%	9.2%	11.6%	8.3%
Satisfied	37.1%	34.1%	40.9%	37.3%
Neutral	38.6%	25.4%	27.6%	30.8%
Dissatisfied	13.9%	21.1%	17.1%	17.3%
Very dissatisfied	5.9%	10.3%	2.8%	6.3%

**Q15. Are you familiar with recycling services offered by the City of University City?**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
Yes	92.6%	94.8%	89.1%	92.2%
No	7.4%	5.2%	10.9%	7.8%

**Q16. Does your household currently recycle? (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
Yes	93.5%	96.3%	80.0%	90.1%
No	6.5%	3.7%	20.0%	9.9%

**Q16a. If "Yes" to Question 16, how do you recycle?**

N=537	Wards			Total
	Ward 1	Ward 2	Ward 3	
Curbside	76.7%	85.8%	83.6%	81.8%
Drop off facility	19.3%	12.0%	14.5%	15.5%
Other	4.0%	2.2%	2.0%	2.8%

**Q17. Parks and Recreation: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q17-1. Maintenance of City parks</u>				
Very satisfied	21.5%	22.1%	24.1%	22.6%
Satisfied	47.5%	58.7%	57.5%	54.5%
Neutral	26.6%	11.0%	15.5%	17.8%
Dissatisfied	4.5%	7.0%	2.3%	4.6%
Very dissatisfied	0.0%	1.2%	0.6%	0.6%
<u>Q17-2. How close neighborhood parks are to your home</u>				
Very satisfied	30.2%	52.5%	42.5%	41.3%
Satisfied	42.7%	39.8%	48.0%	43.5%
Neutral	22.1%	7.2%	9.5%	13.2%
Dissatisfied	5.0%	0.6%	0.0%	2.0%

**Q17. Parks and Recreation: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q17-3. Number of walking & biking trails in parks**

Very satisfied	13.3%	18.7%	25.9%	19.3%
Satisfied	45.1%	45.2%	51.2%	47.2%
Neutral	32.4%	25.3%	18.2%	25.3%
Dissatisfied	8.7%	7.8%	4.1%	6.9%
Very dissatisfied	0.6%	3.0%	0.6%	1.4%

**Q17-4. Quality of walking & biking trails in parks**

Very satisfied	13.2%	19.0%	23.5%	18.5%
Satisfied	46.7%	46.0%	50.0%	47.6%
Neutral	34.7%	27.0%	23.5%	28.4%
Dissatisfied	4.8%	6.7%	2.4%	4.6%
Very dissatisfied	0.6%	1.2%	0.6%	0.8%

**Q17. Parks and Recreation: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q17-5. Number of outdoor athletic fields</u>				
Very satisfied	14.6%	18.8%	21.7%	18.4%
Satisfied	41.7%	43.8%	53.5%	46.5%
Neutral	39.1%	34.0%	22.9%	31.9%
Dissatisfied	4.0%	2.8%	1.9%	2.9%
Very dissatisfied	0.7%	0.7%	0.0%	0.4%
<u>Q17-6. Quality of outdoor athletic fields</u>				
Very satisfied	11.1%	19.3%	22.1%	17.7%
Satisfied	34.8%	37.8%	46.3%	39.9%
Neutral	43.7%	39.3%	26.8%	36.3%
Dissatisfied	9.6%	3.0%	4.7%	5.7%
Very dissatisfied	0.7%	0.7%	0.0%	0.5%

**Q17. Parks and Recreation: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q17-7. Availability of information about City parks & recreation programs**

Very satisfied	16.7%	18.0%	20.4%	18.3%
Satisfied	42.3%	42.2%	43.7%	42.7%
Neutral	33.9%	23.0%	25.7%	27.6%
Dissatisfied	6.5%	13.7%	9.6%	9.9%
Very dissatisfied	0.6%	3.1%	0.6%	1.4%

**Q17-8. City's youth fitness programs**

Very satisfied	11.4%	9.5%	16.4%	12.8%
Satisfied	24.1%	20.2%	28.2%	24.5%
Neutral	57.0%	54.8%	49.1%	53.1%
Dissatisfied	7.6%	8.3%	5.5%	7.0%
Very dissatisfied	0.0%	7.1%	0.9%	2.6%

**Q17. Parks and Recreation: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q17-9. City's adult fitness programs**

Very satisfied	14.2%	13.7%	14.8%	14.2%
Satisfied	37.7%	27.4%	37.3%	34.2%
Neutral	40.6%	41.9%	39.4%	40.5%
Dissatisfied	6.6%	11.1%	7.0%	8.2%
Very dissatisfied	0.9%	6.0%	1.4%	2.7%

**Q17-10. Heman Park Community Center**

Very satisfied	14.8%	14.6%	21.7%	17.3%
Satisfied	46.1%	40.0%	45.2%	43.9%
Neutral	31.3%	28.5%	28.7%	29.4%
Dissatisfied	5.5%	13.8%	3.8%	7.5%
Very dissatisfied	2.3%	3.1%	0.6%	1.9%

**Q17. Parks and Recreation: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q17-11. Heman Park Pool</u>				
Very satisfied	15.5%	20.5%	27.7%	21.7%
Satisfied	45.5%	43.6%	37.6%	41.8%
Neutral	30.0%	23.1%	32.6%	28.8%
Dissatisfied	6.4%	8.5%	2.1%	5.4%
Very dissatisfied	2.7%	4.3%	0.0%	2.2%
<u>Q17-12. Centennial Commons</u>				
Very satisfied	15.1%	19.1%	23.1%	19.5%
Satisfied	52.1%	40.4%	48.1%	46.7%
Neutral	22.7%	26.5%	26.3%	25.3%
Dissatisfied	6.7%	11.8%	2.6%	6.8%
Very dissatisfied	3.4%	2.2%	0.0%	1.7%



**Q17. Parks and Recreation: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q17-13. Ruth Park Golf Course**

Very satisfied	28.5%	28.0%	24.8%	27.1%
Satisfied	39.8%	37.6%	45.7%	41.1%
Neutral	29.3%	32.3%	28.6%	29.9%
Dissatisfied	1.6%	1.1%	0.0%	0.9%
Very dissatisfied	0.8%	1.1%	1.0%	0.9%

**Q18. Which THREE items from the list in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (Top 3)**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
Maintenance of City parks	49.8%	49.7%	29.2%	43.2%
How close neighborhood parks are to your home	7.4%	2.6%	7.8%	6.0%
Number of walking & biking trails in parks	23.5%	19.9%	14.1%	19.3%
Quality of walking & biking trails in parks	24.9%	29.3%	20.3%	24.8%
Number of outdoor athletic fields	5.5%	1.6%	3.1%	3.5%
Quality of outdoor athletic fields	9.2%	9.4%	5.2%	8.0%
Availability of information about City parks & recreation programs	16.1%	26.2%	21.9%	21.2%
City's youth fitness programs	16.1%	22.0%	15.1%	17.7%
City's adult fitness programs	15.7%	20.4%	22.9%	19.5%
Heman Park Community Center	9.7%	18.8%	13.5%	13.8%
Heman Park Pool	12.9%	19.9%	9.4%	14.0%
Centennial Commons	14.7%	19.9%	15.6%	16.7%
Ruth Park Golf Course	11.1%	5.2%	4.2%	7.0%
None chosen	18.9%	15.2%	34.4%	22.7%

**Q19. In the past 12 months, has anyone in your household used any of University City's parks, recreation facilities, or recreation programs? (without "don't know")**

N=600

Wards			Total
Ward 1	Ward 2	Ward 3	

Q19. Has anyone in your household used any of University City's parks, recreation facilities, or recreation programs in past 12 months

Yes	56.1%	70.4%	51.9%	59.4%
No	43.9%	29.6%	48.1%	40.6%

**Q20. Please rate the importance of each of the following Parks and Recreation initiatives. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q20-1. Your feeling of safety in City parks</u>				
Very important	73.1%	77.2%	76.1%	75.4%
Important	18.4%	16.8%	21.2%	18.8%
Neutral	8.0%	6.0%	2.7%	5.6%
Not important	0.5%	0.0%	0.0%	0.2%
<u>Q20-2. Green space (park) expansion</u>				
Very important	41.7%	55.0%	43.8%	46.7%
Important	35.7%	28.3%	34.3%	32.9%
Neutral	18.6%	13.3%	18.5%	16.9%
Not important	4.0%	3.3%	3.4%	3.6%
<u>Q20-3. Neighborhood park improvements</u>				
Very important	38.8%	55.7%	49.5%	47.8%
Important	42.3%	36.6%	43.4%	40.8%
Neutral	17.9%	7.7%	6.6%	10.9%
Not important	1.0%	0.0%	0.5%	0.5%

**Q20. Please rate the importance of each of the following Parks and Recreation initiatives. (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q20-4. Playground improvements**

Very important	35.9%	44.2%	45.7%	41.7%
Important	36.5%	38.4%	38.9%	37.8%
Neutral	24.0%	11.6%	13.1%	16.5%
Not important	3.6%	5.8%	2.3%	3.9%

**Q20-5. Park maintenance**

Very important	58.6%	75.3%	60.3%	64.5%
Important	33.5%	23.6%	34.8%	30.8%
Neutral	7.4%	1.1%	4.9%	4.6%
Not important	0.5%	0.0%	0.0%	0.2%

**Q21. Which THREE initiatives from the list in Question 20 are of the HIGHEST PRIORITY for you and your family? (Top 3)**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
Your feeling of safety in City parks	64.1%	71.2%	60.4%	65.2%
Green space (park) expansion	36.4%	40.3%	27.1%	34.7%
Neighborhood park improvements	43.8%	62.8%	43.2%	49.7%
Playground improvements	29.5%	29.8%	26.6%	28.7%
Park maintenance	59.0%	63.9%	53.6%	58.8%
None chosen	18.0%	8.9%	21.9%	16.3%

**Q22. City Communication: For each of the items below, please rate how often you use each one. (without "not provided")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

Q22-1. City website, www.ucitymo.org

Often	6.3%	5.4%	6.0%	5.9%
Periodically	15.1%	15.1%	14.2%	14.8%
Sporadically	22.0%	31.9%	25.7%	26.4%
Rarely	30.2%	24.3%	26.8%	27.2%
Never	26.3%	23.2%	27.3%	25.7%

Q22-2. ROARS newsletter

Often	26.4%	27.0%	32.4%	28.5%
Periodically	20.7%	24.9%	25.3%	23.5%
Sporadically	26.0%	26.5%	22.0%	24.9%
Rarely	13.9%	13.8%	10.4%	12.8%
Never	13.0%	7.9%	9.9%	10.4%

**Q22. City Communication: For each of the items below, please rate how often you use each one. (without "not provided")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q22-3. Parks & Recreation guide**

Often	6.9%	8.1%	10.5%	8.4%
Periodically	12.3%	13.0%	14.9%	13.4%
Sporadically	23.2%	27.6%	28.2%	26.2%
Rarely	25.1%	19.5%	17.7%	20.9%
Never	32.5%	31.9%	28.7%	31.1%

**Q22-4. Civic Plus Notify Me**

Often	1.5%	2.2%	2.3%	2.0%
Periodically	3.0%	1.7%	4.6%	3.1%
Sporadically	4.9%	7.2%	8.1%	6.7%
Rarely	9.4%	4.4%	9.2%	7.7%
Never	81.3%	84.4%	75.7%	80.6%



**Q22. City Communication: For each of the items below, please rate how often you use each one. (without "not provided")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

Q22-5. Facebook (City of University City, MO)

Often	0.5%	1.1%	1.7%	1.1%
Periodically	2.4%	7.6%	5.0%	4.9%
Sporadically	4.9%	7.6%	9.5%	7.2%
Rarely	9.2%	8.6%	8.4%	8.8%
Never	83.0%	75.1%	75.4%	78.1%

Q22-6. Twitter (@UniversityCityMo)

Often	0.5%	0.5%	2.3%	1.1%
Periodically	0.5%	2.2%	0.6%	1.1%
Sporadically	2.9%	2.2%	3.4%	2.8%
Rarely	3.9%	6.0%	4.0%	4.6%
Never	92.2%	89.1%	89.8%	90.5%

**Q22. City Communication: For each of the items below, please rate how often you use each one. (without "not provided")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q22-7. NextDoor</u>				
Often	15.9%	16.1%	18.5%	16.8%
Periodically	16.9%	14.0%	16.3%	15.8%
Sporadically	15.5%	21.0%	7.3%	14.7%
Rarely	10.6%	11.3%	11.8%	11.2%
Never	41.1%	37.6%	46.1%	41.5%
<u>Q22-8. Instagram (UniversityCityMO)</u>				
Often	0.0%	1.6%	1.7%	1.1%
Periodically	1.5%	2.7%	2.3%	2.1%
Sporadically	4.9%	1.1%	1.7%	2.7%
Rarely	2.0%	3.8%	4.5%	3.4%
Never	91.7%	90.8%	89.8%	90.8%

**Q22. City Communication: Please indicate how effective you feel it is in keeping you informed about City services, programs, and projects. (without "not provided")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

Q22-1. City website, www.ucitymo.org

Effective	21.9%	17.5%	25.4%	21.5%
Somewhat effective	30.1%	30.7%	27.9%	29.6%
Neutral	23.3%	34.3%	31.1%	29.4%
Somewhat Ineffective	11.6%	10.2%	9.8%	10.6%
Ineffective	13.0%	7.3%	5.7%	8.9%

Q22-2. ROARS newsletter

Effective	37.8%	30.0%	34.3%	34.1%
Somewhat effective	30.1%	33.3%	35.8%	33.0%
Neutral	18.6%	28.0%	21.2%	22.6%
Somewhat Ineffective	6.4%	6.0%	5.8%	6.1%
Ineffective	7.1%	2.7%	2.9%	4.3%

**Q22. City Communication: Please indicate how effective you feel it is in keeping you informed about City services, programs, and projects. (without "not provided")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

Q22-3. Parks & Recreation guide

Effective	22.8%	14.4%	18.8%	18.7%
Somewhat effective	29.1%	28.8%	30.8%	29.5%
Neutral	26.8%	40.0%	31.6%	32.8%
Somewhat Ineffective	9.4%	8.0%	7.7%	8.4%
Ineffective	11.8%	8.8%	11.1%	10.6%

Q22-4. Civic Plus Notify Me

Effective	7.1%	3.7%	5.4%	5.3%
Somewhat effective	4.3%	4.9%	10.8%	6.7%
Neutral	32.9%	27.2%	28.4%	29.3%
Somewhat Ineffective	11.4%	13.6%	10.8%	12.0%
Ineffective	44.3%	50.6%	44.6%	46.7%

**Q22. City Communication: Please indicate how effective you feel it is in keeping you informed about City services, programs, and projects. (without "not provided")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	

Q22-5. Facebook (City of University City, MO)

Effective	8.8%	1.2%	8.9%	6.1%
Somewhat effective	8.8%	12.2%	13.9%	11.8%
Neutral	30.9%	35.4%	25.3%	30.6%
Somewhat Ineffective	7.4%	12.2%	8.9%	9.6%
Ineffective	44.1%	39.0%	43.0%	41.9%

Q22-6. Twitter (@UniversityCityMo)

Effective	3.2%	1.3%	2.9%	2.4%
Somewhat effective	7.9%	5.3%	7.2%	6.8%
Neutral	30.2%	29.3%	29.0%	29.5%
Somewhat Ineffective	4.8%	14.7%	8.7%	9.7%
Ineffective	54.0%	49.3%	52.2%	51.7%

**Q22. City Communication: Please indicate how effective you feel it is in keeping you informed about City services, programs, and projects. (without "not provided")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	

Q22-7. NextDoor

Effective	21.8%	10.7%	26.5%	19.4%
Somewhat effective	22.7%	22.3%	19.6%	21.6%
Neutral	24.5%	33.0%	22.5%	26.9%
Somewhat Ineffective	12.7%	12.5%	10.8%	12.0%
Ineffective	18.2%	21.4%	20.6%	20.1%

Q22-8. Instagram (UniversityCityMO)

Effective	1.6%	4.3%	2.9%	3.0%
Somewhat effective	9.7%	1.4%	8.7%	6.5%
Neutral	29.0%	31.4%	29.0%	29.9%
Somewhat Ineffective	6.5%	7.1%	10.1%	8.0%
Ineffective	53.2%	55.7%	49.3%	52.7%

**Q23. Which TWO of the City communication methods listed in Question 22 do you MOST PREFER to use to get information about the City? (Top 2)**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
City website, www.ucitymo.org	50.7%	51.3%	41.7%	48.0%
ROARS newsletter	52.5%	56.0%	47.9%	52.2%
Parks & Recreation guide	14.3%	20.4%	16.1%	16.8%
Civic Plus Notify Me	3.7%	4.2%	4.7%	4.2%
Facebook (City of University City, MO)	7.4%	9.9%	10.4%	9.2%
Twitter (@UniversityCityMo)	1.8%	4.2%	1.0%	2.3%
NextDoor	23.0%	22.5%	15.1%	20.3%
Instagram (UniversityCityMO)	0.9%	5.2%	1.0%	2.3%
None chosen	19.8%	11.0%	26.6%	19.2%

