2023 City of Maryland Heights Citizen's Satisfaction Survey Findings Report

Presented to the City of Maryland Heights, Missouri

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ETC
INSTITUTE

Contents

Executive Summary

2023 City of Maryland Heights Citizen's Satisfaction Survey - Executive Summary

Purpose

ETC Institute administered a community survey for the City of Maryland Heights during the summer of 2023. The survey was conducted as part of the City's effort to assess citizen satisfaction with the quality of services. The information gathered from the survey will be used to help the City improve existing programs and services and help determine long-range planning and investment decisions. This is the second citizen's satisfaction survey ETC Institute has administered for the City; the first was conducted in 2019.

Methodology

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

Ten days after the surveys were mailed, ETC Institute sent reminders to the households that received the survey to encourage participation. The reminders contained a link to the online version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Maryland Heights 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 goal was to receive at least 400 completed surveys. This goal was accomplished, with a total of 414 households completing a survey. The results for the random sample of 414 households have a 95% level of confidence with a precision of at least +/- 4.8%.

Interpretation of "Don't Know" Responses. The percentage of "don't know" responses has been excluded from many of the graphs in this report to assess satisfaction with residents who have used City services and to facilitate valid comparisons with other communities in the benchmarking analysis. Since the number of "don't know" responses often reflects the utilization and awareness of City services, the percentage of "don't know" responses have been included in the tabular data in Section 4 of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "who had an opinion."

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This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results of the survey, as well as comparisons to the 2019 survey results (Section 1)
- benchmarking data that show how the results for Maryland Heights compare to residents in other communities (Section 2)
- Importance-Satisfaction analysis that identifies priorities for investment (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)

Overall Perceptions of the City

Most (92%) of the residents surveyed *who had an opinion* indicated the overall quality of services provided by the City of Maryland Heights is "excellent" or "good," which is significantly higher than the national average of 51%. Ninety-one percent (91%) of those surveyed *who had an opinion* indicated the overall quality of life in the City is "excellent" or "good," and 88% *who had an opinion* indicated the overall value they receive from City services is "excellent" or "good."

Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the quality of parks and recreation programs and facilities (91%), the overall quality of police services (89%), and the maintenance of buildings, parks and facilities (87%).

The major categories of City services respondents think should receive the most emphasis over the next two years, based upon the sum of the respondents' top three choices, were: 1) overall maintenance of City streets, 2) overall flow of traffic and congestion management, and 3) overall enforcement of City codes and ordinances.

Satisfaction with Specific City Services

Public Safety. The highest levels of satisfaction with public safety services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the competency of the Maryland Heights Police Department (84%), how quickly police respond to emergencies (82%), treatment of citizens by the Police Department (82%), and Police Department engagement within the community (80%).

The public safety services respondents think should receive the most emphasis over the next two years, based upon the sum of the respondents' top three choices, were: 1) the City's efforts to prevent crime, 2) visibility of police in neighborhoods, and 3) visibility of police in retail areas.

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Feeling of Safety in Various Situations. Ninety-five percent (95%) of respondents *who had an opinion* indicated they feel "very safe" or "safe" walking alone in their neighborhood during the day, and 92% feel "very safe" or "safe" walking alone in business/retail areas during the day.

City Maintenance/Public Works. The highest levels of satisfaction with City maintenance/public works, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: maintenance of City buildings (87%), snow removal on City streets (86%), maintenance of street signs and traffic signals (81%), and landscaping/appearance of public areas along City streets (77%).

The City maintenance/public works services respondents think should receive the most emphasis over the next two years, based upon the sum of the respondents' top three choices, were: 1) maintenance of streets, 2) adequacy of residential street lighting, and 3) condition of City sidewalks.

Enforcement of Property Maintenance Codes. The highest levels of satisfaction with the enforcement of property maintenance codes, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: enforcing codes designed to protect public safety (63%), enforcing maintenance of business property (62%), and enforcing cleanup of litter and debris on private property (48%).

City Communication. The highest levels of satisfaction City communication, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: availability of information about programs and services (81%), efforts to keep residents informed about local issues (76%), and the quality of the City's website (63%).

Usage and Effectiveness of City Communication. When residents were asked which methods of City communication they used most often, the top responses were: 1) City newsletter, 2) Parks and Recreation guide, and 3) Facebook. Residents were then asked to rate the effectiveness of the communication methods they used. These same three were the communication methods that respondents indicated were most effective.

Other Findings

➢ More than one-third (37%) of the residents surveyed *who had an opinion* feel Maryland Heights is "much better" or "somewhat better" as a place to live compared to five years ago; 48% feel the City is "about the same," 15% feel it is "somewhat worse," and 1% feel Maryland Heights is "much worse" compared to five years ago.

➢ Forty-three percent (43%) of respondents *who had an opinion* think Maryland Heights will be "much better" or "somewhat better" in the future as a place to live than it is now; 42% think the City will be "about the same," 13% think it will be "somewhat worse," and 3% think Maryland Heights will be "much worse" in the future than it is now.

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➢ Thirteen percent (13%) of residents surveyed *who had an opinion* are "extremely confident" that the residential property values in Maryland Heights are keeping pace with those in other parts of St. Louis County; 31% are "very confident," 47% are "somewhat confident," 7% are "not very confident," and 2% are "not at all confident" that residential property values are keeping pace with those in other parts of St. Louis County.

➢ Most residents surveyed (90%) *who had an opinion* were "very satisfied" or "satisfied" with the solid waste services provided free of charge by the City; 5% were "neutral," 3% were "dissatisfied" and 1% were "very dissatisfied."

➢ Seventy percent (70%) of residents surveyed *who had an opinion* rated the pedestrian accessibility throughout the City of Maryland Heights as "excellent" or "good;" 26% rated pedestrian accessibility as "fair" and 5% rated it as "poor."

➢ The most frequently-visited parks and recreation facilities in Maryland Heights were: 1) Maryland Heights Community Center, 2) Vago Park, and 3) Aquaport. When residents were asked how often they visit parks and recreation facilities, 40% *who had an opinion* indicated they visit at least one time a week or more; 22% visit a few times a month, 26% visit a few times a year, 2% visit once a year, and 9% visit parks and recreation facilities seldom or never.

➢ Sixty percent (60%) of residents surveyed *who had an opinion* indicated that parks and recreation programs and events accommodate their needs and interests; 33% were "neutral" and 7% felt programs and events do not accommodate their needs and interests.

➢ Residents were asked to select three items of City information they are most interested in reading about in the monthly newsletter. The items in which residents showed the most interest were: 1) special events, 2) Parks and Recreation events and programs, and 3) economic development and construction projects.

➢ More than one-third (36%) of respondents surveyed indicated they have contacted the City with a question, problem, or complaint during the past year. Of those, 70% *who had an opinion* were either "very satisfied" or "satisfied" with their experience contacting the City.

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How Maryland Heights Compares to Other Communities Nationally

Satisfaction ratings for Maryland Heights **rated the above the U.S. average in 36 of the 37 areas** that were assessed. Maryland Heights rated <u>significantly higher than the U.S. average (difference of 5% or more) in 35 of these areas</u>. Listed below are the comparisons between the City of Maryland Heights and the U.S. average:

Service	Maryland Heights	U.S.	Difference	Category
Overall value received from City services	88%	34%	54%	Perceptions of the City
Overall quality of services provided by the City	92%	51%	41%	Perceptions of the City
Quality of parks & recreation programs/facilities	91%	51%	40%	Major Categories of City Services
Overall quality of customer service you receive	80%	41%	39%	Major Categories of City Services
Effectiveness of City communication with citizens	76%	38%	38%	Major Categories of City Services
Overall quality of police services	89%	55%	34%	Major Categories of City Services
Satisfaction with Solid Waste Services	90%	57%	33%	Solid Waste Services
Availability of info about programs & services	81%	48%	33%	City Communication
Efforts to keep you informed about local issues	76%	44%	32%	City Communication
Maintenance of City buildings	87%	57%	30%	City Maintenance/Public Works
Overall image of the City	84%	55%	29%	Perceptions of the City
Snow removal on City streets	86%	60%	26%	City Maintenance/Public Works
Overall flow of traffic & congestion management	71%	47%	24%	Major Categories of City Services
How quickly police respond to emergencies	82%	58%	24%	Public Safety Services
How open the City is to public involvement & input	57%	34%	23%	City Communication
Overall appearance of the City	78%	56%	22%	Perceptions of the City
Landscaping/appearance of public areas along City streets	77%	57%	20%	City Maintenance/Public Works
Enforcing maintenance of business property	62%	42%	20%	Enforcement of Property Maintenance Codes
The quality of the City's website	63%	43%	20%	City Communication
How well City is planning/managing development	60%	40%	20%	Perceptions of the City
Stormwater control	69%	51%	18%	City Maintenance/Public Works
The City's efforts to prevent crime	67%	50%	17%	Public Safety Services
Maintenance of street signs & traffic signals	81%	65%	16%	City Maintenance/Public Works
Overall maintenance of City streets	56%	41%	15%	Major Categories of City Services
Overall feeling of safety in the City	83%	68%	15%	Perceptions of the City
Enforcing maintenance of residential property	45%	31%	14%	Enforcement of Property Maintenance Codes
Responsiveness in enforcing local traffic laws	64%	51%	13%	Public Safety Services
Walking alone in your neighborhood during the day	95%	83%	12%	Feeling of Safety in the City
Condition of City sidewalks	60%	48%	12%	City Maintenance/Public Works
Visibility of police in my neighborhood	66%	55%	11%	Public Safety Services
Adequacy of residential street lighting	68%	60%	8%	City Maintenance/Public Works
Overall enforcement of City codes & ordinances	50%	42%	8%	Major Categories of City Services
Walking alone in your neighborhood after dark	71%	63%	8%	Feeling of Safety in the City
Visibility of police in retail areas	58%	52%	6%	Public Safety Services
Enforcing cleanup of litter and debris on private property	48%	43%	5%	Enforcement of Property Maintenance Codes
Maintenance of streets	55%	51%	4%	City Maintenance/Public Works
Enforcing mowing and trimming of lawns on private property	48%	59%	-11%	Enforcement of Property Maintenance Codes

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How Maryland Heights Compares to the Missouri and Kansas Region

Satisfaction ratings for Maryland Heights **rated above the Missouri and Kansas average in 31 of 37 areas** that were assessed. Maryland Heights rated <u>significantly higher than the Missouri and Kansas average (difference of 5% or more) in 26 of these areas</u>. Listed below are the comparisons between the City of Maryland Heights and the Missouri and Kansas average:

Service	Maryland Heights	MO/KS Region	Difference	Category
Overall value received from City services	88%	52%	36%	Perceptions of the City
Overall appearance of the City	78%	52%	26%	Perceptions of the City
Overall quality of services provided by the City	92%	71%	21%	Perceptions of the City
Availability of info about programs & services	81%	60%	21%	City Communication
Efforts to keep you informed about local issues	76%	58%	18%	City Communication
How open the City is to public involvement & input	57%	41%	16%	City Communication
Overall image of the City	84%	68%	16%	Perceptions of the City
Satisfaction with Solid Waste Services	90%	75%	15%	Solid Waste Services
How well City is planning/managing development	60%	45%	15%	Perceptions of the City
Effectiveness of City communication with citizens	76%	63%	13%	Major Categories of City Services
Overall flow of traffic & congestion management	71%	58%	13%	Major Categories of City Services
Quality of parks & recreation programs/facilities	91%	79%	12%	Major Categories of City Services
Overall quality of police services	89%	77%	12%	Major Categories of City Services
Maintenance of City buildings	87%	75%	12%	City Maintenance/Public Works
Snow removal on City streets	86%	75%	11%	City Maintenance/Public Works
Stormwater control	69%	58%	11%	City Maintenance/Public Works
Enforcing maintenance of business property	62%	51%	11%	Enforcement of Property Maintenance Codes
Enforcing maintenance of residential property	45%	34%	11%	Enforcement of Property Maintenance Codes
The quality of the City's website	63%	54%	9%	City Communication
Overall feeling of safety in the City	83%	75%	8%	Perceptions of the City
How quickly police respond to emergencies	82%	74%	8%	Public Safety Services
Overall quality of customer service you receive	80%	73%	7%	Major Categories of City Services
Maintenance of street signs & traffic signals	81%	74%	7%	City Maintenance/Public Works
Overall maintenance of City streets	56%	50%	6%	Major Categories of City Services
Condition of City sidewalks	60%	54%	6%	City Maintenance/Public Works
The City's efforts to prevent crime	67%	62%	5%	Public Safety Services
Landscaping/appearance of public areas along City streets	77%	73%	4%	City Maintenance/Public Works
Responsiveness in enforcing local traffic laws	64%	62%	2%	Public Safety Services
Adequacy of residential street lighting	68%	66%	2%	City Maintenance/Public Works
Overall enforcement of City codes & ordinances	50%	49%	1%	Major Categories of City Services
Walking alone in your neighborhood during the day	95%	94%	1%	Feeling of Safety in the City
Visibility of police in my neighborhood	66%	67%	-1%	Public Safety Services
Maintenance of streets	55%	57%	-2%	City Maintenance/Public Works
Walking alone in your neighborhood after dark	71%	77%	-6%	Feeling of Safety in the City
Enforcing cleanup of litter and debris on private property	48%	55%	-7%	Enforcement of Property Maintenance Codes
Visibility of police in retail areas	58%	66%	-8%	Public Safety Services
Enforcing mowing and trimming of lawns on private property	48%	58%	-10%	Enforcement of Property Maintenance Codes

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Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:

- Overall maintenance of City streets (I-S Rating = 0.3222)
- Overall enforcement of City codes and ordinances (I-S Rating = 0.2035)

The table below shows the Importance-Satisfaction rating for all 8 major categories of City services that were rated.

2023 Importance-Satisfaction Rating
Maryland Heights, MO
Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall maintenance of City streets	73%	1	56%	7	0.3222	1
Overall enforcement of City codes & ordinances	40%	3	50%	8	0.2035	2
High Priority (IS .10-.20)						
Overall flow of traffic & congestion management	46%	2	71%	6	0.1337	3
Medium Priority (IS <.10)						
Effectiveness of City communication with citizens	23%	6	76%	5	0.0564	4
Overall quality of police services	30%	4	89%	2	0.0341	5
Maintenance of buildings, parks & facilities	23%	7	87%	3	0.0291	6
Quality of parks & recreation programs/facilities	25%	5	91%	1	0.0231	7
Overall quality of customer service you receive	10%	8	80%	4	0.0205	8

1 Charts and Graphs

Q1. Ratings of Items That Influence Perceptions of the City of Maryland Heights

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

Item	Excellent (5)	Good (4)	Fair (3)	Below Average/Poor (2/1)
Overall quality of services provided by the City	39%	53%	7%	1%
Overall quality of life in the City	34%	57%	9%	
Overall value received from City services	36%	52%	9%	3%
Recreational opportunities in the City	43%	44%	10%	4%
Overall image of the City	26%	58%	11%	4%
Overall feeling of safety in the City	33%	50%	13%	5%
Quality of special events & cultural opportunities	34%	47%	16%	3%
Overall appearance of the City	20%	58%	17%	6%
Quantity of special events & cultural opportunitie	31%	45%	19%	5%
Quality of new commercial development in the City	22%	44%	23%	11%
How well City is planning/managing development	18%	42%	27%	13%
Quality of new residential development in the City	17%	38%	35%	10%
Quality of plan review and permitting services	15%	34%	33%	19%

Legend: Excellent (5), Good (4), Fair (3), Below Average/Poor (2/1)

TRENDS: Ratings of Items That Influence Perceptions of the City of Maryland Heights - 2019 vs. 2023

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

Item	2019	2023
Overall quality of services provided by the City	96%	92%
Overall quality of life in the City	93%	91%
Recreational opportunities in the City	90%	86%
Overall image of the City	90%	84%
Overall feeling of safety in the City	86%	83%
Quality of special events & cultural opportunities	82%	81%
Overall appearance of the City	85%	78%
Quantity of special events & cultural opportunitie	78%	76%
Quality of new commercial development in the City	72%	66%
Quality of new residential development in the City	66%	55%

■ 2019 ■ **2023**

Q2. Satisfaction with Major Categories of City Services

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

Category	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2/1)
Quality of parks & recreation programs/facilities	46%	45%	7%	2%
Overall quality of police services	47%	42%	8%	4%
Maintenance of buildings, parks & facilities	34%	53%	12%	1%
Overall quality of customer service you receive	39%	41%	16%	4%
Effectiveness of City communication with citizens	32%	44%	18%	6%
Overall flow of traffic & congestion management	21%	50%	18%	11%
Overall maintenance of City streets	18%	38%	19%	25%
Overall enforcement of City codes & ordinances	14%	36%	30%	21%

Legend: ■ Very Satisfied (5) ■ Satisfied (4) ■ Neutral (3) ■ Dissatisfied (2/1)

TRENDS: Satisfaction with Major Categories of City Services - 2019 vs. 2023

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

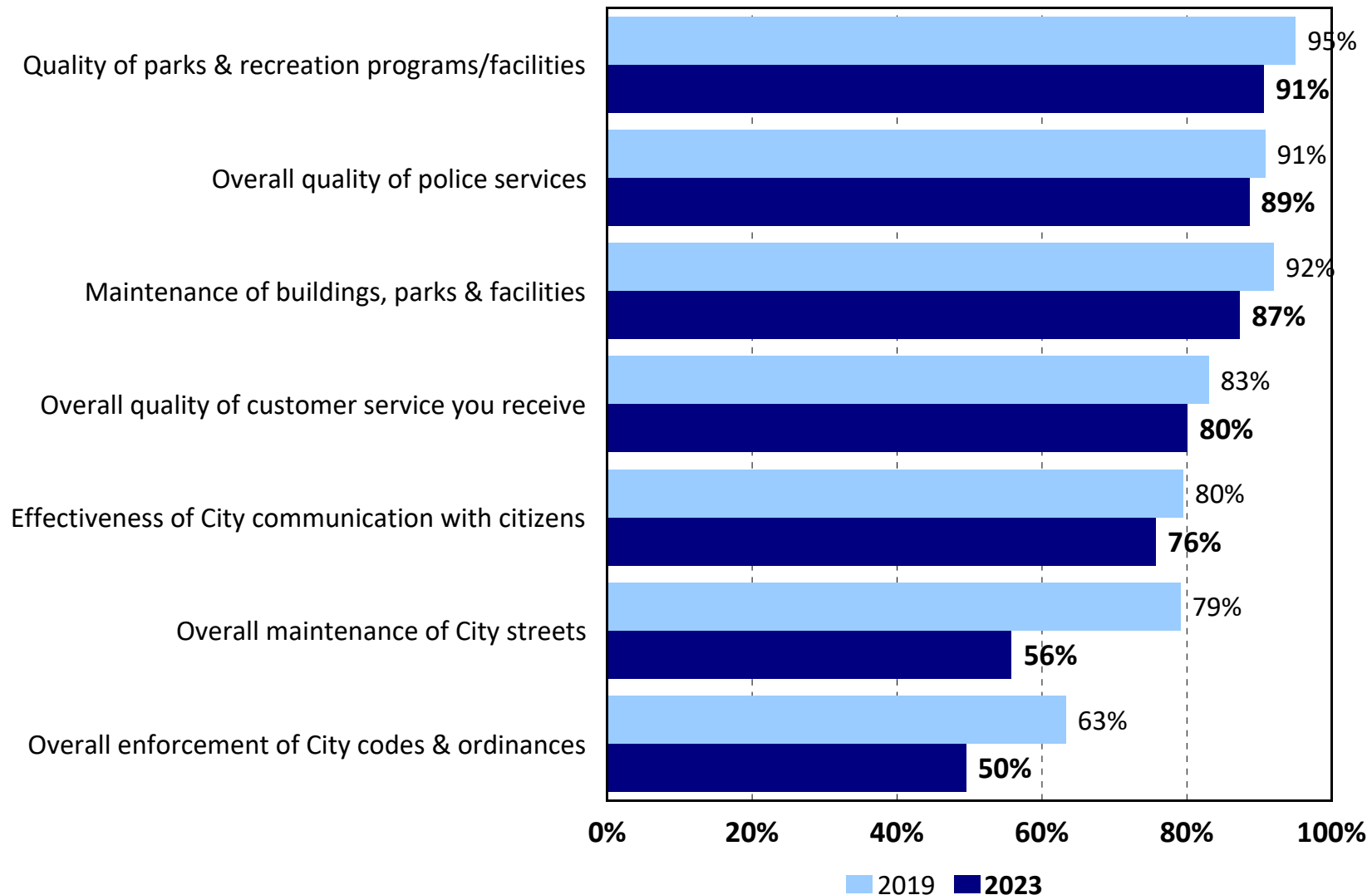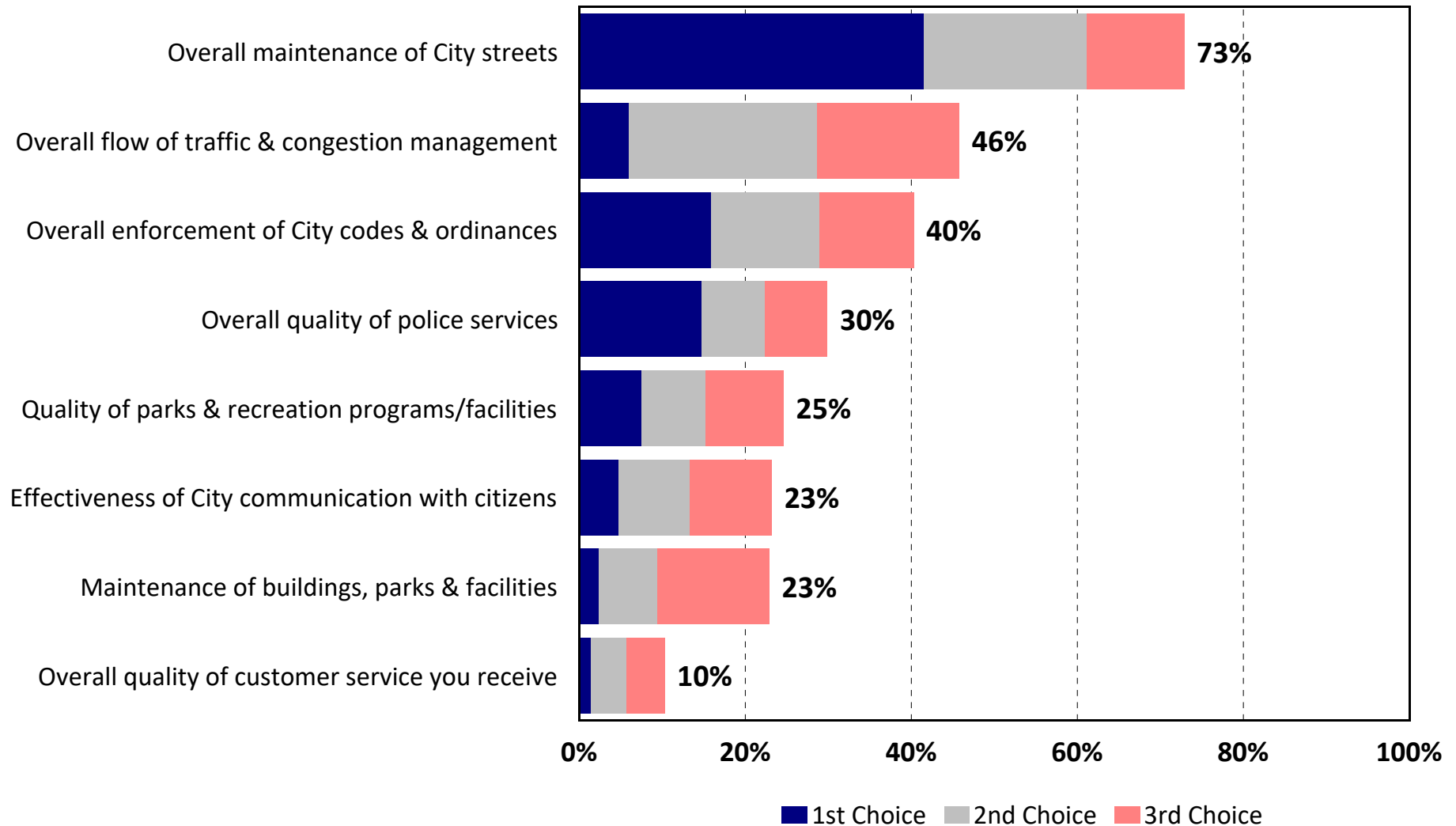| Category	2019	2023
Quality of parks & recreation programs/facilities	95%	91%
Overall quality of police services	91%	89%
Maintenance of buildings, parks & facilities	92%	87%
Overall quality of customer service you receive	83%	80%
Effectiveness of City communication with citizens	80%	76%
Overall maintenance of City streets	79%	56%
Overall enforcement of City codes & ordinances	63%	50%