**Q24. Have you heard about the ability to get the ROARS newsletter via email, instead of a hard copy? (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
Yes	17.0%	15.7%	22.0%	18.2%
No	83.0%	84.3%	78.0%	81.8%

**Q24a. Is that something you would be interested in? (without "not provided")**

N=105	Wards			Total
	Ward 1	Ward 2	Ward 3	
Yes	35.3%	31.0%	28.2%	31.4%
No	58.8%	55.2%	71.8%	62.7%
I've already signed up	5.9%	13.8%	0.0%	5.9%



**Q25. City Communication: Please rate your satisfaction with each of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q25-1. Availability of information about City programs &amp; services</u>				
Very satisfied	12.2%	8.4%	15.7%	12.1%
Satisfied	45.0%	43.8%	40.7%	43.2%
Neutral	31.7%	33.1%	29.7%	31.5%
Dissatisfied	8.3%	11.2%	9.3%	9.6%
Very dissatisfied	2.8%	3.4%	4.7%	3.6%
<u>Q25-2. City's efforts to keep you informed about local issues</u>				
Very satisfied	14.9%	7.4%	13.8%	12.1%
Satisfied	35.1%	38.3%	40.8%	38.0%
Neutral	38.3%	33.7%	31.6%	34.6%
Dissatisfied	9.0%	16.0%	8.6%	11.2%
Very dissatisfied	2.7%	4.6%	5.2%	4.1%

**Q25. City Communication: Please rate your satisfaction with each of the following. (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q25-3. How open City is to public involvement & input from residents**

Very satisfied	16.1%	10.9%	12.3%	13.2%
Satisfied	34.5%	34.6%	38.9%	36.0%
Neutral	36.3%	35.3%	30.2%	34.0%
Dissatisfied	8.3%	13.5%	13.6%	11.7%
Very dissatisfied	4.8%	5.8%	4.9%	5.1%

**Q25-4. Quality of City's website**

Very satisfied	9.2%	6.8%	13.1%	9.5%
Satisfied	42.5%	39.5%	45.4%	42.3%
Neutral	34.6%	37.4%	33.1%	35.1%
Dissatisfied	9.2%	13.6%	6.9%	10.0%
Very dissatisfied	4.6%	2.7%	1.5%	3.0%

**Q25. City Communication: Please rate your satisfaction with each of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q25-5. How well City communicates notices of public meetings</u>				
Very satisfied	10.1%	9.3%	13.3%	10.9%
Satisfied	31.4%	26.5%	36.4%	31.6%
Neutral	44.0%	44.4%	37.0%	41.7%
Dissatisfied	10.1%	16.6%	9.1%	11.8%
Very dissatisfied	4.4%	3.3%	4.2%	4.0%
<u>Q25-6. How well City's communications meet your needs</u>				
Very satisfied	10.0%	7.8%	9.1%	9.0%
Satisfied	39.4%	35.5%	40.6%	38.6%
Neutral	40.0%	38.6%	36.4%	38.4%
Dissatisfied	8.9%	14.5%	7.9%	10.4%
Very dissatisfied	1.7%	3.6%	6.1%	3.7%

**Q26. How satisfied are you with culture, dining, and shopping in University City? (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q26. How satisfied are you with culture, dining, & shopping in University City**

Very satisfied	22.2%	18.0%	28.3%	22.8%
Satisfied	43.3%	53.6%	41.1%	45.9%
Neutral	24.6%	18.0%	16.1%	19.8%
Dissatisfied	7.9%	8.2%	10.6%	8.8%
Very dissatisfied	2.0%	2.2%	3.9%	2.7%

**Q27. Waste Collection Service: Please rate your satisfaction with each of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q27-1. Quality of residential trash collection services</u>				
Very satisfied	53.9%	58.4%	45.1%	52.5%
Satisfied	37.9%	34.1%	44.0%	38.6%
Neutral	4.4%	4.3%	5.5%	4.7%
Dissatisfied	2.9%	2.7%	4.9%	3.5%
Very dissatisfied	1.0%	0.5%	0.5%	0.7%
<u>Q27-2. Quality of recycling collection services</u>				
Very satisfied	50.5%	55.7%	43.7%	50.1%
Satisfied	42.0%	36.6%	47.1%	41.8%
Neutral	3.5%	3.8%	8.0%	5.0%
Dissatisfied	2.5%	3.3%	1.1%	2.3%
Very dissatisfied	1.5%	0.5%	0.0%	0.7%
<u>Q27-3. Quality of yard waste collection services</u>				
Very satisfied	43.5%	44.1%	36.3%	41.3%
Satisfied	37.7%	38.2%	39.1%	38.3%
Neutral	8.9%	8.8%	16.8%	11.5%
Dissatisfied	8.4%	8.2%	6.1%	7.6%
Very dissatisfied	1.6%	0.6%	1.7%	1.3%

**Q28. Enforcement of Property Maintenance Codes: Please rate your satisfaction with each of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q28-1. Enforcing cleanup of litter &amp; debris on private property</u>				
Very satisfied	10.6%	11.3%	13.9%	12.1%
Satisfied	38.7%	32.6%	34.7%	35.3%
Neutral	30.3%	31.9%	22.5%	27.9%
Dissatisfied	15.5%	19.1%	20.8%	18.6%
Very dissatisfied	4.9%	5.0%	8.1%	6.1%
<u>Q28-2. Enforcing mowing &amp; trimming of lawns on private property</u>				
Very satisfied	10.0%	12.8%	14.3%	12.5%
Satisfied	37.9%	35.5%	33.1%	35.3%
Neutral	30.0%	29.1%	28.6%	29.2%
Dissatisfied	17.9%	18.4%	17.1%	17.8%
Very dissatisfied	4.3%	4.3%	6.9%	5.3%

**Q28. Enforcement of Property Maintenance Codes: Please rate your satisfaction with each of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q28-3. Enforcing maintenance of residential property (exterior of homes)</u>				
Very satisfied	11.2%	12.6%	14.9%	13.0%
Satisfied	35.0%	34.3%	29.2%	32.6%
Neutral	32.2%	32.2%	29.8%	31.3%
Dissatisfied	13.3%	15.4%	19.6%	16.3%
Very dissatisfied	8.4%	5.6%	6.5%	6.8%
<u>Q28-4. Enforcing maintenance of commercial property</u>				
Very satisfied	8.1%	10.9%	13.4%	10.9%
Satisfied	33.3%	34.1%	31.8%	33.0%
Neutral	40.7%	34.1%	32.5%	35.6%
Dissatisfied	14.8%	16.7%	15.3%	15.6%
Very dissatisfied	3.0%	4.3%	7.0%	4.9%
<u>Q28-5. Enforcing codes designed to address public safety &amp; nuisance issues</u>				
Very satisfied	8.5%	12.9%	15.7%	12.5%
Satisfied	34.6%	28.8%	29.4%	30.8%
Neutral	40.0%	40.9%	30.7%	36.9%
Dissatisfied	13.1%	13.6%	17.6%	14.9%
Very dissatisfied	3.8%	3.8%	6.5%	4.8%

**Q29. In the past 12 months, have you contacted the City's Planning and Development Department Code Division to report a violation?**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
Yes	8.8%	8.9%	15.1%	10.8%
No	91.2%	91.1%	84.9%	89.2%

**Q29a. Which of the categories from Question 28 did you report?**

N=65	Wards			Total
	Ward 1	Ward 2	Ward 3	
Enforcing cleanup of litter & debris on private property	21.1%	29.4%	55.2%	38.5%
Enforcing mowing & trimming of lawns on private property	57.9%	29.4%	62.1%	52.3%
Enforcing maintenance of residential property (exterior of homes)	26.3%	35.3%	44.8%	36.9%
Enforcing maintenance of commercial property	5.3%	17.6%	6.9%	9.2%
Enforcing codes designed to address public safety & nuisance issues	31.6%	52.9%	27.6%	35.4%



**Q30. Have you applied for building or occupancy permits?**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
Yes	39.2%	36.1%	38.5%	38.0%
No	60.8%	63.9%	61.5%	62.0%

**Q30a. Were you satisfied with the process? (without "not provided")**

N=228	Wards			Total
	Ward 1	Ward 2	Ward 3	
Yes	80.5%	76.5%	79.7%	79.0%
No	19.5%	23.5%	20.3%	21.0%

**Q31. Planning and Development Process: Have you applied for a permit from planning and development?**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
Yes	14.3%	12.6%	12.0%	13.0%
No	85.7%	87.4%	88.0%	87.0%

**Q31a. Planning and Development Process: If you have applied, please rate each of the following. (without "don't know")**

N=78	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q31a-1. Standards & quality of development**

Very satisfied	17.9%	27.3%	17.4%	20.5%
Satisfied	46.4%	31.8%	43.5%	41.1%
Neutral	25.0%	31.8%	34.8%	30.1%
Dissatisfied	10.7%	4.5%	0.0%	5.5%
Very dissatisfied	0.0%	4.5%	4.3%	2.7%

**Q31a-2. Overall planning & development process**

Very satisfied	10.3%	22.7%	21.7%	17.6%
Satisfied	44.8%	36.4%	26.1%	36.5%
Neutral	27.6%	31.8%	39.1%	32.4%
Dissatisfied	17.2%	4.5%	8.7%	10.8%
Very dissatisfied	0.0%	4.5%	4.3%	2.7%

**Q31a. Planning and Development Process: If you have applied, please rate each of the following. (without "don't know")**

N=78	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q31a-3. Rigor of technical review &amp; reporting by staff of development applications</u>				
Very satisfied	18.5%	13.6%	14.3%	15.7%
Satisfied	40.7%	45.5%	33.3%	40.0%
Neutral	18.5%	27.3%	47.6%	30.0%
Dissatisfied	22.2%	9.1%	0.0%	11.4%
Very dissatisfied	0.0%	4.5%	4.8%	2.9%
<u>Q31a-4. Access to information about current &amp; proposed projects</u>				
Very satisfied	16.0%	8.7%	15.8%	13.4%
Satisfied	36.0%	43.5%	36.8%	38.8%
Neutral	32.0%	30.4%	36.8%	32.8%
Dissatisfied	16.0%	8.7%	5.3%	10.4%
Very dissatisfied	0.0%	8.7%	5.3%	4.5%
<u>Q31a-5. Ability to participate in development process as a citizen</u>				
Very satisfied	12.0%	4.8%	16.7%	10.9%
Satisfied	32.0%	33.3%	16.7%	28.1%
Neutral	36.0%	42.9%	50.0%	42.2%
Dissatisfied	20.0%	19.0%	5.6%	15.6%
Very dissatisfied	0.0%	0.0%	11.1%	3.1%

**Q32. For which of the following areas do you support the City's use of financial incentives to attract and expand?**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
Offices/corporations	36.4%	39.8%	30.7%	35.7%
Retail	57.1%	66.0%	60.9%	61.2%
Downtown high density/market rate residential	33.6%	38.7%	26.0%	32.8%

**Q33. Customer Service: Have you contacted the City with a question, problem, or complaint during the past year?**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
Yes	29.0%	30.9%	35.9%	31.8%
No	71.0%	69.1%	64.1%	68.2%

**Q33b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Please rate each of the following based on your most recent experience. (without "don't know")**

N=191	Wards			Total
	Ward 1	Ward 2	Ward 3	
Very satisfied	28.6%	32.2%	20.6%	26.8%
Satisfied	33.3%	39.0%	45.6%	39.5%
Neutral	17.5%	10.2%	11.8%	13.2%
Dissatisfied	15.9%	11.9%	11.8%	13.2%
Very dissatisfied	4.8%	6.8%	10.3%	7.4%

**Q33b-2. How courteously you were treated**

Very satisfied	34.9%	42.4%	30.9%	35.8%
Satisfied	34.9%	33.9%	39.7%	36.3%
Neutral	22.2%	11.9%	16.2%	16.8%
Dissatisfied	3.2%	5.1%	7.4%	5.3%
Very dissatisfied	4.8%	6.8%	5.9%	5.8%

**Q33b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Please rate each of the following based on your most recent experience. (without "don't know")**

N=191	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q33b-3. Technical competence &amp; knowledge of City employees who assisted you</u>				
Very satisfied	30.6%	37.9%	22.7%	30.1%
Satisfied	22.6%	29.3%	37.9%	30.1%
Neutral	25.8%	15.5%	21.2%	21.0%
Dissatisfied	14.5%	8.6%	10.6%	11.3%
Very dissatisfied	6.5%	8.6%	7.6%	7.5%

Q33b-4. Overall responsiveness of City employees to your request or concern

Very satisfied	34.9%	43.1%	27.9%	34.9%
Satisfied	17.5%	25.9%	23.5%	22.2%
Neutral	17.5%	8.6%	17.6%	14.8%
Dissatisfied	17.5%	12.1%	17.6%	15.9%
Very dissatisfied	12.7%	10.3%	13.2%	12.2%

**Q34. Transportation: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q34-1. Ease of north/south travel**

Very satisfied	22.4%	23.2%	21.0%	22.2%
Satisfied	51.0%	53.7%	58.7%	54.3%
Neutral	22.4%	19.2%	16.2%	19.4%
Dissatisfied	3.1%	3.4%	3.0%	3.2%
Very dissatisfied	1.0%	0.6%	1.2%	0.9%

**Q34-2. Ease of east/west travel**

Very satisfied	22.1%	20.9%	22.4%	21.8%
Satisfied	52.3%	57.6%	55.8%	55.1%
Neutral	20.5%	15.3%	16.4%	17.5%
Dissatisfied	4.1%	5.6%	5.5%	5.0%
Very dissatisfied	1.0%	0.6%	0.0%	0.6%

**Q34. Transportation: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q34-3. Ease of travel from home to schools</u>				
Very satisfied	26.0%	26.5%	26.5%	26.4%
Satisfied	45.5%	51.5%	49.2%	48.8%
Neutral	26.8%	18.9%	22.7%	22.7%
Dissatisfied	1.6%	3.0%	1.5%	2.1%
<u>Q34-4. Ease of travel from your home to work</u>				
Very satisfied	29.0%	30.1%	26.5%	28.6%
Satisfied	51.9%	49.4%	49.0%	50.1%
Neutral	17.3%	17.9%	23.1%	19.4%
Dissatisfied	1.9%	2.6%	1.4%	1.9%
<u>Q34-5. Availability of public transportation</u>				
Very satisfied	13.8%	12.9%	16.9%	14.6%
Satisfied	31.7%	25.8%	46.0%	34.5%
Neutral	40.7%	33.9%	27.4%	34.0%
Dissatisfied	8.9%	22.6%	7.3%	12.9%
Very dissatisfied	4.9%	4.8%	2.4%	4.0%



**Q34. Transportation: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q34-6. Availability of bicycle lanes</u>				
Very satisfied	11.3%	8.2%	14.1%	11.1%
Satisfied	29.4%	24.0%	33.3%	28.8%
Neutral	35.6%	34.2%	31.9%	34.0%
Dissatisfied	18.1%	28.8%	18.5%	21.8%
Very dissatisfied	5.6%	4.8%	2.2%	4.3%
<u>Q34-7. Availability of pedestrian walkways</u>				
Very satisfied	11.1%	11.4%	17.9%	13.3%
Satisfied	48.3%	45.1%	44.9%	46.2%
Neutral	26.7%	25.1%	24.4%	25.4%
Dissatisfied	12.2%	16.0%	10.3%	12.9%
Very dissatisfied	1.7%	2.3%	2.6%	2.2%
<u>Q34-8. Availability of parking in residential areas</u>				
Very satisfied	13.6%	19.9%	19.0%	17.3%
Satisfied	58.1%	54.5%	50.0%	54.4%
Neutral	19.7%	16.5%	23.2%	19.7%
Dissatisfied	7.6%	6.3%	5.4%	6.5%
Very dissatisfied	1.0%	2.8%	2.4%	2.0%

**Q34. Transportation: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q34-9. Availability of parking in business districts</u>				
Very satisfied	9.7%	13.6%	16.8%	13.1%
Satisfied	42.6%	41.2%	43.5%	42.4%
Neutral	24.1%	26.0%	24.2%	24.8%
Dissatisfied	18.5%	16.4%	13.0%	16.1%
Very dissatisfied	5.1%	2.8%	2.5%	3.6%
<u>Q34-10. Availability of parking Downtown</u>				
Very satisfied	7.4%	12.4%	15.2%	11.4%
Satisfied	37.8%	36.1%	33.8%	36.1%
Neutral	27.7%	26.0%	24.8%	26.3%
Dissatisfied	22.9%	20.1%	21.4%	21.5%
Very dissatisfied	4.3%	5.3%	4.8%	4.8%
<u>Q34-11. Width of sidewalks in business districts</u>				
Very satisfied	13.8%	14.8%	19.6%	15.9%
Satisfied	55.3%	55.1%	52.9%	54.5%
Neutral	24.5%	24.4%	21.6%	23.6%
Dissatisfied	5.9%	4.0%	3.9%	4.6%
Very dissatisfied	0.5%	1.7%	2.0%	1.4%