■ 2019 ■ **2023**

Q3. Major Categories of City Services That Should Receive the Most Emphasis Over the Next Two Years

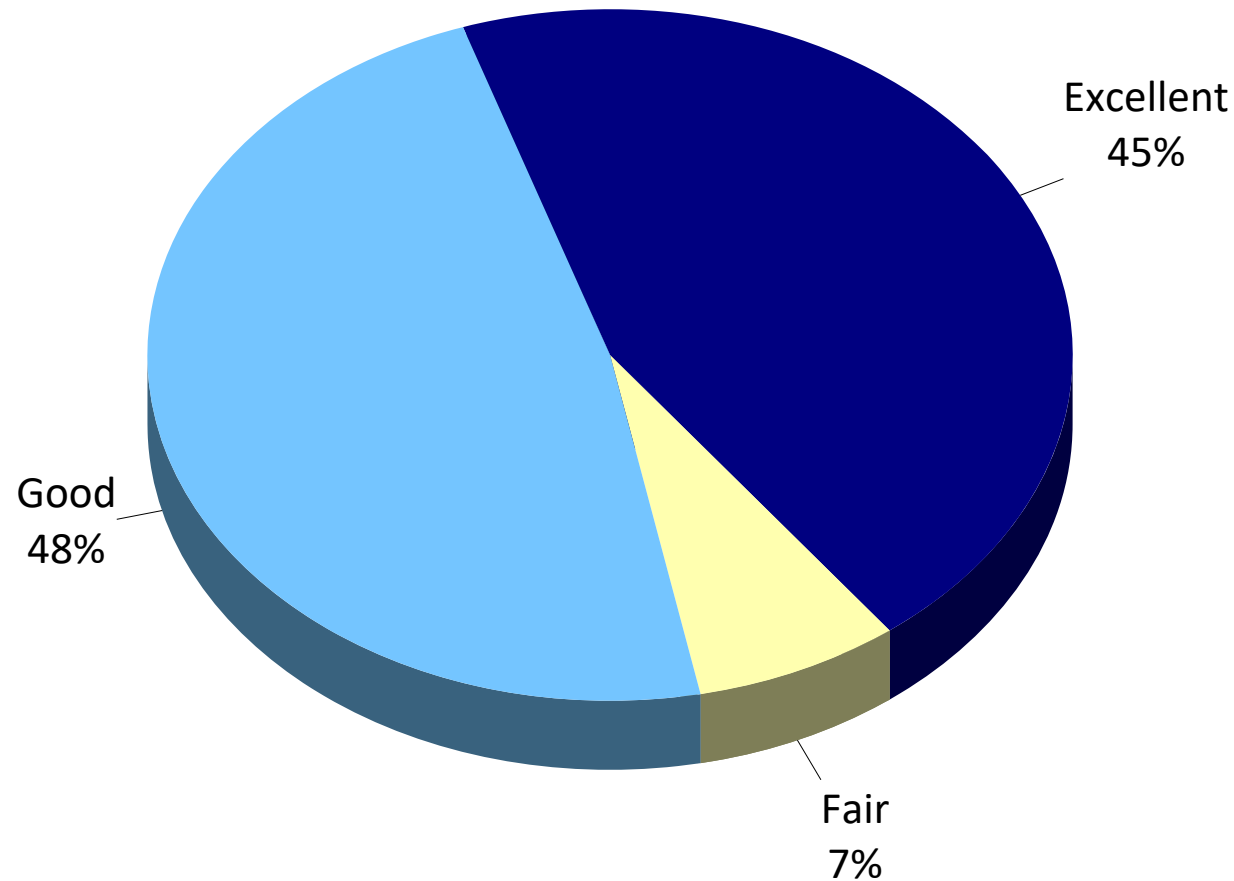by percentage of respondents surveyed who selected the item as one of their top three choices

Overall maintenance of City streets	**73%**
Overall flow of traffic & congestion management	**46%**
Overall enforcement of City codes & ordinances	**40%**
Overall quality of police services	**30%**
Quality of parks & recreation programs/facilities	**25%**
Effectiveness of City communication with citizens	**23%**
Maintenance of buildings, parks & facilities	**23%**
Overall quality of customer service you receive	**10%**

0%   20%   40%   60%   80%   100%

■ 1st Choice   ■ 2nd Choice   ■ 3rd Choice

Q4. What best describes your household size?

by percentage of respondents (<u>excluding "not provided"</u>)
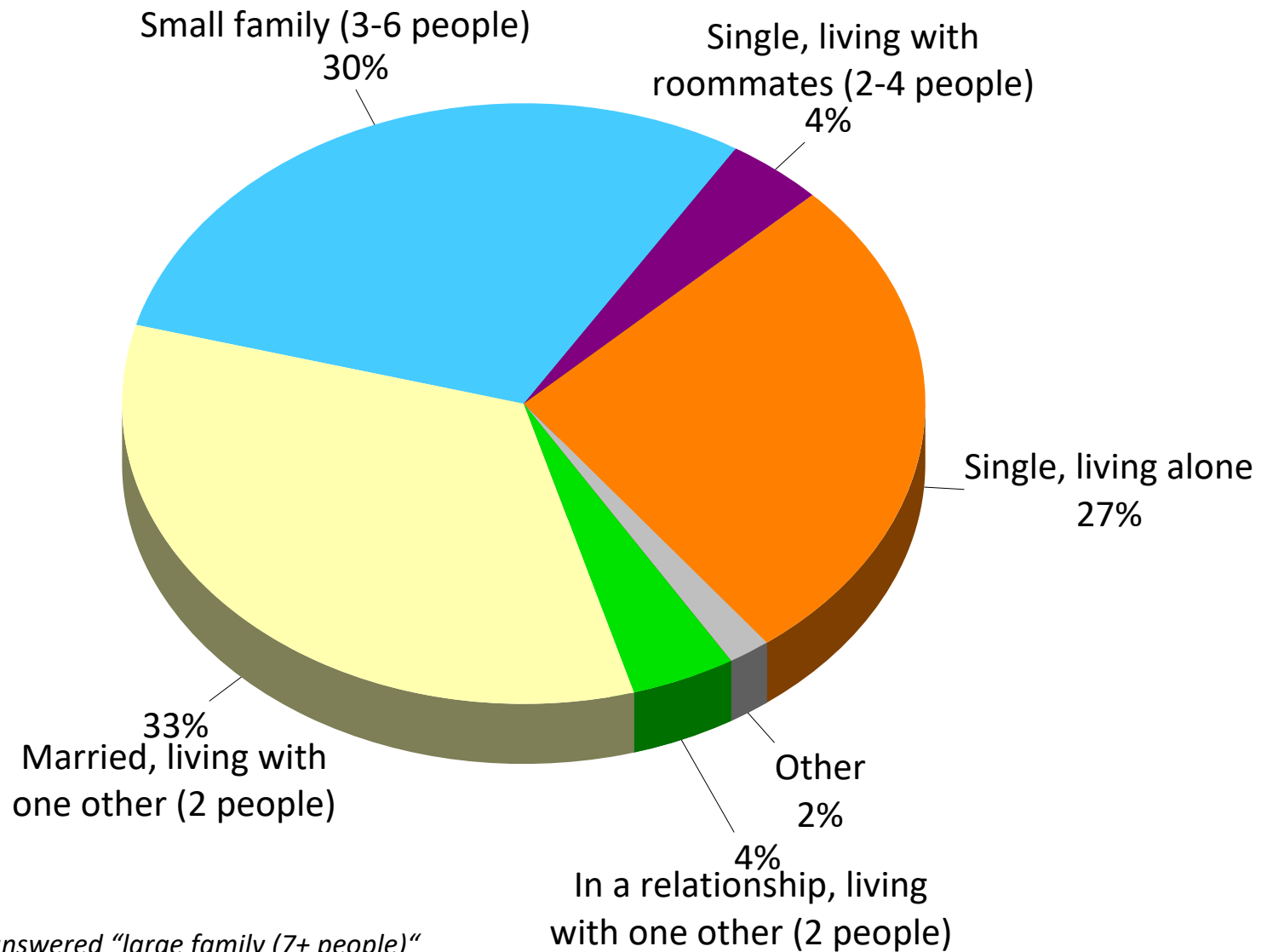
Small family (3-6 people)
30%

Single, living with
roommates (2-4 people)
4%

Single, living alone
27%

33%
Married, living with
one other (2 people)

Other
2%

4%
In a relationship, living
with one other (2 people)

0.2% of respondents answered "large family (7+ people)"

Q4a. How would you rate Maryland Heights as a place to live?

by percentage of respondents (excluding "don't know/no answer")

Excellent
45%

Good
48%

Fair
7%

Only 0.2% of respondents answered "poor"

Q5. Compared to five years ago, how would you say Maryland Heights is as a place to live?

by percentage of respondents (excluding "don't know/no answer")

Somewhat better
27%

Much better
10%

Much worse
1%

Somewhat worse
15%

About the same
48%
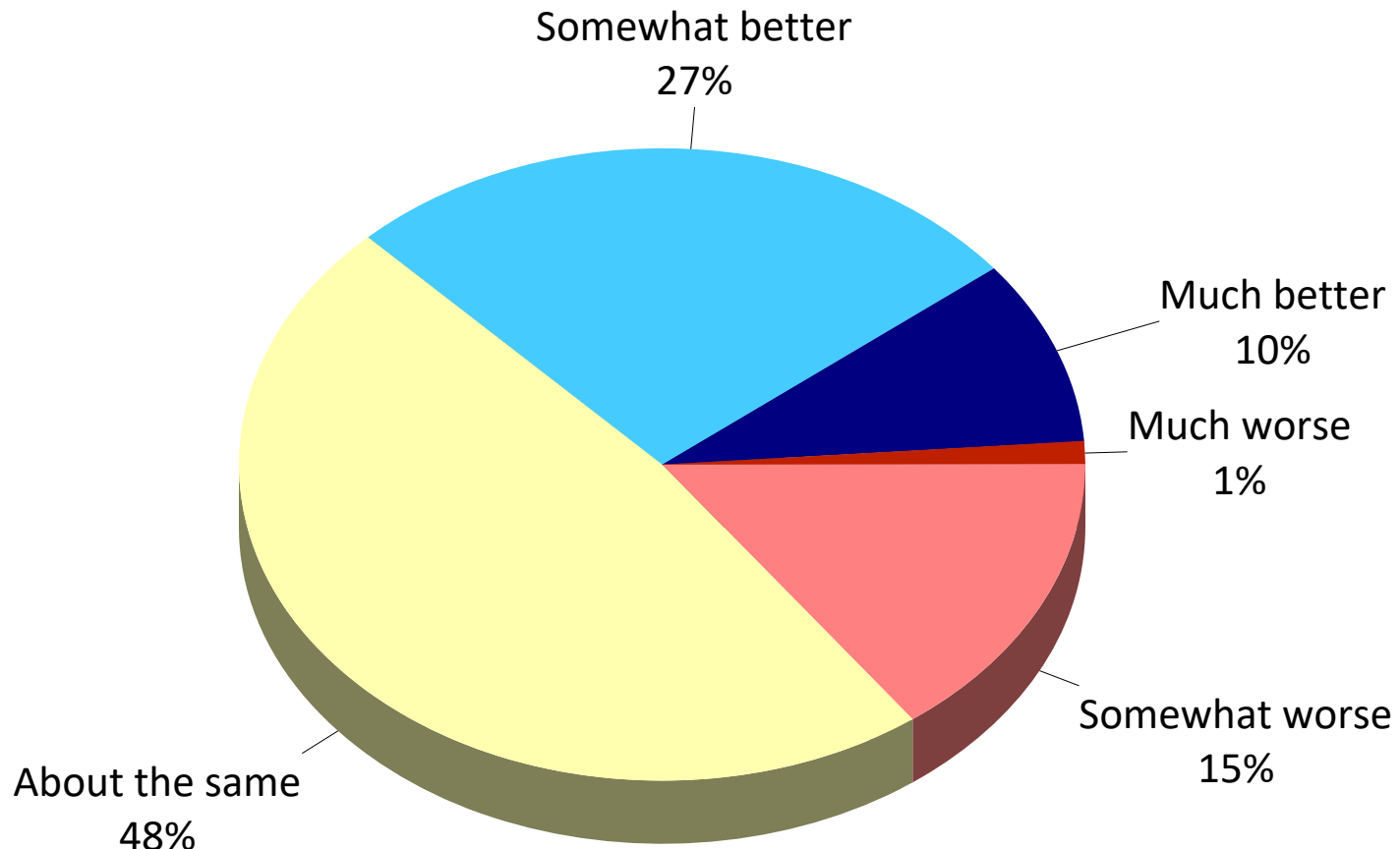
Q6. Looking to the future, say five years from now, how do you think Maryland Heights will be as a place to live?
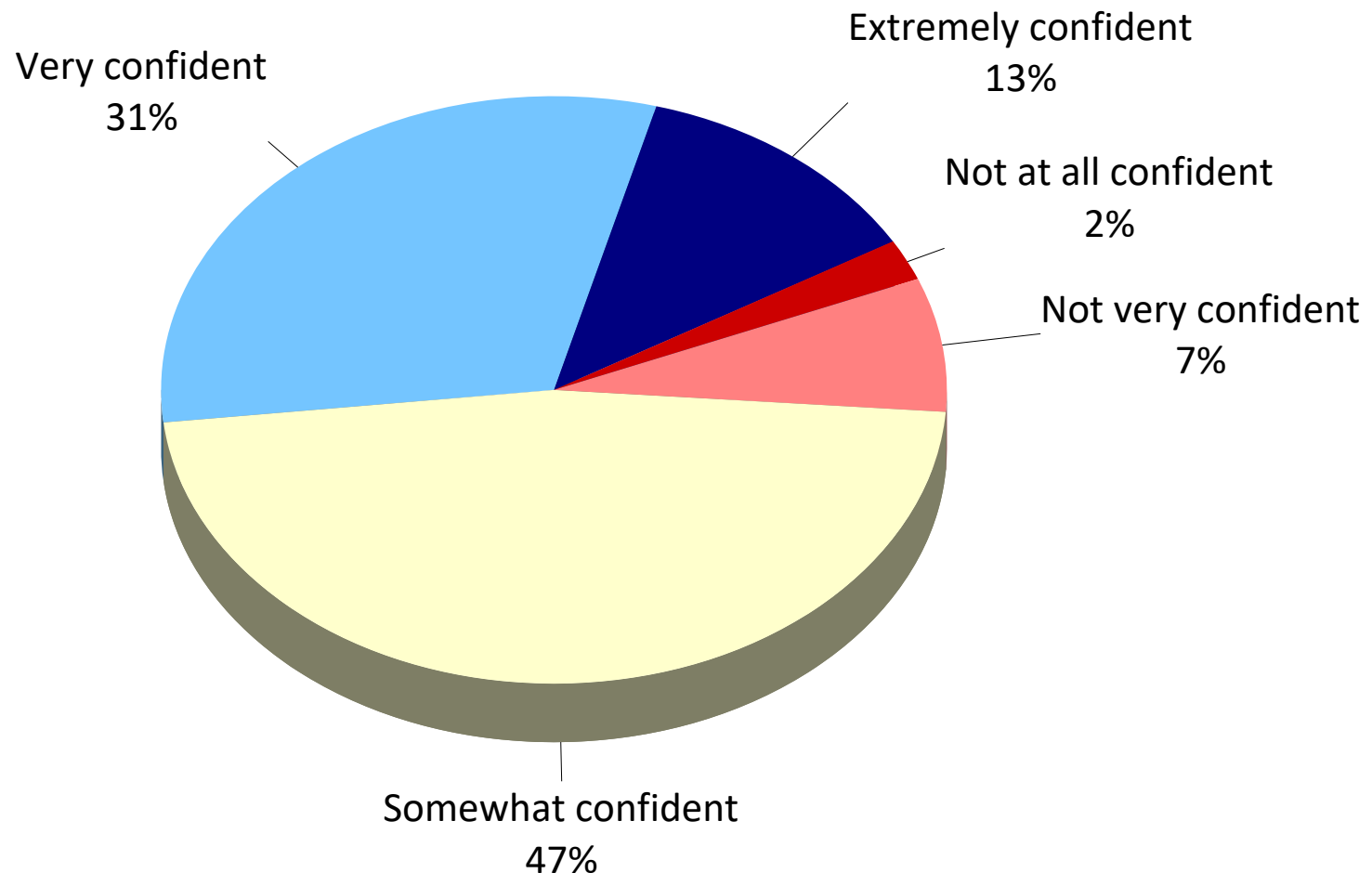
by percentage of respondents (excluding "don't know/no answer")
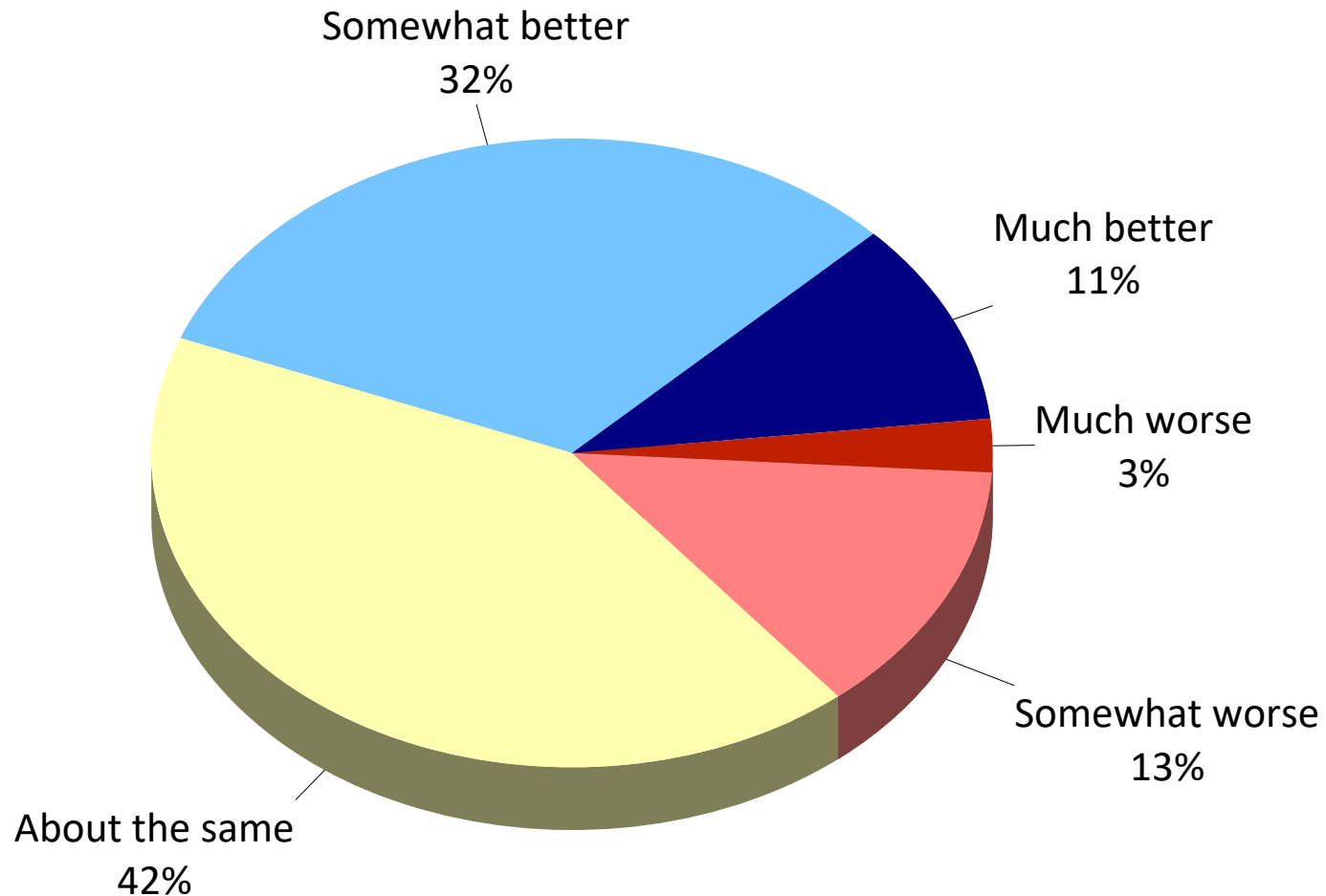
Somewhat better
32%