**Q34. Transportation: Please rate your satisfaction with the quality of the following. (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q34-12. Long term transportation planning**

Very satisfied	8.8%	9.6%	15.0%	11.1%
Satisfied	16.7%	16.0%	25.0%	19.3%
Neutral	45.1%	42.6%	41.0%	42.9%
Dissatisfied	18.6%	20.2%	12.0%	16.9%
Very dissatisfied	10.8%	11.7%	7.0%	9.8%

**Q35. How supportive are you of the following? (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q35-1. Developing additional bike lanes on roadways if it required a reduction in vehicular travel lanes**

Very supportive	20.3%	35.6%	17.9%	24.6%
Somewhat supportive	34.5%	28.8%	30.2%	31.3%
Somewhat unsupportive	24.9%	20.9%	29.6%	25.0%
Very unsupportive	20.3%	14.7%	22.2%	19.0%

**Q35-2. Developing additional bike lanes on roadways if it required eliminating street parking**

Very supportive	14.1%	22.8%	15.2%	17.3%
Somewhat supportive	27.3%	26.1%	23.0%	25.6%
Somewhat unsupportive	23.7%	23.3%	29.7%	25.4%
Very unsupportive	34.8%	27.8%	32.1%	31.7%

**Q36. How likely would you be to recommend University City to a friend or colleague... (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

Q36-1. As a place to live

Very likely	50.0%	52.7%	44.8%	49.2%
Likely	35.2%	36.7%	38.0%	36.6%
Neutral	11.1%	8.5%	14.1%	11.2%
Not likely	2.8%	2.1%	1.6%	2.2%
Not likely at all	0.9%	0.0%	1.6%	0.8%

Q36-2. As a place to raise children

Very likely	32.5%	37.3%	39.5%	36.3%
Likely	31.5%	38.6%	34.6%	34.7%
Neutral	23.6%	15.7%	18.9%	19.7%
Not likely	9.9%	7.2%	5.9%	7.8%
Not likely at all	2.5%	1.2%	1.1%	1.6%

**Q36. How likely would you be to recommend University City to a friend or colleague... (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

**Q36-3. As a place to retire**

Very likely	39.4%	37.9%	37.3%	38.3%
Likely	34.7%	28.7%	31.9%	32.0%
Neutral	10.8%	24.1%	21.1%	18.2%
Not likely	12.2%	6.9%	7.6%	9.1%
Not likely at all	2.8%	2.3%	2.2%	2.4%

**Q36-4. As a place to work**

Very likely	36.4%	37.7%	37.2%	37.1%
Likely	28.8%	29.0%	28.0%	28.6%
Neutral	27.7%	29.0%	31.1%	29.2%
Not likely	6.0%	3.7%	1.8%	3.9%
Not likely at all	1.1%	0.6%	1.8%	1.2%

**Q36. How likely would you be to recommend University City to a friend or colleague... (without "don't know")**

N=600

Wards			Total
Ward 1	Ward 2	Ward 3	

**Q36-5. As a place to build a business**

Very likely	29.7%	31.8%	33.9%	31.8%
Likely	27.9%	31.8%	27.3%	28.9%
Neutral	34.3%	31.2%	30.9%	32.2%
Not likely	5.2%	5.2%	6.1%	5.5%
Not likely at all	2.9%	0.0%	1.8%	1.6%

**Q36-6. As a place to visit**

Very likely	44.1%	48.4%	44.0%	45.4%
Likely	33.3%	35.5%	38.7%	35.8%
Neutral	17.8%	12.4%	12.0%	14.2%
Not likely	3.8%	3.2%	3.7%	3.6%
Not likely at all	0.9%	0.5%	1.6%	1.0%

**Q36-7. Overall quality of life in University City**

Very likely	38.0%	39.0%	39.7%	38.9%
Likely	46.0%	48.1%	43.9%	46.0%
Neutral	12.7%	12.3%	13.2%	12.7%
Not likely	1.9%	0.5%	2.1%	1.5%
Not likely at all	1.4%	0.0%	1.1%	0.8%

**Q37. The City Provides City Services Equitably: Please rate your level of agreement with how fairly and impartially each City department treats all members of the public. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q37-1. Planning &amp; Zoning</u>				
Strongly agree	18.4%	10.3%	18.5%	16.5%
Agree	52.6%	34.5%	25.9%	36.4%
Neutral	23.7%	41.4%	37.0%	33.9%
Disagree	2.6%	3.4%	13.0%	7.4%
Strongly disagree	2.6%	10.3%	5.6%	5.8%
<u>Q37-2. Building Permits</u>				
Strongly agree	21.3%	15.0%	13.7%	16.7%
Agree	44.7%	32.5%	29.4%	35.5%
Neutral	25.5%	37.5%	43.1%	35.5%
Disagree	8.5%	7.5%	9.8%	8.7%
Strongly disagree	0.0%	7.5%	3.9%	3.6%



**Q37. The City Provides City Services Equitably: Please rate your level of agreement with how fairly and impartially each City department treats all members of the public. (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

Q37-3. Code Enforcement

Strongly agree	15.1%	16.0%	19.4%	17.1%
Agree	39.6%	38.0%	22.4%	32.4%
Neutral	28.3%	34.0%	34.3%	32.4%
Disagree	13.2%	6.0%	11.9%	10.6%
Strongly disagree	3.8%	6.0%	11.9%	7.6%

Q37-4. Police

Strongly agree	43.8%	32.5%	27.0%	34.7%
Agree	39.0%	32.5%	41.0%	37.8%
Neutral	12.4%	25.3%	24.0%	20.1%
Disagree	2.9%	6.0%	6.0%	4.9%
Strongly disagree	1.9%	3.6%	2.0%	2.4%

**Q37. The City Provides City Services Equitably: Please rate your level of agreement with how fairly and impartially each City department treats all members of the public. (without "don't know")**

N=600	Wards			Total
	Ward 1	Ward 2	Ward 3	
<u>Q37-5. Fire &amp; Emergency Medical Services (EMS)</u>				
Strongly agree	53.2%	43.1%	29.6%	41.7%
Agree	35.1%	39.7%	43.2%	39.4%
Neutral	10.4%	13.8%	24.7%	16.7%
Disagree	1.3%	3.4%	1.2%	1.9%
Strongly disagree	0.0%	0.0%	1.2%	0.5%
<u>Q37-6. Parks &amp; Recreation</u>				
Strongly agree	22.9%	27.4%	31.5%	27.4%
Agree	49.4%	50.0%	35.9%	44.8%
Neutral	19.3%	14.3%	26.1%	20.1%
Disagree	7.2%	8.3%	3.3%	6.2%
Strongly disagree	1.2%	0.0%	3.3%	1.5%

**Q37. The City Provides City Services Equitably: Please rate your level of agreement with how fairly and impartially each City department treats all members of the public. (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

Q37-7. Municipal Court

Strongly agree	20.7%	10.7%	20.8%	18.2%
Agree	31.0%	28.6%	20.8%	25.5%
Neutral	37.9%	46.4%	49.1%	45.5%
Disagree	10.3%	7.1%	5.7%	7.3%
Strongly disagree	0.0%	7.1%	3.8%	3.6%

Q37-8. Public Works & Street Maintenance

Strongly agree	22.8%	18.3%	23.9%	22.0%
Agree	34.8%	45.1%	28.3%	35.3%
Neutral	20.7%	22.5%	32.6%	25.5%
Disagree	14.1%	8.5%	7.6%	10.2%
Strongly disagree	7.6%	5.6%	7.6%	7.1%

**Q37. The City Provides City Services Equitably: Please rate your level of agreement with how fairly and impartially each City department treats all members of the public. (without "don't know")**

N=600

	Wards			Total
	Ward 1	Ward 2	Ward 3	

Q37-9. Trash, Recycling, & Yard Waste Collection

Strongly agree	39.2%	29.0%	35.9%	35.0%
Agree	41.6%	49.5%	32.8%	40.8%
Neutral	12.8%	15.0%	21.4%	16.5%
Disagree	5.6%	5.6%	4.6%	5.2%
Strongly disagree	0.8%	0.9%	5.3%	2.5%

# **Section 6: Tabular Data**

**Q1. Overall Satisfaction with City Services: Please rate your satisfaction with the quality of the following.**

(N=600)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of public safety services—police & fire	38.0%	46.2%	9.7%	2.7%	0.2%	3.3%
Q1-2. Overall quality of City parks & recreation programs & facilities	26.2%	46.8%	16.2%	4.0%	1.0%	5.8%
Q1-3. Overall maintenance of City streets	13.7%	33.5%	26.2%	18.3%	6.5%	1.8%
Q1-4. Overall maintenance of City buildings/facilities	14.2%	40.0%	23.7%	3.8%	0.5%	17.8%
Q1-5. Overall enforcement of City codes & ordinances for buildings, housing & overall property maintenance	13.5%	34.2%	25.2%	12.2%	2.5%	12.5%
Q1-6. Overall quality of customer service you receive from City employees	24.0%	42.3%	18.3%	6.2%	1.3%	7.8%
Q1-7. Overall effectiveness of City communication with citizens	19.8%	45.3%	21.8%	8.7%	1.0%	3.3%
Q1-8. Overall flow of traffic & congestion management in City	18.5%	55.2%	16.5%	5.0%	1.5%	3.3%

**WITHOUT "DON'T KNOW" RESPONSES****Q1. Overall Satisfaction with City Services: Please rate your satisfaction with the quality of the following. (without "don't know")**

(N=600)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of public safety services—police & fire	39.3%	47.8%	10.0%	2.8%	0.2%
Q1-2. Overall quality of City parks & recreation programs & facilities	27.8%	49.7%	17.2%	4.2%	1.1%
Q1-3. Overall maintenance of City streets	13.9%	34.1%	26.7%	18.7%	6.6%
Q1-4. Overall maintenance of City buildings/facilities	17.2%	48.7%	28.8%	4.7%	0.6%
Q1-5. Overall enforcement of City codes & ordinances for buildings, housing & overall property maintenance	15.4%	39.0%	28.8%	13.9%	2.9%
Q1-6. Overall quality of customer service you receive from City employees	26.0%	45.9%	19.9%	6.7%	1.4%
Q1-7. Overall effectiveness of City communication with citizens	20.5%	46.9%	22.6%	9.0%	1.0%
Q1-8. Overall flow of traffic & congestion management in City	19.1%	57.1%	17.1%	5.2%	1.6%

**Q2. Which THREE items from the list in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q2. Top choice	Number	Percent
Overall quality of public safety services-police & fire	196	32.7 %
Overall quality of City parks & recreation programs & facilities	50	8.3 %
Overall maintenance of City streets	155	25.8 %
Overall maintenance of City buildings/facilities	16	2.7 %
Overall enforcement of City codes & ordinances for buildings, housing & overall property maintenance	57	9.5 %
Overall quality of customer service you receive from City employees	21	3.5 %
Overall effectiveness of City communication with citizens	31	5.2 %
Overall flow of traffic & congestion management in City	13	2.2 %
None chosen	61	10.2 %
Total	600	100.0 %

**Q2. Which THREE items from the list in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q2. 2nd choice	Number	Percent
Overall quality of public safety services-police & fire	60	10.0 %
Overall quality of City parks & recreation programs & facilities	78	13.0 %
Overall maintenance of City streets	131	21.8 %
Overall maintenance of City buildings/facilities	34	5.7 %
Overall enforcement of City codes & ordinances for buildings, housing & overall property maintenance	80	13.3 %
Overall quality of customer service you receive from City employees	36	6.0 %
Overall effectiveness of City communication with citizens	49	8.2 %
Overall flow of traffic & congestion management in City	44	7.3 %
None chosen	88	14.7 %
Total	600	100.0 %

**Q2. Which THREE items from the list in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q2. 3rd choice	Number	Percent
Overall quality of public safety services-police & fire	48	8.0 %
Overall quality of City parks & recreation programs & facilities	72	12.0 %
Overall maintenance of City streets	70	11.7 %
Overall maintenance of City buildings/facilities	46	7.7 %
Overall enforcement of City codes & ordinances for buildings, housing & overall property maintenance	78	13.0 %
Overall quality of customer service you receive from City employees	50	8.3 %
Overall effectiveness of City communication with citizens	71	11.8 %
Overall flow of traffic & congestion management in City	48	8.0 %
None chosen	117	19.5 %
Total	600	100.0 %



**SUM OF THE TOP THREE CHOICES****Q2. Which THREE items from the list in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (Top 3)**

<u>Sum of the top three choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of public safety services-police & fire	304	50.7 %
Overall quality of City parks & recreation programs & facilities	200	33.3 %
Overall maintenance of City streets	356	59.3 %
Overall maintenance of City buildings/facilities	96	16.0 %
Overall enforcement of City codes & ordinances for buildings, housing & overall property maintenance	215	35.8 %
Overall quality of customer service you receive from City employees	107	17.8 %
Overall effectiveness of City communication with citizens	151	25.2 %
Overall flow of traffic & congestion management in City	105	17.5 %
None chosen	61	10.2 %
Total	1595	

**Q3. Perceptions: Please rate each of the following.**

(N=600)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q3-1. Overall quality of services provided by City	15.7%	59.2%	15.3%	4.5%	1.0%	4.3%
Q3-2. Overall value that you receive for your City tax dollars & fees	9.3%	41.5%	26.2%	14.2%	4.5%	4.3%
Q3-3. Overall image of City	14.8%	47.8%	22.8%	11.0%	1.5%	2.0%
Q3-4. How well City is planning & managing redevelopment	8.3%	32.0%	30.0%	11.2%	4.2%	14.3%
Q3-5. Overall quality of life in City	23.2%	54.5%	14.8%	4.5%	0.7%	2.3%
Q3-6. Overall feeling of safety in City	13.5%	45.2%	22.8%	12.5%	3.7%	2.3%
Q3-7. Quality of new residential development in City	6.8%	26.0%	28.7%	9.5%	2.3%	26.7%
Q3-8. Quality of new commercial development in City	10.3%	31.5%	27.0%	11.5%	3.8%	15.8%
Q3-9. Quality & efficiency of plan review & permitting services	5.7%	20.7%	30.8%	8.3%	3.8%	30.7%
Q3-10. Overall appearance of City	14.0%	47.7%	23.7%	11.0%	0.8%	2.8%
Q3-11. Quality of special events & cultural opportunities	12.5%	38.8%	26.8%	6.3%	1.3%	14.2%
Q3-12. Quantity of special events & cultural opportunities	11.0%	35.7%	29.5%	7.5%	1.8%	14.5%
Q3-13. Recreational opportunities in City	14.0%	44.2%	26.0%	5.7%	1.8%	8.3%

**WITHOUT "DON'T KNOW" RESPONSES****Q3. Perceptions: Please rate each of the following. (without "don't know")**

(N=600)

	Excellent	Good	Neutral	Below average	Poor
Q3-1. Overall quality of services provided by City	16.4%	61.8%	16.0%	4.7%	1.0%
Q3-2. Overall value that you receive for your City tax dollars & fees	9.8%	43.4%	27.4%	14.8%	4.7%
Q3-3. Overall image of City	15.1%	48.8%	23.3%	11.2%	1.5%
Q3-4. How well City is planning & managing redevelopment	9.7%	37.4%	35.0%	13.0%	4.9%
Q3-5. Overall quality of life in City	23.7%	55.8%	15.2%	4.6%	0.7%
Q3-6. Overall feeling of safety in City	13.8%	46.2%	23.4%	12.8%	3.8%
Q3-7. Quality of new residential development in City	9.3%	35.5%	39.1%	13.0%	3.2%
Q3-8. Quality of new commercial development in City	12.3%	37.4%	32.1%	13.7%	4.6%
Q3-9. Quality & efficiency of plan review & permitting services	8.2%	29.8%	44.5%	12.0%	5.5%
Q3-10. Overall appearance of City	14.4%	49.1%	24.4%	11.3%	0.9%
Q3-11. Quality of special events & cultural opportunities	14.6%	45.2%	31.3%	7.4%	1.6%
Q3-12. Quantity of special events & cultural opportunities	12.9%	41.7%	34.5%	8.8%	2.1%
Q3-13. Recreational opportunities in City	15.3%	48.2%	28.4%	6.2%	2.0%

**Q4. Feeling of Safety: Please rate each of the following.**

(N=600)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
Q4-1. Walking alone in your neighborhood during the day	73.5%	21.0%	3.8%	0.8%	0.8%
Q4-2. Walking alone in The Loop after dark	11.2%	30.3%	30.3%	18.2%	10.0%
Q4-3. Walking alone in The Loop during the day	50.2%	34.8%	9.3%	1.3%	4.3%
Q4-4. Walking alone in your neighborhood after dark	31.2%	39.0%	18.8%	6.8%	4.2%
Q4-5. As a pedestrian crossing streets in University City	28.8%	47.7%	16.3%	4.8%	2.3%

**WITHOUT "DON'T KNOW" RESPONSES****Q4. Feeling of Safety: Please rate each of the following. (without "don't know")**

(N=600)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Q4-1. Walking alone in your neighborhood during the day	74.1%	21.2%	3.9%	0.8%
Q4-2. Walking alone in The Loop after dark	12.4%	33.7%	33.7%	20.2%
Q4-3. Walking alone in The Loop during the day	52.4%	36.4%	9.8%	1.4%
Q4-4. Walking alone in your neighborhood after dark	32.5%	40.7%	19.7%	7.1%
Q4-5. As a pedestrian crossing streets in University City	29.5%	48.8%	16.7%	4.9%

**Q5. Public Safety: Please rate your satisfaction with the quality of the following.**

(N=600)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Visibility of police in my neighborhood	24.3%	40.8%	20.3%	9.3%	2.0%	3.2%
Q5-2. Visibility of police in retail areas	15.3%	34.8%	28.7%	7.5%	1.7%	12.0%
Q5-3. City's efforts to prevent crime	11.5%	29.5%	31.3%	11.0%	2.7%	14.0%
Q5-4. How quickly police respond to emergencies	24.5%	30.8%	15.3%	2.2%	0.8%	26.3%
Q5-5. Overall competency of University City Police Department	25.5%	40.0%	16.7%	3.0%	1.3%	13.5%
Q5-6. Overall treatment of citizens by University City Police Department	26.0%	34.8%	18.5%	3.3%	1.0%	16.3%
Q5-7. Responsiveness of Police Dept. in enforcing local traffic laws	12.7%	30.7%	24.8%	7.8%	3.2%	20.8%
Q5-8. Fairness of Police Department's practices in enforcing local traffic laws	13.5%	26.0%	23.2%	2.2%	1.7%	33.5%
Q5-9. Police Department engagement within the community (foot/bike patrols, coffee with a cop, neighborhood meetings, etc.)	11.5%	24.7%	27.0%	5.8%	1.5%	29.5%
Q5-10. Overall quality of University City Fire Department	30.2%	33.7%	12.5%	0.3%	0.2%	23.2%
Q5-11. Effectiveness of fire prevention/safety programs	17.3%	24.8%	17.8%	0.8%	0.0%	39.2%
Q5-12. How quickly Fire Department responds	27.3%	25.3%	12.7%	0.2%	0.0%	34.5%
Q5-13. Overall competency of University City Fire Department	30.0%	29.5%	11.7%	0.3%	0.0%	28.5%
Q5-14. Treatment/fairness of City's municipal court	9.5%	12.8%	22.0%	2.7%	0.8%	52.2%

**WITHOUT "DON'T KNOW" RESPONSES****Q5. Public Safety: Please rate your satisfaction with the quality of the following. (without "don't know")**

(N=600)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Visibility of police in my neighborhood	25.1%	42.2%	21.0%	9.6%	2.1%
Q5-2. Visibility of police in retail areas	17.4%	39.6%	32.6%	8.5%	1.9%
Q5-3. City's efforts to prevent crime	13.4%	34.3%	36.4%	12.8%	3.1%
Q5-4. How quickly police respond to emergencies	33.3%	41.9%	20.8%	2.9%	1.1%
Q5-5. Overall competency of University City Police Department	29.5%	46.2%	19.3%	3.5%	1.5%
Q5-6. Overall treatment of citizens by University City Police Department	31.1%	41.6%	22.1%	4.0%	1.2%
Q5-7. Responsiveness of Police Dept. in enforcing local traffic laws	16.0%	38.7%	31.4%	9.9%	4.0%
Q5-8. Fairness of Police Department's practices in enforcing local traffic laws	20.3%	39.1%	34.8%	3.3%	2.5%
Q5-9. Police Department engagement within the community (foot/bike patrols, coffee with a cop, neighborhood meetings, etc.)	16.3%	35.0%	38.3%	8.3%	2.1%
Q5-10. Overall quality of University City Fire Department	39.3%	43.8%	16.3%	0.4%	0.2%
Q5-11. Effectiveness of fire prevention/safety programs	28.5%	40.8%	29.3%	1.4%	0.0%
Q5-12. How quickly Fire Department responds	41.7%	38.7%	19.3%	0.3%	0.0%
Q5-13. Overall competency of University City Fire Department	42.0%	41.3%	16.3%	0.5%	0.0%
Q5-14. Treatment/fairness of City's municipal court	19.9%	26.8%	46.0%	5.6%	1.7%

**Q6. Which THREE items from the list in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q6. Top choice	Number	Percent
Visibility of police in my neighborhood	95	15.8 %
Visibility of police in retail areas	32	5.3 %
City's efforts to prevent crime	184	30.7 %
How quickly police respond to emergencies	19	3.2 %
Overall competency of University City Police Department	25	4.2 %
Overall treatment of citizens by University City Police Department	34	5.7 %
Responsiveness of Police Dept. in enforcing local traffic laws	23	3.8 %
Fairness of Police Department's practices in enforcing local traffic laws	8	1.3 %
Police Department engagement within the community (foot/bike patrols, coffee with a cop, neighborhood meetings, etc.)	38	6.3 %
Overall quality of University City Fire Department	3	0.5 %
Effectiveness of fire prevention/safety programs	4	0.7 %
How quickly Fire Department responds	2	0.3 %
Overall competency of University City Fire Department	1	0.2 %
Treatment/fairness of City's municipal court	20	3.3 %
None chosen	112	18.7 %
Total	600	100.0 %

**Q6. Which THREE items from the list in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q6. 2nd choice	Number	Percent
Visibility of police in my neighborhood	40	6.7 %
Visibility of police in retail areas	68	11.3 %
City's efforts to prevent crime	71	11.8 %
How quickly police respond to emergencies	36	6.0 %
Overall competency of University City Police Department	35	5.8 %
Overall treatment of citizens by University City Police Department	33	5.5 %
Responsiveness of Police Dept. in enforcing local traffic laws	28	4.7 %
Fairness of Police Department's practices in enforcing local traffic laws	28	4.7 %
Police Department engagement within the community (foot/bike patrols, coffee with a cop, neighborhood meetings, etc.)	58	9.7 %
Overall quality of University City Fire Department	13	2.2 %
Effectiveness of fire prevention/safety programs	11	1.8 %
How quickly Fire Department responds	9	1.5 %
Overall competency of University City Fire Department	11	1.8 %
Treatment/fairness of City's municipal court	12	2.0 %
None chosen	147	24.5 %
Total	600	100.0 %

**Q6. Which THREE items from the list in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q6. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in my neighborhood	45	7.5 %
Visibility of police in retail areas	38	6.3 %
City's efforts to prevent crime	54	9.0 %
How quickly police respond to emergencies	28	4.7 %
Overall competency of University City Police Department	23	3.8 %
Overall treatment of citizens by University City Police Department	30	5.0 %
Responsiveness of Police Dept. in enforcing local traffic laws	21	3.5 %
Fairness of Police Department's practices in enforcing local traffic laws	26	4.3 %
Police Department engagement within the community (foot/bike patrols, coffee with a cop, neighborhood meetings, etc.)	49	8.2 %
Overall quality of University City Fire Department	18	3.0 %
Effectiveness of fire prevention/safety programs	16	2.7 %
How quickly Fire Department responds	15	2.5 %
Overall competency of University City Fire Department	15	2.5 %
Treatment/fairness of City's municipal court	50	8.3 %
<u>None chosen</u>	<u>172</u>	<u>28.7 %</u>
Total	600	100.0 %



**SUM OF THE TOP THREE CHOICES****Q6. Which THREE items from the list in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (Top 3)**

Sum of the top three choices	Number	Percent
Visibility of police in my neighborhood	180	30.0 %
Visibility of police in retail areas	138	23.0 %
City's efforts to prevent crime	309	51.5 %
How quickly police respond to emergencies	83	13.8 %
Overall competency of University City Police Department	83	13.8 %
Overall treatment of citizens by University City Police Department	97	16.2 %
Responsiveness of Police Dept. in enforcing local traffic laws	72	12.0 %
Fairness of Police Department's practices in enforcing local traffic laws	62	10.3 %
Police Department engagement within the community (foot/bike patrols, coffee with a cop, neighborhood meetings, etc.)	145	24.2 %
Overall quality of University City Fire Department	34	5.7 %
Effectiveness of fire prevention/safety programs	31	5.2 %
How quickly Fire Department responds	26	4.3 %
Overall competency of University City Fire Department	27	4.5 %
Treatment/fairness of City's municipal court	82	13.7 %
None chosen	112	18.7 %
Total	1481	

**Q7. How supportive are you of the City utilizing the following technology for public safety?**

(N=600)

	Very supportive	Somewhat supportive	Somewhat unsupportive	Very unsupportive	Don't know
Q7-1. Public space cameras in your neighborhood	49.0%	24.0%	7.8%	8.5%	10.7%
Q7-2. License plate reader technology in your neighborhood	43.8%	23.3%	9.7%	9.3%	13.8%
Q7-3. Gunshot spotter	58.3%	15.3%	4.2%	3.2%	19.0%
Q7-4. Drone surveillance	30.7%	21.3%	14.8%	18.0%	15.2%

**WITHOUT "DON'T KNOW" RESPONSES****Q7. How supportive are you of the City utilizing the following technology for public safety? (without "don't know")**

(N=600)

	Very supportive	Somewhat supportive	Somewhat unsupportive	Very unsupportive
Q7-1. Public space cameras in your neighborhood	54.9%	26.9%	8.8%	9.5%
Q7-2. License plate reader technology in your neighborhood	50.9%	27.1%	11.2%	10.8%
Q7-3. Gunshot spotter	72.0%	18.9%	5.1%	3.9%
Q7-4. Drone surveillance	36.1%	25.1%	17.5%	21.2%

**Q8. In the past 12 months, were you or anyone in your household the victim of any crime in University City?**

Q8. Anyone in your household were the victim of any crime in University City in past 12 months		
	Number	Percent
Yes	42	7.0 %
No	549	91.5 %
Don't know	9	1.5 %
Total	600	100.0 %

**WITHOUT "DON'T KNOW" RESPONSES****Q8. In the past 12 months, were you or anyone in your household the victim of any crime in University City? (without "don't know")**

Q8. Anyone in your household were the victim of any crime in University City in past 12 months		
	Number	Percent
Yes	42	7.1 %
No	549	92.9 %
Total	591	100.0 %

Q8a. Did you report these crimes to police		
	Number	Percent
Yes	32	76.2 %
No	7	16.7 %
Don't know	3	7.1 %
Total	42	100.0 %

Q8a. Did you report these crimes to police		
	Number	Percent
Yes	32	82.1 %
No	7	17.9 %
Total	39	100.0 %

**Q9. In the past 12 months, have you had ANY contact with the University City Police Department?**

Q9. Have you had any contact with University City Police Department in past 12 months		
	Number	Percent
Yes	212	35.3 %
No	380	63.3 %
Don't know	8	1.3 %
Total	600	100.0 %

**WITHOUT "DON'T KNOW" RESPONSES****Q9. In the past 12 months, have you had ANY contact with the University City Police Department? (without "don't know")**

Q9. Have you had any contact with University City Police Department in past 12 months		
	Number	Percent
Yes	212	35.8 %
No	380	64.2 %
Total	592	100.0 %

**Q9a. If "Yes" to Question 9, how would you rate the timeliness and contact?**

Q9a. How would you rate timeliness & contact		
	Number	Percent
Excellent	99	46.7 %
Good	73	34.4 %
Fair	22	10.4 %
Poor	12	5.7 %
Don't know	6	2.8 %
Total	212	100.0 %

**WITHOUT "DON'T KNOW" RESPONSES****Q9a. If "Yes" to Question 9, how would you rate the timeliness and contact? (without "don't know")**

Q9a. How would you rate timeliness & contact		
	Number	Percent
Excellent	99	48.1 %
Good	73	35.4 %
Fair	22	10.7 %
Poor	12	5.8 %
Total	206	100.0 %

**Q9b. If "Yes" to Question 9, what was the nature of the contact?**

Q9b. What was the nature of contact	Number	Percent
Emergency	38	17.9 %
Non-emergency	171	80.7 %
Not provided	3	1.4 %
Total	212	100.0 %

**WITHOUT "DON'T KNOW" RESPONSES****Q9b. If "Yes" to Question 9, what was the nature of the contact? (without "not provided")**

Q9b. What was the nature of contact	Number	Percent
Emergency	38	18.2 %
Non-emergency	171	81.8 %
Total	209	100.0 %

**Q10. In the past 12 months, have you had ANY contact with the University City Fire Department?**

Q10. Have you had any contact with University City Fire Department in past 12 months	Number	Percent
Yes	61	10.2 %
No	532	88.7 %
Don't know	7	1.2 %
Total	600	100.0 %

**WITHOUT "DON'T KNOW" RESPONSES****Q10. In the past 12 months, have you had ANY contact with the University City Fire Department? (without "don't know")**

Q10. Have you had any contact with University City Fire Department in past 12 months	Number	Percent
Yes	61	10.3 %
No	532	89.7 %
Total	593	100.0 %

**Q10a. If "Yes" to Question 10, how would you rate the timeliness and contact?**

Q10a. How would you rate timeliness & contact	Number	Percent
Excellent	46	75.4 %
Good	10	16.4 %
Fair	2	3.3 %
Don't know	3	4.9 %
Total	61	100.0 %

**WITHOUT "DON'T KNOW" RESPONSES****Q10a. If "Yes" to Question 10, how would you rate the timeliness and contact? (without "don't know")**

Q10a. How would you rate timeliness & contact	Number	Percent
Excellent	46	79.3 %
Good	10	17.2 %
Fair	2	3.4 %
Total	58	100.0 %

**Q10b. If "Yes" to Question 10, what was the nature of the contact?**

Q10b. What was the nature of contact	Number	Percent
Emergency	32	52.5 %
Non-emergency	26	42.6 %
Not provided	3	4.9 %
Total	61	100.0 %

**WITHOUT "NOT PROVIDED" RESPONSES****Q10b. If "Yes" to Question 10, what was the nature of the contact? (without "not provided")**

Q10b. What was the nature of contact	Number	Percent
Emergency	32	55.2 %
Non-emergency	26	44.8 %
Total	58	100.0 %

**Q11. City Maintenance/Public Works: Please rate your satisfaction with the quality of the following.**

(N=600)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Maintenance of street signs & traffic signals	23.3%	49.8%	15.2%	7.0%	1.2%	3.5%
Q11-2. Maintenance of City buildings	13.0%	36.5%	24.3%	4.3%	0.8%	21.0%
Q11-3. Snow removal on City streets	16.3%	38.5%	21.5%	12.8%	4.3%	6.5%
Q11-4. Adequacy of City street lighting in business districts	15.8%	46.7%	20.5%	8.2%	1.0%	7.8%
Q11-5. Condition of City sidewalks	7.7%	31.3%	24.3%	25.7%	7.5%	3.5%
Q11-6. Landscaping/appearance of public areas along City streets	23.3%	44.8%	18.8%	8.5%	1.5%	3.0%
Q11-7. Satisfaction with tree trimming/replacement program	16.0%	32.3%	19.3%	13.8%	6.8%	11.7%
Q11-8. Adequacy of residential street lighting	13.2%	36.8%	25.7%	14.8%	5.2%	4.3%
Q11-9. Curbside recycling	40.7%	38.8%	11.3%	3.0%	0.7%	5.5%
Q11-10. Drop-off recycling Location	28.2%	28.3%	16.2%	4.0%	0.7%	22.7%

**WITHOUT "DON'T KNOW" RESPONSES****Q11. City Maintenance/Public Works: Please rate your satisfaction with the quality of the following. (without "don't know")**

(N=600)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Maintenance of street signs & traffic signals	24.2%	51.6%	15.7%	7.3%	1.2%
Q11-2. Maintenance of City buildings	16.5%	46.2%	30.8%	5.5%	1.1%
Q11-3. Snow removal on City streets	17.5%	41.2%	23.0%	13.7%	4.6%
Q11-4. Adequacy of City street lighting in business districts	17.2%	50.6%	22.2%	8.9%	1.1%
Q11-5. Condition of City sidewalks	7.9%	32.5%	25.2%	26.6%	7.8%
Q11-6. Landscaping/appearance of public areas along City streets	24.1%	46.2%	19.4%	8.8%	1.5%
Q11-7. Satisfaction with tree trimming/replacement program	18.1%	36.6%	21.9%	15.7%	7.7%
Q11-8. Adequacy of residential street lighting	13.8%	38.5%	26.8%	15.5%	5.4%
Q11-9. Curbside recycling	43.0%	41.1%	12.0%	3.2%	0.7%
Q11-10. Drop-off recycling Location	36.4%	36.6%	20.9%	5.2%	0.9%