Much better
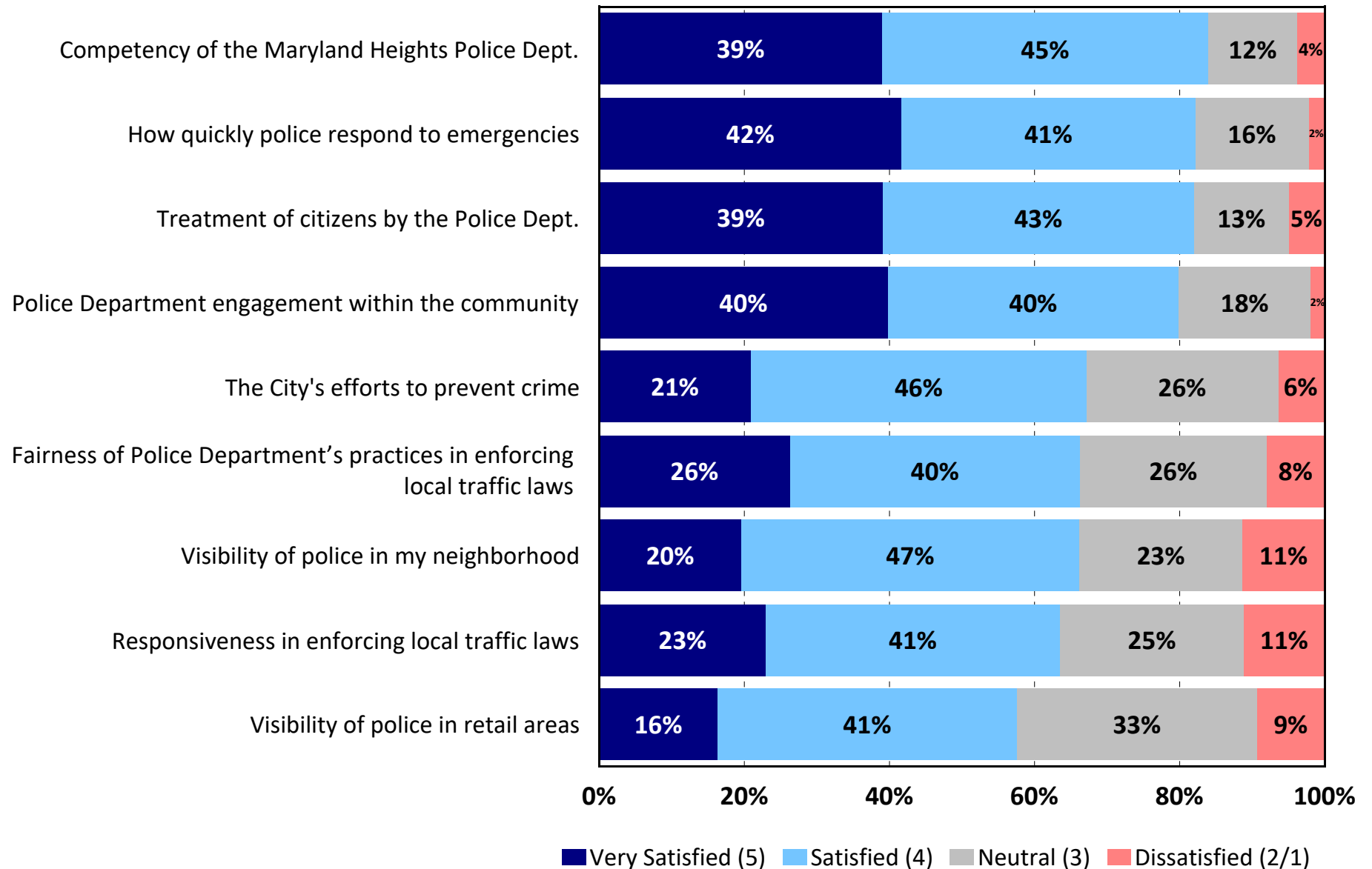11%

Much worse
3%

Somewhat worse
13%

About the same
42%

Q7. How confident are you that the residential property values in Maryland Heights are keeping pace with those in other parts of St. Louis County?

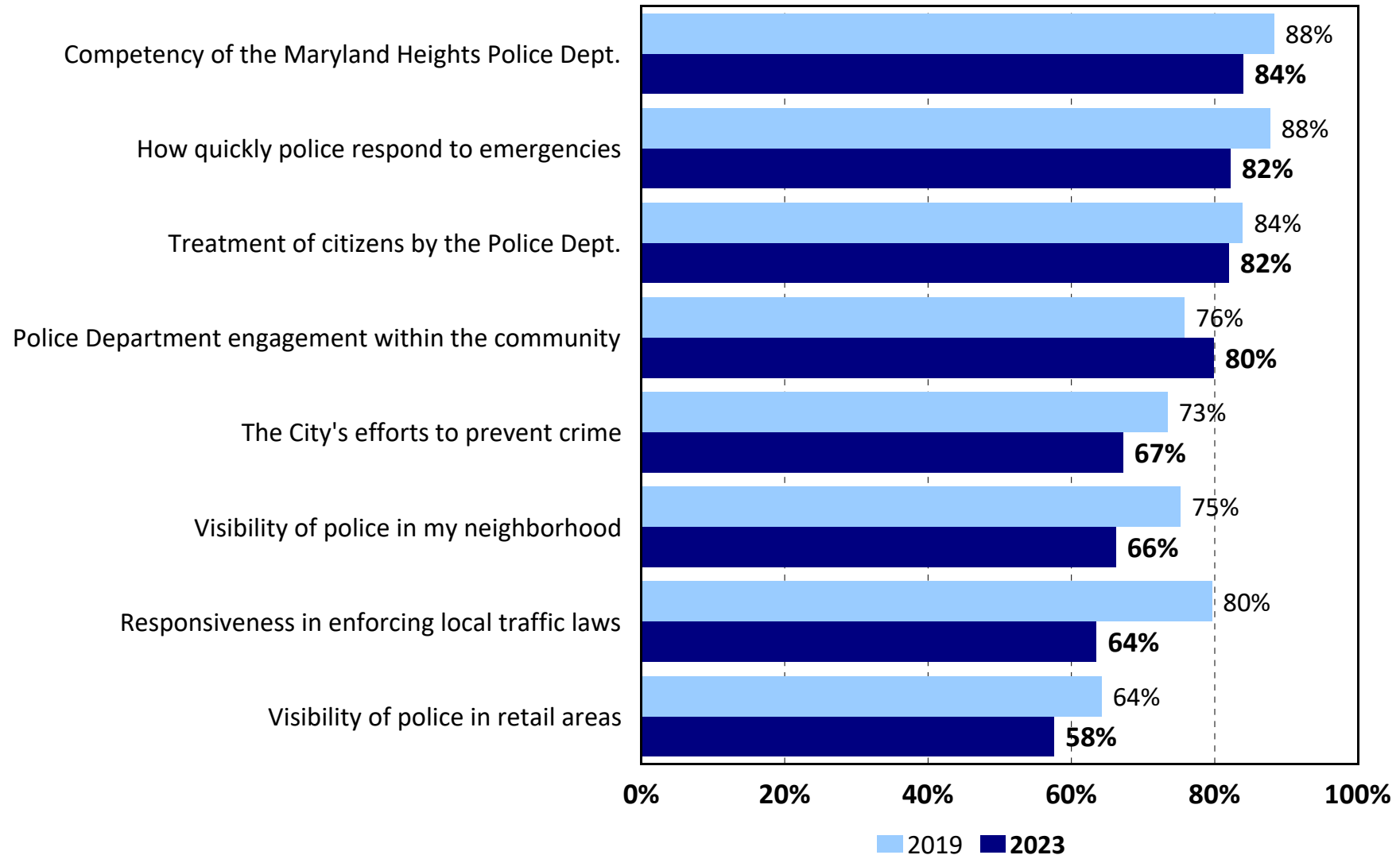### by percentage of respondents (excluding "don't know/no answer")

Very confident
31%

Extremely confident
13%

Not at all confident
2%

Not very confident
7%

Somewhat confident
47%

Q8. Satisfaction with Public Safety Services

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

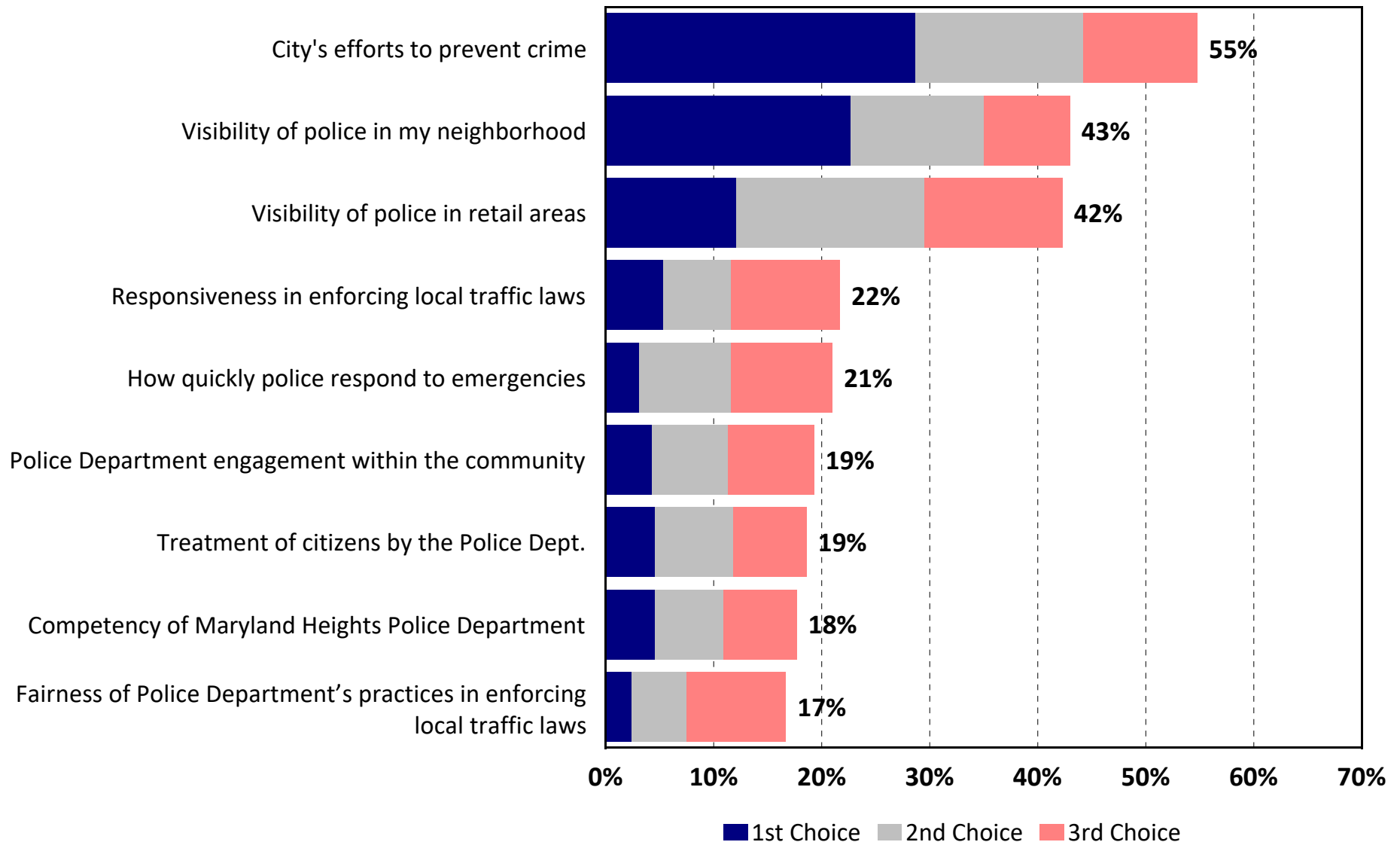| Service	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2/1)
Competency of the Maryland Heights Police Dept.	39%	45%	12%	4%
How quickly police respond to emergencies	42%	41%	16%	2%
Treatment of citizens by the Police Dept.	39%	43%	13%	5%
Police Department engagement within the community	40%	40%	18%	2%
The City's efforts to prevent crime	21%	46%	26%	6%
Fairness of Police Department's practices in enforcing local traffic laws	26%	40%	26%	8%
Visibility of police in my neighborhood	20%	47%	23%	11%
Responsiveness in enforcing local traffic laws	23%	41%	25%	11%
Visibility of police in retail areas	16%	41%	33%	9%

TRENDS: Satisfaction with Public Safety Services
2019 vs. 2023

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

Category	2019	2023
Competency of the Maryland Heights Police Dept.	88%	84%
How quickly police respond to emergencies	88%	82%
Treatment of citizens by the Police Dept.	84%	82%
Police Department engagement within the community	76%	80%
The City's efforts to prevent crime	73%	67%
Visibility of police in my neighborhood	75%	66%
Responsiveness in enforcing local traffic laws	80%	64%
Visibility of police in retail areas	64%	58%

Legend: 2019, **2023**

Q9. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

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

Service	Total
City's efforts to prevent crime	55%
Visibility of police in my neighborhood	43%
Visibility of police in retail areas	42%
Responsiveness in enforcing local traffic laws	22%
How quickly police respond to emergencies	21%
Police Department engagement within the community	19%
Treatment of citizens by the Police Dept.	19%
Competency of Maryland Heights Police Department	18%
Fairness of Police Department's practices in enforcing local traffic laws	17%

1st Choice   2nd Choice   3rd Choice

Q10. Feeling of Safety in Various Situations

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

	Very Safe (5)	Safe (4)	Neutral (3)	Unsafe (2/1)
Walking alone in your neighborhood during the day	77%	18%	2%	3%
Walking alone in business/retail areas during day	62%	31%	5%	2%
Walking alone in your neighborhood after dark	27%	44%	13%	16%
As a pedestrian crossing streets	25%	44%	16%	16%
Walking alone in business/retail areas after dark	17%	40%	23%	20%
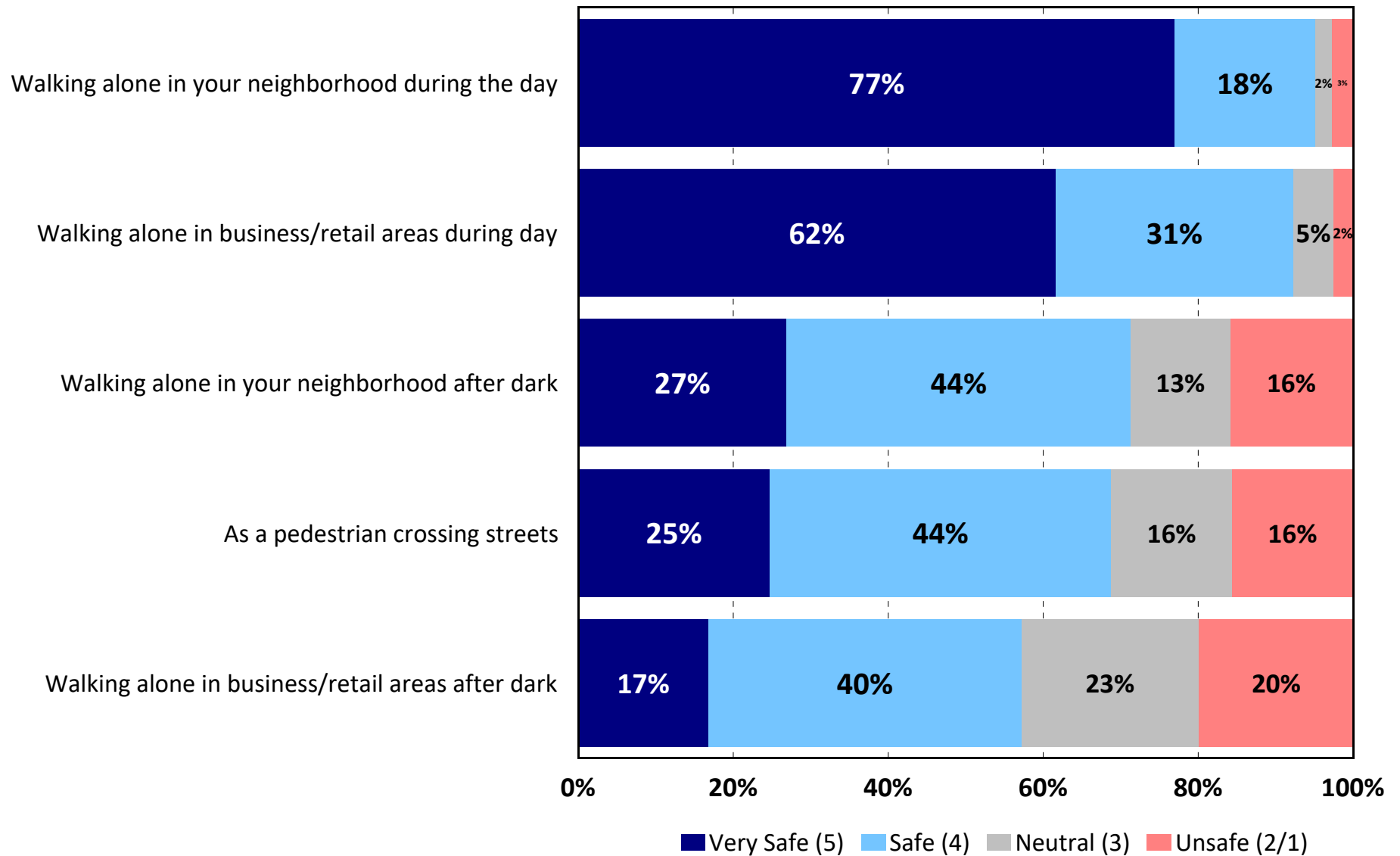
TRENDS: Feeling of Safety in Various Situations
2019 vs. 2023

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

Walking alone in your neighborhood during the day — 97% (2019), **95%** (2023)

Walking alone in business/retail areas during day — 91% (2019), **92%** (2023)

Walking alone in your neighborhood after dark — 73% (2019), **71%** (2023)

As a pedestrian crossing streets — 76% (2019), **69%** (2023)

Walking alone in business/retail areas after dark — 67% (2019), **57%** (2023)

Legend: 2019, **2023**

Q11. In the past 12 months, were you or anyone in your household the victim of any crime in Maryland Heights?

by percentage of respondents (<u>excluding "don't know"</u>)

No
94%

Yes
6%
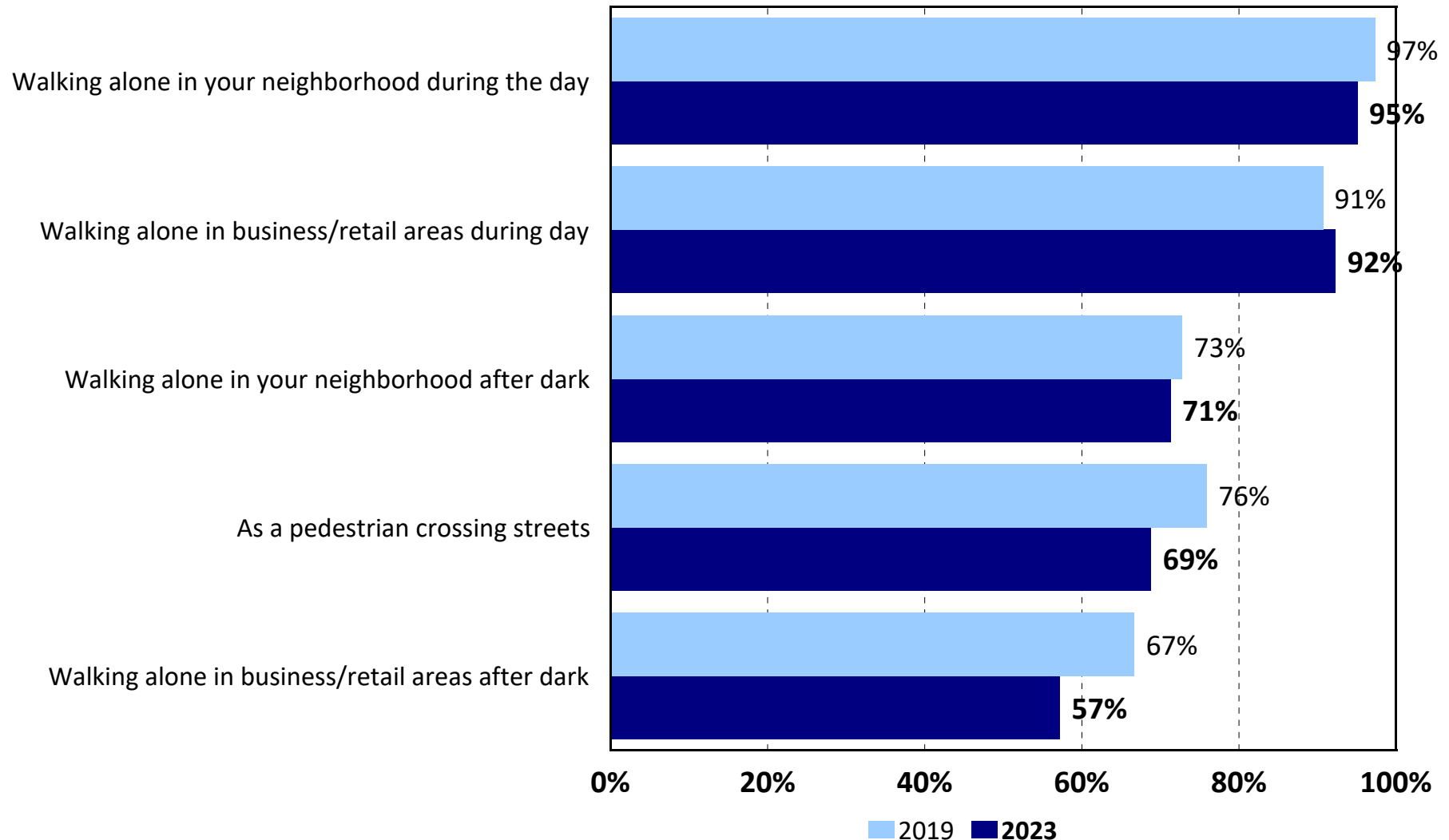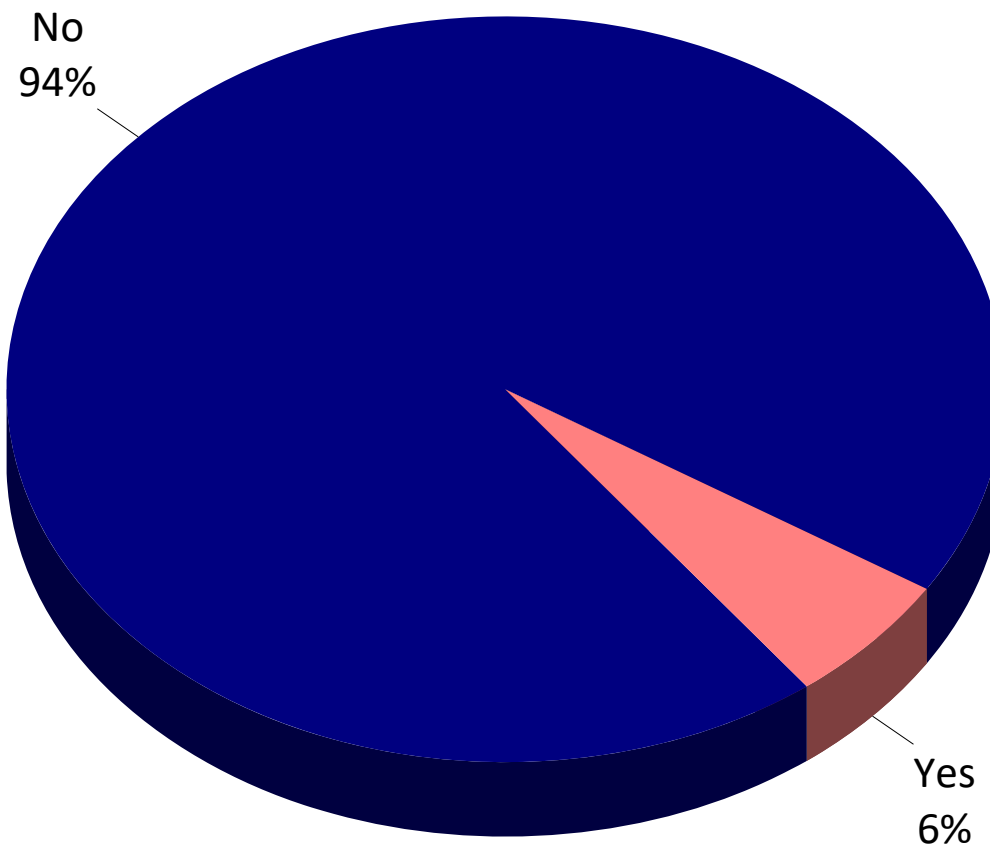
Q11a. If "Yes," did you report these crimes to the police?