**Q12. Which THREE items from the list in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q12. Top choice	Number	Percent
Maintenance of street signs & traffic signals	63	10.5 %
Maintenance of City buildings	33	5.5 %
Snow removal on City streets	72	12.0 %
Adequacy of City street lighting in business districts	42	7.0 %
Condition of City sidewalks	120	20.0 %
Landscaping/appearance of public areas along City streets	26	4.3 %
Satisfaction with tree trimming/replacement program	46	7.7 %
Adequacy of residential street lighting	75	12.5 %
Curbside recycling	27	4.5 %
Drop-off recycling location	13	2.2 %
None chosen	83	13.8 %
Total	600	100.0 %

**Q12. Which THREE items from the list in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q12. 2nd choice	Number	Percent
Maintenance of street signs & traffic signals	35	5.8 %
Maintenance of City buildings	37	6.2 %
Snow removal on City streets	58	9.7 %
Adequacy of City street lighting in business districts	39	6.5 %
Condition of City sidewalks	88	14.7 %
Landscaping/appearance of public areas along City streets	41	6.8 %
Satisfaction with tree trimming/replacement program	50	8.3 %
Adequacy of residential street lighting	95	15.8 %
Curbside recycling	27	4.5 %
Drop-off recycling location	14	2.3 %
None chosen	116	19.3 %
Total	600	100.0 %

**Q12. Which THREE items from the list in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q12. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of street signs & traffic signals	50	8.3 %
Maintenance of City buildings	27	4.5 %
Snow removal on City streets	44	7.3 %
Adequacy of City street lighting in business districts	38	6.3 %
Condition of City sidewalks	64	10.7 %
Landscaping/appearance of public areas along City streets	44	7.3 %
Satisfaction with tree trimming/replacement program	56	9.3 %
Adequacy of residential street lighting	84	14.0 %
Curbside recycling	26	4.3 %
Drop-off recycling location	21	3.5 %
None chosen	146	24.3 %
Total	600	100.0 %

**SUM OF THE TOP THREE CHOICES**

**Q12. Which THREE items from the list in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (Top 3)**

<u>Sum of the top three choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of street signs & traffic signals	148	24.7 %
Maintenance of City buildings	97	16.2 %
Snow removal on City streets	174	29.0 %
Adequacy of City street lighting in business districts	119	19.8 %
Condition of City sidewalks	272	45.3 %
Landscaping/appearance of public areas along City streets	111	18.5 %
Satisfaction with tree trimming/replacement program	152	25.3 %
Adequacy of residential street lighting	254	42.3 %
Curbside recycling	80	13.3 %
Drop-off recycling location	48	8.0 %
None chosen	83	13.8 %
Total	1538	

**Q13. For each of the issues listed, please indicate your level of agreement.**

(N=600)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q13-1. City should prioritize sustainable practices in policy & decision making	43.7%	34.5%	11.0%	2.0%	0.8%	8.0%
Q13-2. City should devote resources to raise awareness & understanding of sustainability	37.7%	34.3%	15.0%	3.7%	2.0%	7.3%

**WITHOUT "DON'T KNOW" RESPONSES****Q13. For each of the issues listed, please indicate your level of agreement. (without "don't know")**

(N=600)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q13-1. City should prioritize sustainable practices in policy & decision making	47.5%	37.5%	12.0%	2.2%	0.9%
Q13-2. City should devote resources to raise awareness & understanding of sustainability	40.6%	37.1%	16.2%	4.0%	2.2%

**Q14. Maintenance of City Streets: Please rate your satisfaction with the quality of the following.**

(N=600)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Quality of street repair services	8.7%	25.8%	29.0%	20.5%	9.2%	6.8%
Q14-2. Quality of street cleaning services	13.2%	44.0%	24.8%	10.7%	2.7%	4.7%
Q14-3. Quality of snow removal services	12.3%	38.0%	26.5%	11.7%	5.0%	6.5%
Q14-4. Frequency of street cleaning services	9.2%	39.3%	26.2%	16.2%	3.5%	5.7%
Q14-5. Frequency of leaf collection services	14.8%	42.8%	17.0%	16.7%	4.0%	4.7%
Q14-6. Condition of County roads in City: Hanley, Delmar, North & South, Pennsylvania, Vernon, Big Bend, McKnight/Woodson, Midland & Forest Park Pkwy	7.8%	35.8%	26.2%	17.3%	7.0%	5.8%
Q14-7. Condition of State roads in City: Olive Blvd	7.8%	35.3%	29.2%	16.3%	6.0%	5.3%

**WITHOUT "DON'T KNOW" RESPONSES****Q14. Maintenance of City Streets: Please rate your satisfaction with the quality of the following. (without "don't know")**

(N=600)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Quality of street repair services	9.3%	27.7%	31.1%	22.0%	9.8%
Q14-2. Quality of street cleaning services	13.8%	46.2%	26.0%	11.2%	2.8%
Q14-3. Quality of snow removal services	13.2%	40.6%	28.3%	12.5%	5.3%
Q14-4. Frequency of street cleaning services	9.7%	41.7%	27.7%	17.1%	3.7%
Q14-5. Frequency of leaf collection services	15.6%	44.9%	17.8%	17.5%	4.2%
Q14-6. Condition of County roads in City: Hanley, Delmar, North & South, Pennsylvania, Vernon, Big Bend, McKnight/Woodson, Midland & Forest Park Pkwy	8.3%	38.1%	27.8%	18.4%	7.4%
Q14-7. Condition of State roads in City: Olive Blvd	8.3%	37.3%	30.8%	17.3%	6.3%

**Q15. Are you familiar with recycling services offered by the City of University City?**

Q15. Are you familiar with City recycling services	Number	Percent
Yes	553	92.2 %
No	47	7.8 %
Total	600	100.0 %

**Q16. Does your household currently recycle?**

Q16. Does your household currently recycle	Number	Percent
Yes	537	89.5 %
No	59	9.8 %
Don't know	4	0.7 %
Total	600	100.0 %

**WITHOUT "DON'T KNOW" RESPONSES****Q16. Does your household currently recycle? (without "don't know")**

Q16. Does your household currently recycle	Number	Percent
Yes	537	90.1 %
No	59	9.9 %
Total	596	100.0 %

**Q16a. If "Yes" to Question 16, how do you recycle?**

Q16a. How do you recycle	Number	Percent
Curbside	439	81.8 %
Drop off facility	83	15.5 %
Other	15	2.8 %
Total	537	100.0 %

**Q16a-3. Other**

Q16a-3. Other	Number	Percent
Dumpsters in condo complex	1	9.1 %
Building has it	1	9.1 %
Pickup helper	1	9.1 %
Apartment dumpster	1	9.1 %
Recycling dumpster	1	9.1 %
City pickup at residence	1	9.1 %
Roll out	1	9.1 %
In my building	1	9.1 %
Events	1	9.1 %
Special events	1	9.1 %
Plastic to Schnucks	1	9.1 %
Total	11	100.0 %

**Q17. Parks and Recreation: Please rate your satisfaction with the quality of the following.**

(N=600)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Maintenance of City parks	19.7%	47.5%	15.5%	4.0%	0.5%	12.8%
Q17-2. How close neighborhood parks are to your home	38.5%	40.5%	12.3%	1.8%	0.0%	6.8%
Q17-3. Number of walking & biking trails in parks	16.3%	40.0%	21.5%	5.8%	1.2%	15.2%
Q17-4. Quality of walking & biking trails in parks	15.3%	39.3%	23.5%	3.8%	0.7%	17.3%
Q17-5. Number of outdoor athletic fields	13.8%	35.0%	24.0%	2.2%	0.3%	24.7%
Q17-6. Quality of outdoor athletic fields	12.3%	27.8%	25.3%	4.0%	0.3%	30.2%
Q17-7. Availability of information about City parks & recreation programs	15.2%	35.3%	22.8%	8.2%	1.2%	17.3%
Q17-8. City's youth fitness programs	5.8%	11.2%	24.2%	3.2%	1.2%	54.5%
Q17-9. City's adult fitness programs	8.7%	20.8%	24.7%	5.0%	1.7%	39.2%
Q17-10. Heman Park Community Center	12.0%	30.3%	20.3%	5.2%	1.3%	30.8%
Q17-11. Heman Park Pool	13.3%	25.7%	17.7%	3.3%	1.3%	38.7%
Q17-12. Centennial Commons	13.3%	32.0%	17.3%	4.7%	1.2%	31.5%
Q17-13. Ruth Park Golf Course	14.5%	22.0%	16.0%	0.5%	0.5%	46.5%

**WITHOUT "DON'T KNOW" RESPONSES****Q17. Parks and Recreation: Please rate your satisfaction with the quality of the following. (without "don't know")**

(N=600)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Maintenance of City parks	22.6%	54.5%	17.8%	4.6%	0.6%
Q17-2. How close neighborhood parks are to your home	41.3%	43.5%	13.2%	2.0%	0.0%
Q17-3. Number of walking & biking trails in parks	19.3%	47.2%	25.3%	6.9%	1.4%
Q17-4. Quality of walking & biking trails in parks	18.5%	47.6%	28.4%	4.6%	0.8%
Q17-5. Number of outdoor athletic fields	18.4%	46.5%	31.9%	2.9%	0.4%
Q17-6. Quality of outdoor athletic fields	17.7%	39.9%	36.3%	5.7%	0.5%
Q17-7. Availability of information about City parks & recreation programs	18.3%	42.7%	27.6%	9.9%	1.4%
Q17-8. City's youth fitness programs	12.8%	24.5%	53.1%	7.0%	2.6%
Q17-9. City's adult fitness programs	14.2%	34.2%	40.5%	8.2%	2.7%
Q17-10. Heman Park Community Center	17.3%	43.9%	29.4%	7.5%	1.9%
Q17-11. Heman Park Pool	21.7%	41.8%	28.8%	5.4%	2.2%
Q17-12. Centennial Commons	19.5%	46.7%	25.3%	6.8%	1.7%
Q17-13. Ruth Park Golf Course	27.1%	41.1%	29.9%	0.9%	0.9%



**Q18. Which THREE items from the list in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q18. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	174	29.0 %
How close neighborhood parks are to your home	10	1.7 %
Number of walking & biking trails in parks	51	8.5 %
Quality of walking & biking trails in parks	27	4.5 %
Number of outdoor athletic fields	4	0.7 %
Quality of outdoor athletic fields	10	1.7 %
Availability of information about City parks & recreation programs	43	7.2 %
City's youth fitness programs	35	5.8 %
City's adult fitness programs	25	4.2 %
Heman Park Community Center	20	3.3 %
Heman Park Pool	21	3.5 %
Centennial Commons	34	5.7 %
Ruth Park Golf Course	10	1.7 %
None chosen	136	22.7 %
Total	600	100.0 %

**Q18. Which THREE items from the list in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q18. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	51	8.5 %
How close neighborhood parks are to your home	12	2.0 %
Number of walking & biking trails in parks	42	7.0 %
Quality of walking & biking trails in parks	77	12.8 %
Number of outdoor athletic fields	11	1.8 %
Quality of outdoor athletic fields	16	2.7 %
Availability of information about City parks & recreation programs	40	6.7 %
City's youth fitness programs	37	6.2 %
City's adult fitness programs	47	7.8 %
Heman Park Community Center	25	4.2 %
Heman Park Pool	29	4.8 %
Centennial Commons	31	5.2 %
Ruth Park Golf Course	8	1.3 %
None chosen	174	29.0 %
Total	600	100.0 %

**Q18. Which THREE items from the list in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q18. 3rd choice	Number	Percent
Maintenance of City parks	34	5.7 %
How close neighborhood parks are to your home	14	2.3 %
Number of walking & biking trails in parks	23	3.8 %
Quality of walking & biking trails in parks	45	7.5 %
Number of outdoor athletic fields	6	1.0 %
Quality of outdoor athletic fields	22	3.7 %
Availability of information about City parks & recreation programs	44	7.3 %
City's youth fitness programs	34	5.7 %
City's adult fitness programs	45	7.5 %
Heman Park Community Center	38	6.3 %
Heman Park Pool	34	5.7 %
Centennial Commons	35	5.8 %
Ruth Park Golf Course	24	4.0 %
None chosen	202	33.7 %
Total	600	100.0 %

**SUM OF THE TOP THREE CHOICES**

**Q18. Which THREE items from the list in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (Top 3)**

Sum of the top three choices	Number	Percent
Maintenance of City parks	259	43.2 %
How close neighborhood parks are to your home	36	6.0 %
Number of walking & biking trails in parks	116	19.3 %
Quality of walking & biking trails in parks	149	24.8 %
Number of outdoor athletic fields	21	3.5 %
Quality of outdoor athletic fields	48	8.0 %
Availability of information about City parks & recreation programs	127	21.2 %
City's youth fitness programs	106	17.7 %
City's adult fitness programs	117	19.5 %
Heman Park Community Center	83	13.8 %
Heman Park Pool	84	14.0 %
Centennial Commons	100	16.7 %
Ruth Park Golf Course	42	7.0 %
None chosen	136	22.7 %
Total	1424	

**Q19. In the past 12 months, has anyone in your household used any of University City's parks, recreation facilities, or recreation programs?**

Q19. Has anyone in your household used any of University City's parks, recreation facilities, or recreation programs in past 12 months

	Number	Percent
Yes	348	58.0 %
No	238	39.7 %
Don't know	14	2.3 %
Total	600	100.0 %

**WITHOUT "DON'T KNOW" RESPONSES****Q19. In the past 12 months, has anyone in your household used any of University City's parks, recreation facilities, or recreation programs? (without "don't know")**

Q19. Has anyone in your household used any of University City's parks, recreation facilities, or recreation programs in past 12 months

	Number	Percent
Yes	348	59.4 %
No	238	40.6 %
Total	586	100.0 %

**Q20. Please rate the importance of each of the following Parks and Recreation initiatives.**

(N=600)

	Very important	Important	Neutral	Not important	Don't know
Q20-1. Your feeling of safety in City parks	71.5%	17.8%	5.3%	0.2%	5.2%
Q20-2. Green space (park) expansion	43.3%	30.5%	15.7%	3.3%	7.2%
Q20-3. Neighborhood park improvements	44.7%	38.2%	10.2%	0.5%	6.5%
Q20-4. Playground improvements	37.5%	34.0%	14.8%	3.5%	10.2%
Q20-5. Park maintenance	61.2%	29.2%	4.3%	0.2%	5.2%

**WITHOUT "DON'T KNOW" RESPONSES****Q20. Please rate the importance of each of the following Parks and Recreation initiatives. (without "don't know")**

(N=600)

	Very important	Important	Neutral	Not important
Q20-1. Your feeling of safety in City parks	75.4%	18.8%	5.6%	0.2%
Q20-2. Green space (park) expansion	46.7%	32.9%	16.9%	3.6%
Q20-3. Neighborhood park improvements	47.8%	40.8%	10.9%	0.5%
Q20-4. Playground improvements	41.7%	37.8%	16.5%	3.9%
Q20-5. Park maintenance	64.5%	30.8%	4.6%	0.2%

**Q21. Which THREE initiatives from the list in Question 20 are of the HIGHEST PRIORITY for you and your family?**

Q21. Top choice	Number	Percent
Your feeling of safety in City parks	330	55.0 %
Green space (park) expansion	53	8.8 %
Neighborhood park improvements	44	7.3 %
Playground improvements	25	4.2 %
Park maintenance	50	8.3 %
None chosen	98	16.3 %
Total	600	100.0 %

**Q21. Which THREE initiatives from the list in Question 20 are of the HIGHEST PRIORITY for you and your family?**

Q21. 2nd choice	Number	Percent
Your feeling of safety in City parks	34	5.7 %
Green space (park) expansion	98	16.3 %
Neighborhood park improvements	126	21.0 %
Playground improvements	76	12.7 %
Park maintenance	137	22.8 %
None chosen	129	21.5 %
Total	600	100.0 %

**Q21. Which THREE initiatives from the list in Question 20 are of the HIGHEST PRIORITY for you and your family?**

Q21. 3rd choice	Number	Percent
Your feeling of safety in City parks	27	4.5 %
Green space (park) expansion	57	9.5 %
Neighborhood park improvements	128	21.3 %
Playground improvements	71	11.8 %
Park maintenance	166	27.7 %
None chosen	151	25.2 %
Total	600	100.0 %

**SUM OF THE TOP THREE CHOICES****Q21. Which THREE initiatives from the list in Question 20 are of the HIGHEST PRIORITY for you and your family? (top 3)**

Sum of the top three choices	Number	Percent
Your feeling of safety in City parks	391	65.2 %
Green space (park) expansion	208	34.7 %
Neighborhood park improvements	298	49.7 %
Playground improvements	172	28.7 %
Park maintenance	353	58.8 %
None chosen	98	16.3 %
Total	1520	