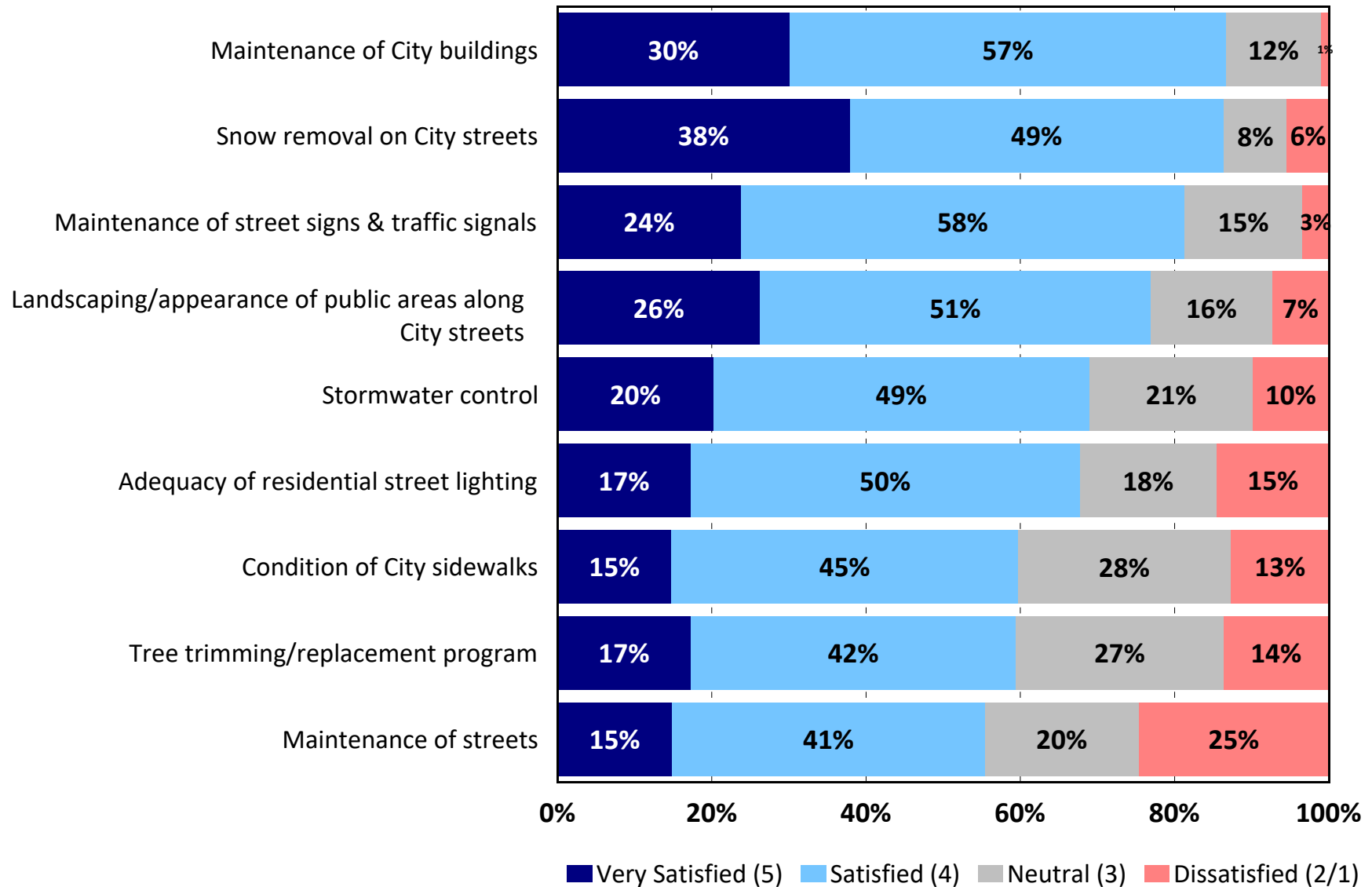by percentage of respondents who were a victim of crime

Yes
88%

No
12%
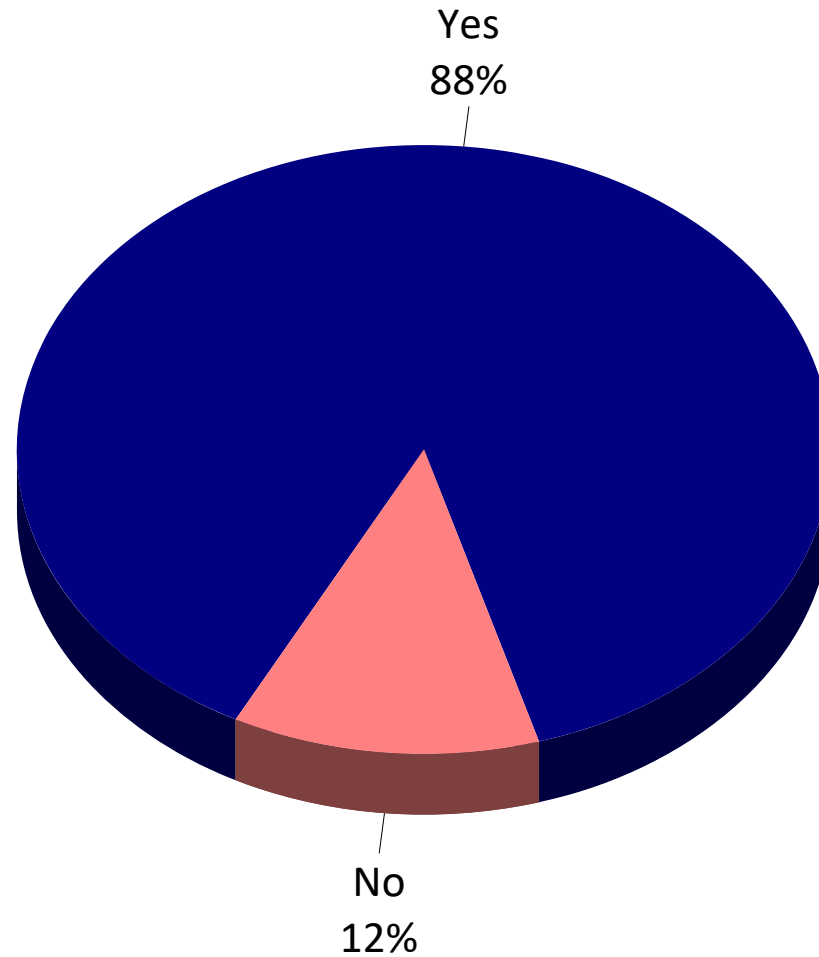
Q11b. If "Yes," how would you rate the timeliness and contact with the police?