**Q22. City Communication: For each of the items below, please rate how often you use each one.**

(N=600)

	Often	4	3	2	Never	Not provided
Q22-1. City website, www.ucitymo.org	5.7%	14.2%	25.2%	26.0%	24.5%	4.5%
Q22-2. ROARS newsletter	27.5%	22.7%	24.0%	12.3%	10.0%	3.5%
Q22-3. Parks & Recreation guide	8.0%	12.7%	24.8%	19.8%	29.5%	5.2%
Q22-4. Civic Plus Notify Me	1.8%	2.8%	6.2%	7.2%	74.7%	7.3%
Q22-5. Facebook (City of University City, MO)	1.0%	4.7%	6.8%	8.3%	74.2%	5.0%
Q22-6. Twitter (@UniversityCityMo)	1.0%	1.0%	2.7%	4.3%	85.3%	5.7%
Q22-7. NextDoor	16.0%	15.0%	14.0%	10.7%	39.5%	4.8%
Q22-8. Instagram (UniversityCityMO)	1.0%	2.0%	2.5%	3.2%	85.7%	5.7%

**WITHOUT "NOT PROVIDED" RESPONSES**

**Q22. City Communication: For each of the items below, please rate how often you use each one. (without "not provided")**

(N=600)

	Often	4	3	2	Never
Q22-1. City website, www.ucitymo.org	5.9%	14.8%	26.4%	27.2%	25.7%
Q22-2. ROARS newsletter	28.5%	23.5%	24.9%	12.8%	10.4%
Q22-3. Parks & Recreation guide	8.4%	13.4%	26.2%	20.9%	31.1%
Q22-4. Civic Plus Notify Me	2.0%	3.1%	6.7%	7.7%	80.6%
Q22-5. Facebook (City of University City, MO)	1.1%	4.9%	7.2%	8.8%	78.1%
Q22-6. Twitter (@UniversityCityMo)	1.1%	1.1%	2.8%	4.6%	90.5%
Q22-7. NextDoor	16.8%	15.8%	14.7%	11.2%	41.5%
Q22-8. Instagram (UniversityCityMO)	1.1%	2.1%	2.7%	3.4%	90.8%

**Q22. City Communication: Please indicate how effective you feel it is in keeping you informed about City services, programs, and projects.**

(N=600)

	Effective	4	3	2	Ineffective	Not provided
Q22-1. City website, www.ucitymo.org	14.5%	20.0%	19.8%	7.2%	6.0%	32.5%
Q22-2. ROARS newsletter	25.2%	24.3%	16.7%	4.5%	3.2%	26.2%
Q22-3. Parks & Recreation guide	11.5%	18.2%	20.2%	5.2%	6.5%	38.5%
Q22-4. Civic Plus Notify Me	2.0%	2.5%	11.0%	4.5%	17.5%	62.5%
Q22-5. Facebook (City of University City, MO)	2.3%	4.5%	11.7%	3.7%	16.0%	61.8%
Q22-6. Twitter (@UniversityCityMo)	0.8%	2.3%	10.2%	3.3%	17.8%	65.5%
Q22-7. NextDoor	10.5%	11.7%	14.5%	6.5%	10.8%	46.0%
Q22-8. Instagram (UniversityCityMO)	1.0%	2.2%	10.0%	2.7%	17.7%	66.5%

**WITHOUT "NOT PROVIDED" RESPONSES****Q22. City Communication: Please indicate how effective you feel it is in keeping you informed about City services, programs, and projects. (without "not provided")**

(N=600)

	Effective	4	3	2	Ineffective
Q22-1. City website, www.ucitymo.org	21.5%	29.6%	29.4%	10.6%	8.9%
Q22-2. ROARS newsletter	34.1%	33.0%	22.6%	6.1%	4.3%
Q22-3. Parks & Recreation guide	18.7%	29.5%	32.8%	8.4%	10.6%
Q22-4. Civic Plus Notify Me	5.3%	6.7%	29.3%	12.0%	46.7%
Q22-5. Facebook (City of University City, MO)	6.1%	11.8%	30.6%	9.6%	41.9%
Q22-6. Twitter (@UniversityCityMo)	2.4%	6.8%	29.5%	9.7%	51.7%
Q22-7. NextDoor	19.4%	21.6%	26.9%	12.0%	20.1%
Q22-8. Instagram (UniversityCityMO)	3.0%	6.5%	29.9%	8.0%	52.7%



**Q23. Which TWO of the City communication methods listed in Question 22 do you MOST PREFER to use to get information about the City?**

Q23. Top choice	Number	Percent
City website, www.ucitymo.org	196	32.7 %
ROARS newsletter	175	29.2 %
Parks & Recreation guide	21	3.5 %
Civic Plus Notify Me	14	2.3 %
Facebook (City of University City, MO)	16	2.7 %
Twitter (@UniversityCityMo)	3	0.5 %
NextDoor	57	9.5 %
Instagram (UniversityCityMO)	3	0.5 %
None chosen	115	19.2 %
Total	600	100.0 %

**Q23. Which TWO of the City communication methods listed in Question 22 do you MOST PREFER to use to get information about the City?**

Q21. 2nd choice	Number	Percent
City website, www.ucitymo.org	92	15.3 %
ROARS newsletter	138	23.0 %
Parks & Recreation guide	80	13.3 %
Civic Plus Notify Me	11	1.8 %
Facebook (City of University City, MO)	39	6.5 %
Twitter (@UniversityCityMo)	11	1.8 %
NextDoor	65	10.8 %
Instagram (UniversityCityMO)	11	1.8 %
None chosen	153	25.5 %
Total	600	100.0 %

**SUM OF THE TOP TWO CHOICES****Q23. Which TWO of the City communication methods listed in Question 22 do you MOST PREFER to use to get information about the City? (Top 2)**

Sum of the top two choices	Number	Percent
City website, www.ucitymo.org	288	48.0 %
ROARS newsletter	313	52.2 %
Parks & Recreation guide	101	16.8 %
Civic Plus Notify Me	25	4.2 %
Facebook (City of University City, MO)	55	9.2 %
Twitter (@UniversityCityMo)	14	2.3 %
NextDoor	122	20.3 %
Instagram (UniversityCityMO)	14	2.3 %
None chosen	115	19.2 %
Total	1047	

**Q24. Have you heard about the ability to get the ROARS newsletter via email, instead of a hard copy?**

Q24. Have you heard about ability to get ROARS newsletter via email	Number	Percent
Yes	105	17.5 %
No	472	78.7 %
Don't know	23	3.8 %
Total	600	100.0 %

**WITHOUT "DON'T KNOW" RESPONSES****Q24. Have you heard about the ability to get the ROARS newsletter via email, instead of a hard copy? (without "don't know")**

Q24. Have you heard about ability to get ROARS newsletter via email	Number	Percent
Yes	105	18.2 %
No	472	81.8 %
Total	577	100.0 %

**Q24a. Is that something you would be interested in?**

Q24a. Is that something you would be interested in	Number	Percent
Yes	32	30.5 %
No	64	61.0 %
I've already signed up	6	5.7 %
Not provided	3	2.9 %
Total	105	100.0 %

**WITHOUT "NOT PROVIDED" RESPONSES****Q24a. Is that something you would be interested in? (without "not provided")**

Q24a. Is that something you would be interested in	Number	Percent
Yes	32	31.4 %
No	64	62.7 %
I've already signed up	6	5.9 %
Total	102	100.0 %

**Q25. City Communication: Please rate your satisfaction with each of the following.**

(N=600)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25-1. Availability of information about City programs & services	10.7%	38.2%	27.8%	8.5%	3.2%	11.7%
Q25-2. City's efforts to keep you informed about local issues	10.8%	34.0%	31.0%	10.0%	3.7%	10.5%
Q25-3. How open City is to public involvement & input from residents	10.7%	29.2%	27.5%	9.5%	4.2%	19.0%
Q25-4. Quality of City's website	6.8%	30.3%	25.2%	7.2%	2.2%	28.3%
Q25-5. How well City communicates notices of public meetings	8.7%	25.0%	33.0%	9.3%	3.2%	20.8%
Q25-6. How well City's communications meet your needs	7.7%	32.8%	32.7%	8.8%	3.2%	14.8%

**WITHOUT "DON'T KNOW" RESPONSES****Q25. City Communication: Please rate your satisfaction with each of the following. (without "don't know")**

(N=600)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25-1. Availability of information about City programs & services	12.1%	43.2%	31.5%	9.6%	3.6%
Q25-2. City's efforts to keep you informed about local issues	12.1%	38.0%	34.6%	11.2%	4.1%
Q25-3. How open City is to public involvement & input from residents	13.2%	36.0%	34.0%	11.7%	5.1%
Q25-4. Quality of City's website	9.5%	42.3%	35.1%	10.0%	3.0%
Q25-5. How well City communicates notices of public meetings	10.9%	31.6%	41.7%	11.8%	4.0%
Q25-6. How well City's communications meet your needs	9.0%	38.6%	38.4%	10.4%	3.7%

**Q26. How satisfied are you with culture, dining, and shopping in University City?**

Q26. How satisfied are you with culture, dining, & shopping in University City

	Number	Percent
Very satisfied	129	21.5 %
Satisfied	260	43.3 %
Neutral	112	18.7 %
Dissatisfied	50	8.3 %
Very dissatisfied	15	2.5 %
Don't know	34	5.7 %
Total	600	100.0 %

**WITHOUT "DON'T KNOW" RESPONSES****Q26. How satisfied are you with culture, dining, and shopping in University City? (without "don't know")**

Q26. How satisfied are you with culture, dining, & shopping in University City

	Number	Percent
Very satisfied	129	22.8 %
Satisfied	260	45.9 %
Neutral	112	19.8 %
Dissatisfied	50	8.8 %
Very dissatisfied	15	2.7 %
Total	566	100.0 %

**Q27. Waste Collection Service: Please rate your satisfaction with each of the following.**

(N=600)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q27-1. Quality of residential trash collection services	50.2%	36.8%	4.5%	3.3%	0.7%	4.5%
Q27-2. Quality of recycling collection services	46.5%	38.8%	4.7%	2.2%	0.7%	7.2%
Q27-3. Quality of yard waste collection services	37.2%	34.5%	10.3%	6.8%	1.2%	10.0%

**WITHOUT "DON'T KNOW" RESPONSES****Q27. Waste Collection Service: Please rate your satisfaction with each of the following. (without "don't know")**

(N=600)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q27-1. Quality of residential trash collection services	52.5%	38.6%	4.7%	3.5%	0.7%
Q27-2. Quality of recycling collection services	50.1%	41.8%	5.0%	2.3%	0.7%
Q27-3. Quality of yard waste collection services	41.3%	38.3%	11.5%	7.6%	1.3%

**Q28. Enforcement of Property Maintenance Codes: Please rate your satisfaction with each of the following.**

(N=600)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q28-1. Enforcing cleanup of litter & debris on private property	9.2%	26.8%	21.2%	14.2%	4.7%	24.0%
Q28-2. Enforcing mowing & trimming of lawns on private property	9.5%	26.8%	22.2%	13.5%	4.0%	24.0%
Q28-3. Enforcing maintenance of residential property (exterior of homes)	9.8%	24.7%	23.7%	12.3%	5.2%	24.3%
Q28-4. Enforcing maintenance of commercial property	7.8%	23.7%	25.5%	11.2%	3.5%	28.3%
Q28-5. Enforcing codes designed to address public safety & nuisance issues	8.7%	21.3%	25.5%	10.3%	3.3%	30.8%

**WITHOUT "DON'T KNOW" RESPONSES****Q28. Enforcement of Property Maintenance Codes: Please rate your satisfaction with each of the following. (without "don't know")**

(N=600)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q28-1. Enforcing cleanup of litter & debris on private property	12.1%	35.3%	27.9%	18.6%	6.1%
Q28-2. Enforcing mowing & trimming of lawns on private property	12.5%	35.3%	29.2%	17.8%	5.3%
Q28-3. Enforcing maintenance of residential property (exterior of homes)	13.0%	32.6%	31.3%	16.3%	6.8%
Q28-4. Enforcing maintenance of commercial property	10.9%	33.0%	35.6%	15.6%	4.9%
Q28-5. Enforcing codes designed to address public safety & nuisance issues	12.5%	30.8%	36.9%	14.9%	4.8%

**Q29. In the past 12 months, have you contacted the City's Planning and Development Department Code Division to report a violation?**

Q29. Have you contacted City's Planning & Development Department Code Division to report a violation in past 12 months	Number	Percent
Yes	65	10.8 %
No	535	89.2 %
Total	600	100.0 %

**Q29a. Which of the categories from Question 28 did you report?**

Q29a. Which categories did you report	Number	Percent
Enforcing cleanup of litter & debris on private property	25	38.5 %
Enforcing mowing & trimming of lawns on private property	34	52.3 %
Enforcing maintenance of residential property (exterior of homes)	24	36.9 %
Enforcing maintenance of commercial property	6	9.2 %
Enforcing codes designed to address public safety & nuisance issues	23	35.4 %
Total	112	

**Q30. Have you applied for building or occupancy permits?**

Q30. Have you applied for building or occupancy permits	Number	Percent
Yes	228	38.0 %
No	372	62.0 %
Total	600	100.0 %

**Q30a. Were you satisfied with the process?**

Q30a. Were you satisfied with the process	Number	Percent
Yes	177	77.6 %
No	47	20.6 %
Not provided	4	1.8 %
Total	228	100.0 %

**WITHOUT "NOT PROVIDED" RESPONSES****Q30a. Were you satisfied with the process? (without "not provided")**

Q30a. Were you satisfied with the process	Number	Percent
Yes	177	79.0 %
No	47	21.0 %
Total	224	100.0 %

**Q31. Planning and Development Process: Have you applied for a permit from planning and development?**

Q31. Have you applied for a permit from planning & development	Number	Percent
Yes	78	13.0 %
No	522	87.0 %
Total	600	100.0 %

**Q31a. Planning and Development Process: If you have applied, please rate each of the following.**

(N=78)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q31a-1. Standards & quality of development	19.2%	38.5%	28.2%	5.1%	2.6%	6.4%
Q31a-2. Overall planning & development process	16.7%	34.6%	30.8%	10.3%	2.6%	5.1%
Q31a-3. Rigor of technical review & reporting by staff of development applications	14.1%	35.9%	26.9%	10.3%	2.6%	10.3%
Q31a-4. Access to information about current & proposed projects	11.5%	33.3%	28.2%	9.0%	3.8%	14.1%
Q31a-5. Ability to participate in development process as a citizen	9.0%	23.1%	34.6%	12.8%	2.6%	17.9%

**WITHOUT "DON'T KNOW" RESPONSES****Q31a. Planning and Development Process: If you have applied, please rate each of the following. (without "don't know")**

(N=78)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q31a-1. Standards & quality of development	20.5%	41.1%	30.1%	5.5%	2.7%
Q31a-2. Overall planning & development process	17.6%	36.5%	32.4%	10.8%	2.7%
Q31a-3. Rigor of technical review & reporting by staff of development applications	15.7%	40.0%	30.0%	11.4%	2.9%
Q31a-4. Access to information about current & proposed projects	13.4%	38.8%	32.8%	10.4%	4.5%
Q31a-5. Ability to participate in development process as a citizen	10.9%	28.1%	42.2%	15.6%	3.1%



**Q32. For which of the following areas do you support the City's use of financial incentives to attract and expand?**

Q32. For which areas should City use financial incentives to attract & expand

	Number	Percent
Offices/corporations	214	35.7 %
Retail	367	61.2 %
Downtown high density/market rate residential	197	32.8 %
Total	778	

**Q33. Customer Service: Have you contacted the City with a question, problem, or complaint during the past year?**

Q33. Have you contacted City with a question, problem, or complaint during past year

	Number	Percent
Yes	191	31.8 %
No	409	68.2 %
Total	600	100.0 %

**Q33b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Please rate each of the following based on your most recent experience.**

(N=191)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q33b-1. How easy the department was to contact	26.7%	39.3%	13.1%	13.1%	7.3%	0.5%
Q33b-2. How courteously you were treated	35.6%	36.1%	16.8%	5.2%	5.8%	0.5%
Q33b-3. Technical competence & knowledge of City employees who assisted you	29.3%	29.3%	20.4%	11.0%	7.3%	2.6%
Q33b-4. Overall responsiveness of City employees to your request or concern	34.6%	22.0%	14.7%	15.7%	12.0%	1.0%

**WITHOUT "DON'T KNOW" RESPONSES**

**Q33b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Please rate each of the following based on your most recent experience. (without "don't know")**

(N=191)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q33b-1. How easy the department was to contact	26.8%	39.5%	13.2%	13.2%	7.4%
Q33b-2. How courteously you were treated	35.8%	36.3%	16.8%	5.3%	5.8%
Q33b-3. Technical competence & knowledge of City employees who assisted you	30.1%	30.1%	21.0%	11.3%	7.5%
Q33b-4. Overall responsiveness of City employees to your request or concern	34.9%	22.2%	14.8%	15.9%	12.2%

**Q34. Transportation: Please rate your satisfaction with the quality of the following.**

(N=600)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q34-1. Ease of north/south travel	19.8%	48.5%	17.3%	2.8%	0.8%	10.7%
Q34-2. Ease of east/west travel	19.5%	49.3%	15.7%	4.5%	0.5%	10.5%
Q34-3. Ease of travel from home to schools	17.0%	31.5%	14.7%	1.3%	0.0%	35.5%
Q34-4. Ease of travel from your home to work	22.2%	38.8%	15.0%	1.5%	0.0%	22.5%
Q34-5. Availability of public transportation	9.0%	21.3%	21.0%	8.0%	2.5%	38.2%
Q34-6. Availability of bicycle lanes	8.2%	21.2%	25.0%	16.0%	3.2%	26.5%
Q34-7. Availability of pedestrian walkways	11.3%	39.3%	21.7%	11.0%	1.8%	14.8%
Q34-8. Availability of parking in residential areas	15.7%	49.2%	17.8%	5.8%	1.8%	9.7%
Q34-9. Availability of parking in business districts	11.7%	37.7%	22.0%	14.3%	3.2%	11.2%
Q34-10. Availability of parking Downtown	9.5%	30.2%	22.0%	18.0%	4.0%	16.3%
Q34-11. Width of sidewalks in business districts	13.7%	47.0%	20.3%	4.0%	1.2%	13.8%
Q34-12. Long term transportation planning	5.5%	9.5%	21.2%	8.3%	4.8%	50.7%

**WITHOUT "DON'T KNOW" RESPONSES****Q34. Transportation: Please rate your satisfaction with the quality of the following. (without "don't know")**

(N=600)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q34-1. Ease of north/south travel	22.2%	54.3%	19.4%	3.2%	0.9%
Q34-2. Ease of east/west travel	21.8%	55.1%	17.5%	5.0%	0.6%
Q34-3. Ease of travel from home to schools	26.4%	48.8%	22.7%	2.1%	0.0%
Q34-4. Ease of travel from your home to work	28.6%	50.1%	19.4%	1.9%	0.0%
Q34-5. Availability of public transportation	14.6%	34.5%	34.0%	12.9%	4.0%
Q34-6. Availability of bicycle lanes	11.1%	28.8%	34.0%	21.8%	4.3%
Q34-7. Availability of pedestrian walkways	13.3%	46.2%	25.4%	12.9%	2.2%
Q34-8. Availability of parking in residential areas	17.3%	54.4%	19.7%	6.5%	2.0%
Q34-9. Availability of parking in business districts	13.1%	42.4%	24.8%	16.1%	3.6%
Q34-10. Availability of parking Downtown	11.4%	36.1%	26.3%	21.5%	4.8%
Q34-11. Width of sidewalks in business districts	15.9%	54.5%	23.6%	4.6%	1.4%
Q34-12. Long term transportation planning	11.1%	19.3%	42.9%	16.9%	9.8%

**Q35. How supportive are you of the following?**

(N=600)

	Very supportive	Somewhat supportive	Somewhat unsupportive	Very unsupportive	Don't know
Q35-1. Developing additional bike lanes on roadways if it required a reduction in vehicular travel lanes	22.0%	28.0%	22.3%	17.0%	10.7%
Q35-2. Developing additional bike lanes on roadways if it required eliminating street parking	15.7%	23.2%	23.0%	28.7%	9.5%

**WITHOUT "DON'T KNOW" RESPONSES****Q35. How supportive are you of the following? (without "don't know")**

(N=600)

	Very supportive	Somewhat supportive	Somewhat unsupportive	Very unsupportive
Q35-1. Developing additional bike lanes on roadways if it required a reduction in vehicular travel lanes	24.6%	31.3%	25.0%	19.0%
Q35-2. Developing additional bike lanes on roadways if it required eliminating street parking	17.3%	25.6%	25.4%	31.7%

**Q36. How likely would you be to recommend University City to a friend or colleague...**

(N=600)

	Very likely	Likely	Neutral	Not likely	Not likely at all	Don't know
Q36-1. As a place to live	48.8%	36.3%	11.2%	2.2%	0.8%	0.7%
Q36-2. As a place to raise children	33.5%	32.0%	18.2%	7.2%	1.5%	7.7%
Q36-3. As a place to retire	36.5%	30.5%	17.3%	8.7%	2.3%	4.7%
Q36-4. As a place to work	31.5%	24.3%	24.8%	3.3%	1.0%	15.0%
Q36-5. As a place to build a business	26.0%	23.7%	26.3%	4.5%	1.3%	18.2%
Q36-6. As a place to visit	44.7%	35.2%	14.0%	3.5%	1.0%	1.7%
Q36-7. Overall quality of life in University City	38.2%	45.2%	12.5%	1.5%	0.8%	1.8%

**WITHOUT "DON'T KNOW" RESPONSES****Q36. How likely would you be to recommend University City to a friend or colleague... (without "don't know")**

(N=600)

	Very likely	Likely	Neutral	Not likely	Not likely at all
Q36-1. As a place to live	49.2%	36.6%	11.2%	2.2%	0.8%
Q36-2. As a place to raise children	36.3%	34.7%	19.7%	7.8%	1.6%
Q36-3. As a place to retire	38.3%	32.0%	18.2%	9.1%	2.4%
Q36-4. As a place to work	37.1%	28.6%	29.2%	3.9%	1.2%
Q36-5. As a place to build a business	31.8%	28.9%	32.2%	5.5%	1.6%
Q36-6. As a place to visit	45.4%	35.8%	14.2%	3.6%	1.0%
Q36-7. Overall quality of life in University City	38.9%	46.0%	12.7%	1.5%	0.8%

**Q37. The City Provides City Services Equitably: Please rate your level of agreement with how fairly and impartially each City department treats all members of the public.**

(N=600)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q37-1. Planning & Zoning	3.3%	7.3%	6.8%	1.5%	1.2%	79.8%
Q37-2. Building Permits	3.8%	8.2%	8.2%	2.0%	0.8%	77.0%
Q37-3. Code Enforcement	4.8%	9.2%	9.2%	3.0%	2.2%	71.7%
Q37-4. Police	16.7%	18.2%	9.7%	2.3%	1.2%	52.0%
Q37-5. Fire & Emergency Medical Services (EMS)	15.0%	14.2%	6.0%	0.7%	0.2%	64.0%
Q37-6. Parks & Recreation	11.8%	19.3%	8.7%	2.7%	0.7%	56.8%
Q37-7. Municipal Court	3.3%	4.7%	8.3%	1.3%	0.7%	81.7%
Q37-8. Public Works & Street Maintenance	9.3%	15.0%	10.8%	4.3%	3.0%	57.5%
Q37-9. Trash, Recycling, & Yard Waste Collection	21.2%	24.7%	10.0%	3.2%	1.5%	39.5%

**WITHOUT "DON'T KNOW" RESPONSES**

**Q37. The City Provides City Services Equitably: Please rate your level of agreement with how fairly and impartially each City department treats all members of the public. (without "don't know")**

(N=600)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q37-1. Planning & Zoning	16.5%	36.4%	33.9%	7.4%	5.8%
Q37-2. Building Permits	16.7%	35.5%	35.5%	8.7%	3.6%
Q37-3. Code Enforcement	17.1%	32.4%	32.4%	10.6%	7.6%
Q37-4. Police	34.7%	37.8%	20.1%	4.9%	2.4%
Q37-5. Fire & Emergency Medical Services (EMS)	41.7%	39.4%	16.7%	1.9%	0.5%
Q37-6. Parks & Recreation	27.4%	44.8%	20.1%	6.2%	1.5%
Q37-7. Municipal Court	18.2%	25.5%	45.5%	7.3%	3.6%
Q37-8. Public Works & Street Maintenance	22.0%	35.3%	25.5%	10.2%	7.1%
Q37-9. Trash, Recycling, & Yard Waste Collection	35.0%	40.8%	16.5%	5.2%	2.5%



**Q38. How long have you been a resident of University City?**

Q38. How long have you been a resident of University City	Number	Percent
0-5	119	19.8 %
6-10	65	10.8 %
11-15	44	7.3 %
16-20	49	8.2 %
21-30	100	16.7 %
31+	206	34.3 %
Not provided	17	2.8 %
Total	600	100.0 %

**WITHOUT "NOT PROVIDED" RESPONSES****Q38. How long have you been a resident of University City? (without "not provided")**

Q38. How long have you been a resident of University City	Number	Percent
0-5	119	20.4 %
6-10	65	11.1 %
11-15	44	7.5 %
16-20	49	8.4 %
21-30	100	17.2 %
31+	206	35.3 %
Total	583	100.0 %

**Q40. Which of the following best describes your household?**

Q40. Which following best describes your household	Number	Percent
Own–single family home	482	80.3 %
Own–multifamily unit (condo, apartment, duplex)	30	5.0 %
Rent or lease–single family home	29	4.8 %
Rent–multifamily unit (condo, apartment, duplex)	40	6.7 %
Not provided	19	3.2 %
Total	600	100.0 %

**WITHOUT “NOT PROVIDED” RESPONSES****Q40. Which of the following best describes your household? (without "not provided")**

Q40. Which following best describes your household	Number	Percent
Own–single family home	482	83.0 %
Own–multifamily unit (condo, apartment, duplex)	30	5.2 %
Rent or lease–single family home	29	5.0 %
Rent–multifamily unit (condo, apartment, duplex)	40	6.9 %
Total	581	100.0 %

**Q41. What is your age?**

Q41. Your age	Number	Percent
18-34	100	16.7 %
35-44	109	18.2 %
45-54	103	17.2 %
55-64	115	19.2 %
65+	117	19.5 %
Not provided	56	9.3 %
Total	600	100.0 %

**WITHOUT “NOT PROVIDED” RESPONSES****Q41. What is your age? (without "not provided")**

Q41. Your age	Number	Percent
18-34	100	18.4 %
35-44	109	20.0 %
45-54	103	18.9 %
55-64	115	21.1 %
65+	117	21.5 %
Total	544	100.0 %

**Q42. Including yourself, how many people in your household are...**

	Number	Percent
Under age 5	59	4.9%
Ages 5-9	31	2.6%
Ages 10-14	25	2.1%
Ages 15-19	54	4.5%
Ages 20-24	43	3.6%
Ages 25-34	128	10.7%
Ages 35-44	183	15.3%
Ages 45-54	175	14.6%
Ages 55-64	239	19.9%
Ages 65-74	169	14.1%
Ages 75+	93	7.8%
Total	1199	100.0%

**Q43. Would you say your total annual household income is?**

Q43. Your total annual household income	Number	Percent
Under \$30K	66	11.0 %
\$30K to \$59,999	112	18.7 %
\$60K to \$99,999	125	20.8 %
\$100K to \$149,999	66	11.0 %
\$150K to \$199,999	59	9.8 %
\$200K+	51	8.5 %
Not provided	121	20.2 %
Total	600	100.0 %

**WITHOUT "NOT PROVIDED" RESPONSES****Q43. Would you say your total annual household income is? (without "not provided")**

Q43. Your total annual household income	Number	Percent
Under \$30K	66	13.8 %
\$30K to \$59,999	112	23.4 %
\$60K to \$99,999	125	26.1 %
\$100K to \$149,999	66	13.8 %
\$150K to \$199,999	59	12.3 %
\$200K+	51	10.6 %
Total	479	100.0 %

**Q44. Which of the following best describes your race/ethnicity?**

<u>Q44. Which best describes your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
White/Caucasian	332	55.3 %
Hispanic/Latino/Spanish	16	2.7 %
Asian/Pacific Islander	30	5.0 %
African American/Black	210	35.0 %
Native American/Alaska Native	2	0.3 %
Other	8	1.3 %
Total	598	

**Q44-6. Self-describe your race/ethnicity:**

<u>Q44-6. Other</u>	<u>Number</u>	<u>Percent</u>
Mixed	3	37.5 %
Jewish	2	25.0 %
Complex mix	1	12.5 %
Various African and Native American	1	12.5 %
More than one	1	12.5 %
Total	8	100.0 %

**Q45. Your gender:**

<u>Q45. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	292	48.7 %
Female	297	49.5 %
Not provided	11	1.8 %
Total	600	100.0 %

**WITHOUT "NOT PROVIDED" RESPONSES****Q45. Your gender: (without "not provided")**

<u>Q45. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	292	49.6 %
Female	297	50.4 %
Total	589	100.0 %

**Q46. Which Ward do you live in?**

Q46. Which Ward do you live in	Number	Percent
First	148	24.7 %
Second	139	23.2 %
Third	124	20.7 %
Not provided	189	31.5 %
Total	600	100.0 %

**WITHOUT "NOT PROVIDED" RESPONSES****Q46. Which Ward do you live in? (without "not provided")**

Q46. Which Ward do you live in	Number	Percent
First	148	36.0 %
Second	139	33.8 %
Third	124	30.2 %
Total	411	100.0 %

# **Section 7: Survey Instrument**



**Mayor Terry Crow**

6801 Delmar Boulevard, University City, Missouri 63130, Phone: (314) 505-8506, Fax: (314) 863-9146

Dear University City Resident:

We are living in challenging times. Yet despite the cruel impacts of COVID-19 and society's treatment of Black, Brown, and Asian people, University City residents like you have demonstrated your empathy and embraced our diverse community. Like you, I am proud to call University City my home!

Now it is time to use the lessons of the past to help guide our path forward. As a City committed to a better future, we ask you to share your input as we reflect on how services provided by the City of University City can best meet your needs and expectations. Your input on the enclosed survey is extremely important.

I realize the survey takes time to complete, but every question counts. The time you invest in completing this survey will influence decisions that will be made about University City's future. We want to know what you think of the services you receive.

Please return your completed survey as soon as possible using the postage-paid envelope provided. If you prefer, you can complete the online survey at [www.UniversityCityGov.org](http://www.UniversityCityGov.org).

Individual responses to the survey will remain confidential. All survey data will be compiled and analyzed by ETC Institute, one of the nation's leading governmental research firms. ETC representatives will present survey results to the City this spring.

Please contact City Manager Gregory Rose at 314.505.8534 or at [grose@ucitymo.org](mailto:grose@ucitymo.org) if you have any questions.

Thank you in advance for your participation and help in shaping the future of University City.

Sincerely,

Terry Crow  
Mayor

## 2021 City of University City 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 priorities. If you have questions, please call City Manager Gregory Rose at 314.505.8534.

**1. Overall Satisfaction with City Services. Please rate your satisfaction with the quality of the following.**

City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of public safety services-police and fire	5	4	3	2	1	9
2. Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
3. Overall maintenance of City streets (Note the following roads are not maintained by University City: Olive, Hanley, Delmar, North & South, Pennsylvania, Vernon, Big Bend, McKnight/Woodson, Midland and Forest Park Pkwy)	5	4	3	2	1	9
4. Overall maintenance of City buildings/facilities	5	4	3	2	1	9
5. Overall enforcement of City codes and ordinances for buildings, housing and overall property maintenance	5	4	3	2	1	9
6. Overall quality of customer service you receive from City employees	5	4	3	2	1	9
7. Overall effectiveness of City communication with citizens	5	4	3	2	1	9
8. Overall flow of traffic and congestion management in the City	5	4	3	2	1	9

**2. Which THREE items from the list in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 1.]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

**3. Perceptions. Please rate each of the following.**

How would you rate The City of University City...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
01. Overall quality of services provided by the City	5	4	3	2	1	9
02. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
03. Overall image of the City	5	4	3	2	1	9
04. How well the City is planning and managing redevelopment	5	4	3	2	1	9
05. Overall quality of life in the City	5	4	3	2	1	9
06. Overall feeling of safety in the City	5	4	3	2	1	9
07. Quality of new residential development in the City	5	4	3	2	1	9
08. Quality of new commercial development in the City	5	4	3	2	1	9
09. Quality and efficiency of plan review and permitting services	5	4	3	2	1	9
10. Overall appearance of the City	5	4	3	2	1	9
11. Quality of special events and cultural opportunities	5	4	3	2	1	9
12. Quantity of special events and cultural opportunities	5	4	3	2	1	9
13. Recreational opportunities in the City	5	4	3	2	1	9

**4. Feeling of Safety. Please rate each of the following.**

How safe do you feel...	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Don't Know
1. Walking alone in your neighborhood during the day	4	3	2	1	9
2. Walking alone in The Loop after dark	4	3	2	1	9
3. Walking alone in The Loop during the day	4	3	2	1	9
4. Walking alone in your neighborhood after dark	4	3	2	1	9
5. As a pedestrian crossing streets in University City	4	3	2	1	9



**5. Public Safety. Please rate your satisfaction with the quality of the following.**

Public Safety		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	The visibility of police in my neighborhood	5	4	3	2	1	9
02.	The visibility of police in retail areas	5	4	3	2	1	9
03.	The City's efforts to prevent crime	5	4	3	2	1	9
04.	How quickly police respond to emergencies	5	4	3	2	1	9
05.	Overall competency of the University City Police Department	5	4	3	2	1	9
06.	Overall treatment of citizens by the University City Police Department	5	4	3	2	1	9
07.	Responsiveness of the Police Dept. in enforcing local traffic laws	5	4	3	2	1	9
08.	Fairness of the Police Department's practices in enforcing local traffic laws	5	4	3	2	1	9
09.	Police Department engagement within the community (foot/bike patrols, coffee with a cop, neighborhood meetings, etc.)	5	4	3	2	1	9
10.	Overall quality of University City Fire Department	5	4	3	2	1	9
11.	Effectiveness of fire prevention/safety programs	5	4	3	2	1	9
12.	How quickly Fire Department responds	5	4	3	2	1	9
13.	Overall competency of University City Fire Department	5	4	3	2	1	9
14.	The treatment/fairness of the City's municipal court	5	4	3	2	1	9

**6. Which THREE items from the list in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 5.]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

**7. How supportive are you of the City utilizing the following technology for public safety?**

Level of Support for...		Very Supportive	Somewhat Supportive	Somewhat Unsupportive	Very Unsupportive	Don't Know
1.	Public space cameras in your neighborhood	4	3	2	1	9
2.	License plate reader technology in your neighborhood	4	3	2	1	9
3.	Gunshot spotter	4	3	2	1	9
4.	Drone surveillance	4	3	2	1	9

**8. In the past 12 months, were you or anyone in your household the victim of any crime in University City?**

\_\_\_\_(1) Yes [Answer Q8a.]      \_\_\_\_ (2) No [Skip to Q9.]      \_\_\_\_ (9) Don't know [Skip to Q9.]

**8a. Did you report these crimes to the police?**      \_\_\_\_ (1) Yes      \_\_\_\_ (2) No      \_\_\_\_ (9) Don't know

**9. In the past 12 months, have you had ANY contact with the University City Police Department?**

\_\_\_\_ (1) Yes [Answer Q9a-b.]      \_\_\_\_ (2) No [Skip to Q10.]      \_\_\_\_ (9) Don't know [Skip to Q10.]

**9a. How would you rate the timeliness and contact?**

\_\_\_\_ (1) Excellent      \_\_\_\_ (2) Good      \_\_\_\_ (3) Fair      \_\_\_\_ (4) Poor      \_\_\_\_ (9) Don't know

**9b. What was the nature of the contact?**      \_\_\_\_ (1) Emergency      \_\_\_\_ (2) Non-Emergency

**10. In the past 12 months, have you had ANY contact with the University City Fire Department?**

\_\_\_\_ (1) Yes [Answer Q10a-b.]      \_\_\_\_ (2) No [Skip to Q11.]      \_\_\_\_ (9) Don't know [Skip to Q11.]

**10a. How would you rate the timeliness and contact?**

\_\_\_\_ (1) Excellent      \_\_\_\_ (2) Good      \_\_\_\_ (3) Fair      \_\_\_\_ (4) Poor      \_\_\_\_ (9) Don't know

10b. What was the nature of the contact? \_\_\_\_ (1) Emergency \_\_\_\_ (2) Non-Emergency

11. **City Maintenance/Public Works.** Please rate your satisfaction with the quality of the following.

City Maintenance/Public Works		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of street signs and traffic signals	5	4	3	2	1	9
02.	Maintenance of City buildings	5	4	3	2	1	9
03.	Snow removal on City streets	5	4	3	2	1	9
04.	Adequacy of City street lighting in business districts	5	4	3	2	1	9
05.	Condition of City sidewalks	5	4	3	2	1	9
06.	Landscaping/appearance of public areas along City streets	5	4	3	2	1	9
07.	Satisfaction with tree trimming/replacement program	5	4	3	2	1	9
08.	Adequacy of residential street lighting	5	4	3	2	1	9
09.	Curbside Recycling	5	4	3	2	1	9
10.	Drop-Off Recycling Location	5	4	3	2	1	9

12. Which THREE items from the list in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 11.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

13. For each of the issues listed, please indicate your level of agreement.

Environment and Sustainability		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The City should prioritize sustainable practices in policy and decision making	5	4	3	2	1	9
2.	The City should devote resources to raise awareness and understanding of sustainability	5	4	3	2	1	9

14. **Maintenance of City Streets.** Please rate your satisfaction with the quality of the following. Note: Hanley, Delmar, North & South, Pennsylvania, Vernon, Big Bend, McKnight/Woodson, Midland and Forest Park Pkwy are County Roads and should NOT be considered in your ratings.

Street Maintenance		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The quality of street repair services	5	4	3	2	1	9
2.	The quality of street cleaning services	5	4	3	2	1	9
3.	The quality of snow removal services	5	4	3	2	1	9
4.	The frequency of street cleaning services	5	4	3	2	1	9
5.	The frequency of leaf collection services	5	4	3	2	1	9
6.	Condition of County roads in the City: Hanley, Delmar, North & South, Pennsylvania, Vernon, Big Bend, McKnight/Woodson, Midland and Forest Park Pkwy	5	4	3	2	1	9
7.	Condition of State roads in the City: Olive Blvd	5	4	3	2	1	9

15. Are you familiar with recycling services offered by the City of University City?

\_\_\_\_ (1) Yes \_\_\_\_ (2) No

16. Does your household currently recycle?

\_\_\_\_ (1) Yes [Answer Q16a.] \_\_\_\_ (2) No [Skip to Q17.] \_\_\_\_ (9) Don't know [Skip to Q17.]

16a. How do you recycle?

\_\_\_\_ (1) Curbside \_\_\_\_ (2) Drop off facility \_\_\_\_ (3) Other: \_\_\_\_\_ \_\_\_\_ (9) Don't know

**17. Parks and Recreation. Please rate your satisfaction with the quality of the following.**

Parks and Recreation		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of City parks	5	4	3	2	1	9
02.	How close neighborhood parks are to your home	5	4	3	2	1	9
03.	Number of walking and biking trails in parks	5	4	3	2	1	9
04.	Quality of walking and biking trails in parks	5	4	3	2	1	9
05.	Number of outdoor athletic fields	5	4	3	2	1	9
06.	Quality of outdoor athletic fields	5	4	3	2	1	9
07.	Availability of information about City parks and recreation programs	5	4	3	2	1	9
08.	City's youth fitness programs	5	4	3	2	1	9
09.	City's adult fitness programs	5	4	3	2	1	9
10.	Heman Park Community Center	5	4	3	2	1	9
11.	Heman Park Pool	5	4	3	2	1	9
12.	Centennial Commons	5	4	3	2	1	9
13.	Ruth Park Golf Course	5	4	3	2	1	9

**18. Which THREE items from the list in Question 17 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 17.]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

**19. In the past 12 months, has anyone in your household used any of University City's parks, recreation facilities, or recreation programs?**

\_\_\_\_(1) Yes    \_\_\_\_ (2) No    \_\_\_\_ (9) Don't know

**20. Please rate the importance of each of the following Parks and Recreation initiatives.**

Parks and Recreation Initiatives		Very Important	Important	Neutral	Not Important	Don't Know
1.	Your feeling of safety in City parks	4	3	2	1	9
2.	Green space (park) expansion	4	3	2	1	9
3.	Neighborhood park improvements	4	3	2	1	9
4.	Playground improvements	4	3	2	1	9
5.	Park maintenance	4	3	2	1	9

**21. Which THREE initiatives from the list in Question 20 are of the HIGHEST PRIORITY for you and your family? [Write in your answers below using the numbers from the list in Question 20.]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

**22. City Communication. For each of the items below, please rate how often you use each one, and how effective you feel it is in keeping you informed about City services, programs, and projects.**

City Communication	My Usage					Effectiveness					
	Often				Never	Effective			Ineffective		
1.	The City website, <a href="http://ucitymo.org">ucitymo.org</a>	5	4	3	2	1	5	4	3	2	1
2.	ROARS newsletter	5	4	3	2	1	5	4	3	2	1
3.	Parks and Recreation guide	5	4	3	2	1	5	4	3	2	1
4.	Civic Plus Notify Me	5	4	3	2	1	5	4	3	2	1
5.	Facebook (City of University City, MO)	5	4	3	2	1	5	4	3	2	1
6.	Twitter (@UniversityCityMo)	5	4	3	2	1	5	4	3	2	1
7.	NextDoor	5	4	3	2	1	5	4	3	2	1
8.	Instagram (UniversityCityMO)	5	4	3	2	1	5	4	3	2	1

**23. Which TWO of the City communication methods listed in Question 22 do you MOST PREFER to use to get information about the City? [Write in your answers below using the numbers from the list in Question 22.]**

1st: \_\_\_\_ 2nd: \_\_\_\_

**24. Have you heard about the ability to get the ROARS newsletter via email, instead of a hard copy?**

\_\_\_(1) Yes [Answer Q24a.]      \_\_\_(2) No [Skip to Q25.]      \_\_\_(9) Don't know [Skip to Q25.]

**24a. Is that something you would be interested in?**

\_\_\_(1) Yes      \_\_\_(2) No      \_\_\_(3) I've already signed up

**25. City Communication. Please rate your satisfaction with each of the following.**

City Communication	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The availability of information about City programs and services	5	4	3	2	1	9
2. City's efforts to keep you informed about local issues	5	4	3	2	1	9
3. How open the City is to public involvement and input from residents	5	4	3	2	1	9
4. The quality of the City's website	5	4	3	2	1	9
5. How well the City communicates notices of public meetings	5	4	3	2	1	9
6. How well the City's communications meet your needs	5	4	3	2	1	9

**26. How satisfied are you with culture, dining, and shopping in University City?**

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

**27. Waste Collection Service. Please rate your satisfaction with each of the following.**

Waste Collection	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of residential trash collection services	5	4	3	2	1	9
2. Quality of recycling collection services	5	4	3	2	1	9
3. Quality of yard waste collection services	5	4	3	2	1	9

**28. Enforcement of Property Maintenance Codes. Please rate your satisfaction with each of the following.**

Property Maintenance	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
2. Enforcing the mowing and trimming of lawns on private property	5	4	3	2	1	9
3. Enforcing the maintenance of residential property (exterior of homes)	5	4	3	2	1	9
4. Enforcing the maintenance of commercial property	5	4	3	2	1	9
5. Enforcing codes designed to address public safety and nuisance issues	5	4	3	2	1	9

**29. In the past 12 months, have you contacted the City's Planning and Development Department Code Division to report a violation?**

\_\_\_(1) Yes [Answer Q29a.]      \_\_\_(2) No [Skip to Q30.]

**29a. Which of the categories from Question 28 did you report?**

Circle all that apply:      1      2      3      4      5

**30. Have you applied for building or occupancy permits? \_\_\_(1) Yes [Answer Q30a.]      \_\_\_(2) No [Skip to Q31.]**

**30a. Were you satisfied with the process? \_\_\_(1) Yes [Answer Q31.]      \_\_\_(2) No [Skip to Q30b.]**

**30b. Why were you dissatisfied with the process?**

**31. Planning and Development Process. Have you applied for a permit from planning and development?**

\_\_\_\_(1) Yes [Answer Q31a-b.]      \_\_\_\_ (2) No [Skip to Q32.]

**31a. Please rate each of the following.**

Planning and Development		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Standards and quality of development	5	4	3	2	1	9
2.	Overall planning and development process	5	4	3	2	1	9
3.	Rigor of technical review and reporting by staff of development applications	5	4	3	2	1	9
4.	Access to information about current and proposed projects	5	4	3	2	1	9
5.	Ability to participate in development process as a citizen	5	4	3	2	1	9

**31b. If you answered "Dissatisfied" or "Very Dissatisfied" for any items in Question 32, please explain.**

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**32. For which of the following areas do you support the City's use of financial incentives to attract and expand? (Check all that apply)**

\_\_\_\_(1) Offices/Corporations      \_\_\_\_ (2) Retail      \_\_\_\_ (3) Downtown High Density/Market Rate Residential

**33. Customer Service. Have you contacted the City with a question, problem, or complaint during the past year?**

\_\_\_\_(1) Yes [Answer Q33a-b.]      \_\_\_\_ (2) No [Skip to Q34.]

**33a. Which City department did you contact most recently?** \_\_\_\_\_

**33b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Please rate each of the following based on your most recent experience.**

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

**34. Transportation. Please rate your satisfaction with the quality of the following.**

Transportation		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Ease of north/south travel	5	4	3	2	1	9
02.	Ease of east/west travel	5	4	3	2	1	9
03.	Ease of travel from home to schools	5	4	3	2	1	9
04.	Ease of travel from your home to work	5	4	3	2	1	9
05.	Availability of public transportation	5	4	3	2	1	9
06.	Availability of bicycle lanes	5	4	3	2	1	9
07.	Availability of pedestrian walkways	5	4	3	2	1	9
08.	Availability of parking in residential areas	5	4	3	2	1	9
09.	Availability of parking in business districts	5	4	3	2	1	9
10.	Availability of parking Downtown	5	4	3	2	1	9
11.	Width of sidewalks in business districts	5	4	3	2	1	9
12.	Long term transportation planning	5	4	3	2	1	9

**35. How supportive are you of the following?**

Level of Support for...	Very Supportive	Somewhat Supportive	Somewhat Unsupportive	Very Unsupportive	Don't Know
1. Developing additional bike lanes on roadways if it required a reduction in vehicular travel lanes	4	3	2	1	9
2. Developing additional bike lanes on roadways if it required eliminating street parking	4	3	2	1	9

**36. How likely would you be to recommend University City to a friend or colleague...**

	Very Likely	Likely	Neutral	Not Likely	Not Likely at All	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to retire	5	4	3	2	1	9
4. As a place to work	5	4	3	2	1	9
5. As a place to build a business	5	4	3	2	1	9
6. As a place to visit	5	4	3	2	1	9
7. The overall quality of life in University City	5	4	3	2	1	9

**37. The City Provides City Services Equitably. Please rate your level of agreement with how fairly and impartially each City department treats all members of the public. If you have not interacted with this department in the past 12 months please circle "9" for a "Don't Know" response.**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. Planning and Zoning	5	4	3	2	1	9
2. Building Permits	5	4	3	2	1	9
3. Code Enforcement	5	4	3	2	1	9
4. Police	5	4	3	2	1	9
5. Fire and Emergency Medical Services (EMS)	5	4	3	2	1	9
6. Parks and Recreation	5	4	3	2	1	9
7. Municipal Court	5	4	3	2	1	9
8. Public Works and Streets Maintenance	5	4	3	2	1	9
9. Trash, Recycling, and Yard Waste Collection	5	4	3	2	1	9

**38. How long have you been a resident of University City? \_\_\_\_\_ years**

**39. If you have lived in University City for less than 10 years, from where did you move?**

City: \_\_\_\_\_ State: \_\_\_\_\_

**40. Which of the following best describes your household?**

- \_\_\_\_ (1) Own-Single Family Home
- \_\_\_\_ (2) Own-Multifamily Unit (Condo, Apartment, Duplex)
- \_\_\_\_ (3) Rent or Lease-Single Family Home
- \_\_\_\_ (4) Rent-Multifamily Unit (Condo, Apartment, Duplex)

**41. What is your age? \_\_\_\_\_ years**

**42. Including yourself, how many people in your household are...**

Under age 5: \_\_\_\_\_ Ages 15-19: \_\_\_\_\_ Ages 35-44: \_\_\_\_\_ Ages 65-74: \_\_\_\_\_  
 Ages 5-9: \_\_\_\_\_ Ages 20-24: \_\_\_\_\_ Ages 45-54: \_\_\_\_\_ Ages 75+: \_\_\_\_\_  
 Ages 10-14: \_\_\_\_\_ Ages 25-34: \_\_\_\_\_ Ages 55-64: \_\_\_\_\_

**43. Would you say your total annual household income is...**

- \_\_\_\_ (1) Under \$30,000
- \_\_\_\_ (2) \$30,000 to \$59,999
- \_\_\_\_ (3) \$60,000 to \$99,999
- \_\_\_\_ (4) \$100,000 to \$149,999
- \_\_\_\_ (5) \$150,000 to \$199,999
- \_\_\_\_ (6) \$200,000 or more

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

- (1) White/Caucasian                       (3) Asian/Pacific Islander                       (5) Native American/Eskimo  
 (2) Hispanic/Latino/Spanish                       (4) African American/Black                       (6) Other: \_\_\_\_\_

**45. Your gender:**                       (1) Male                       (2) Female

**46. Which Ward do you live in?**                       (1) First                       (2) Second                       (3) Third

**47. Do you have any other comments or suggestions you would like to share with University City about our services?**

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**This concludes the survey. Thank you for your time!**  
Please return your completed survey in the enclosed return-reply envelope addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed on 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.