by percentage of respondents who were a victim of crime

Good
48%

Excellent
29%

Fair
10%

Poor
14%
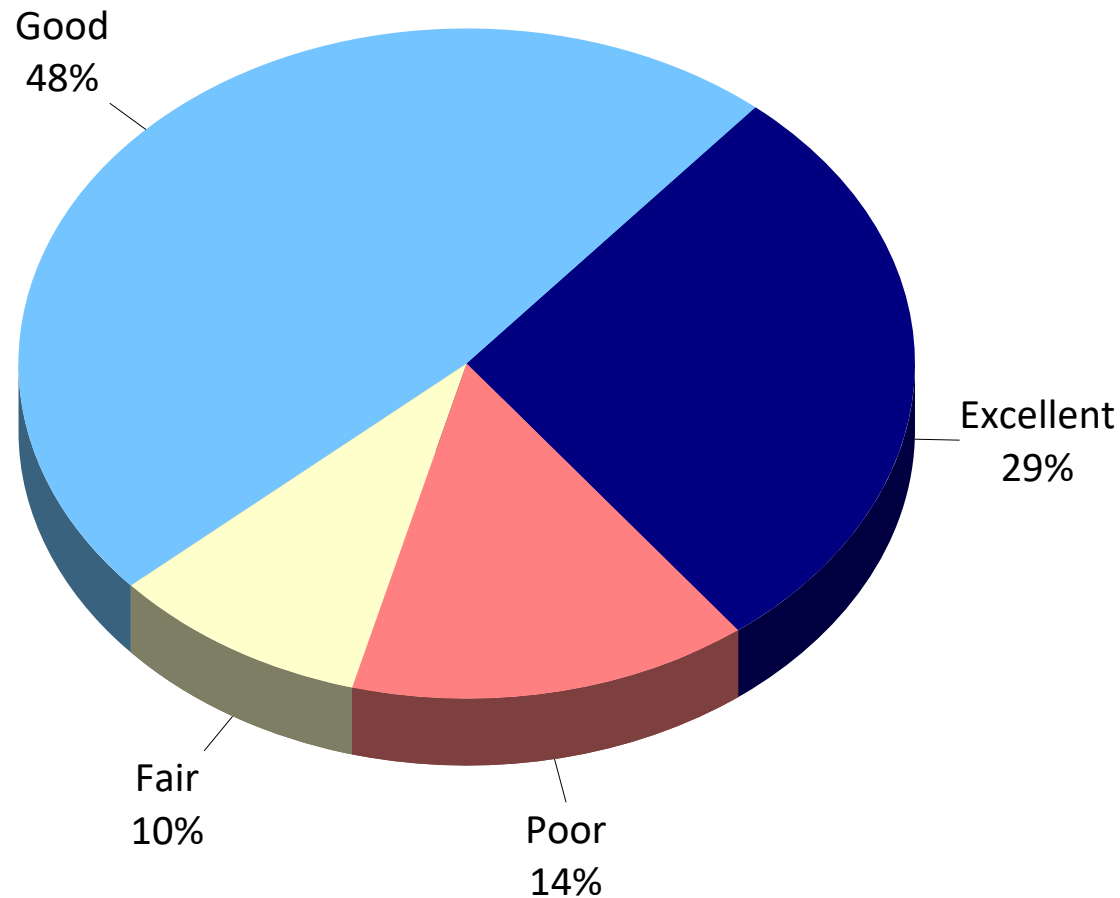
Q12. Satisfaction with City Maintenance/Public Works

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

	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2/1)
Maintenance of City buildings	30%	57%	12%	1%
Snow removal on City streets	38%	49%	8%	6%
Maintenance of street signs & traffic signals	24%	58%	15%	3%
Landscaping/appearance of public areas along City streets	26%	51%	16%	7%
Stormwater control	20%	49%	21%	10%
Adequacy of residential street lighting	17%	50%	18%	15%
Condition of City sidewalks	15%	45%	28%	13%
Tree trimming/replacement program	17%	42%	27%	14%
Maintenance of streets	15%	41%	20%	25%

TRENDS: Satisfaction with City Maintenance/Public Works 2019 vs. 2023

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

Item	2019	2023
Snow removal on City streets	90%	86%
Stormwater control	80%	69%
Adequacy of residential street lighting	65%	68%
Condition of City sidewalks	74%	60%
Tree trimming/replacement program	71%	59%
Maintenance of streets	77%	55%

2019   2023
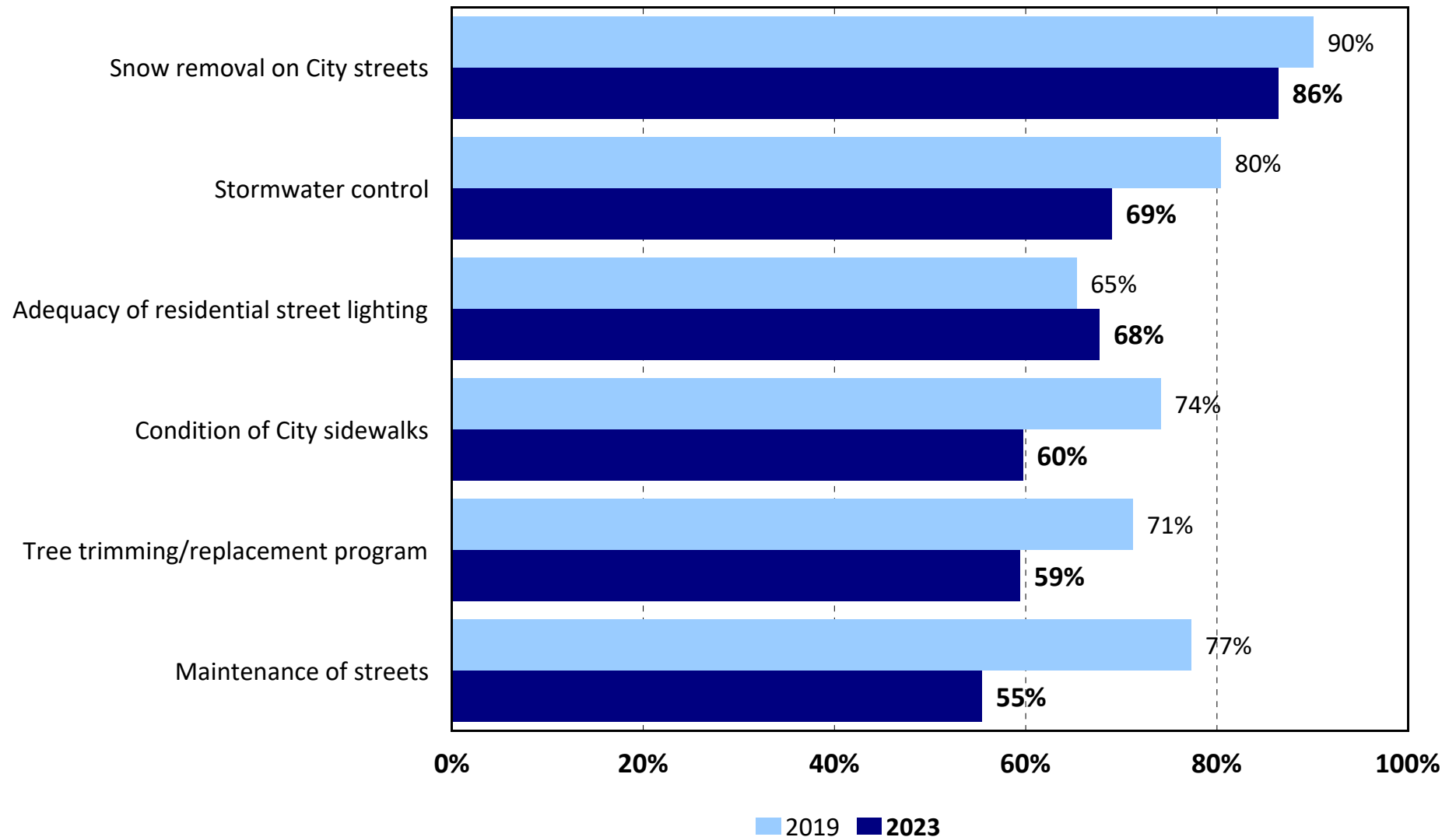
Q13. City Maintenance/Public Works Services That Should Receive the Most Emphasis Over the Next Two Years

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

	1st Choice	2nd Choice	3rd Choice
Maintenance of streets			68%
Adequacy of residential street lighting			39%
Condition of City sidewalks			35%
Snow removal on City streets			30%
Landscaping/appearance of public areas along City streets			29%
Stormwater control			28%
Landscaping/appearance of public areas along City			18%
Maintenance of street signs and traffic signals			14%
Maintenance of City buildings			6%

Q14. Satisfaction with the Quality of Roads Managed by St. Louis County Located Within the City of Maryland Heights

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

Satisfied
25%

Neutral
19%

Very satisfied
6%

Dissatisfied
27%

Very dissatisfied
23%
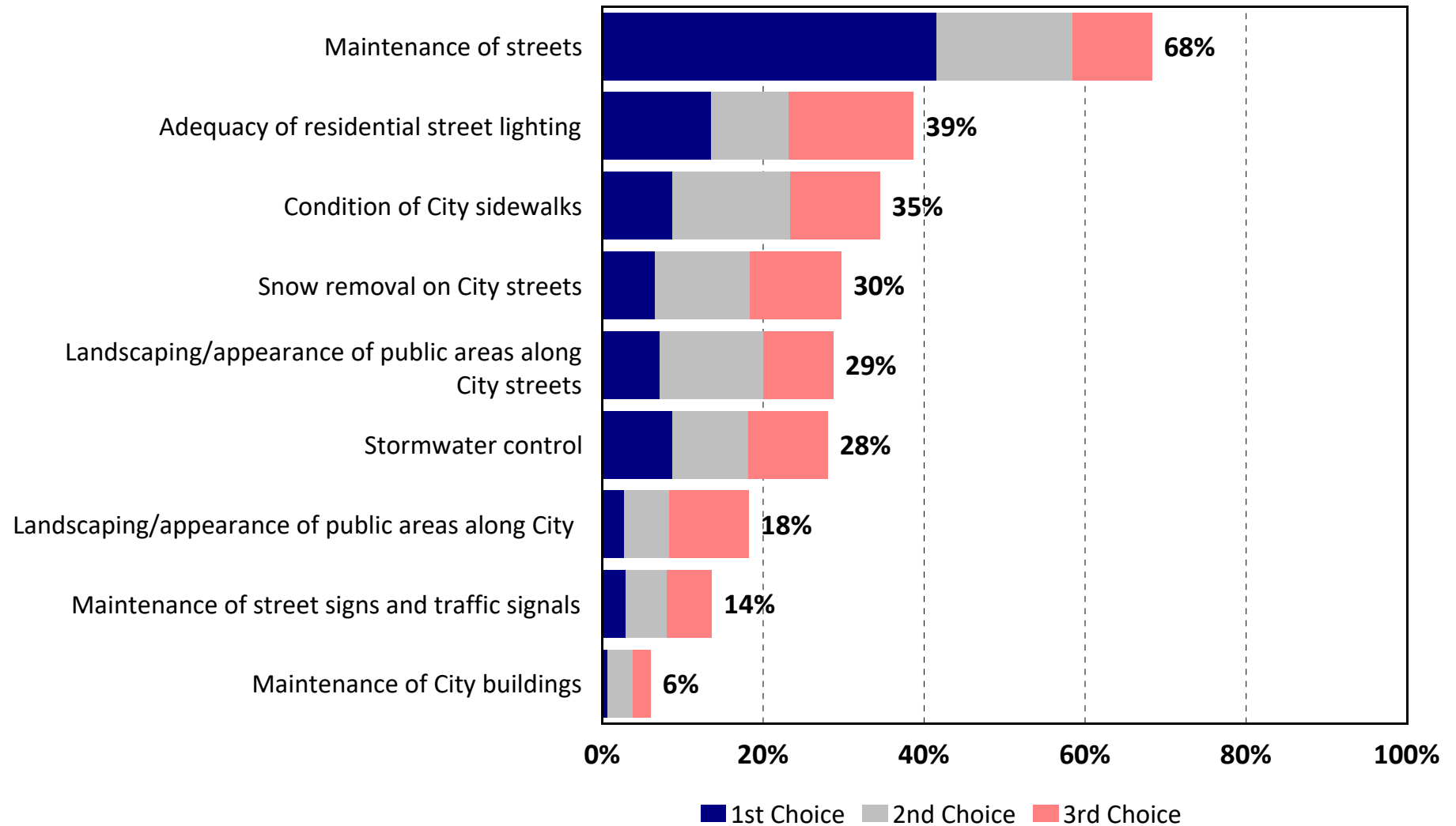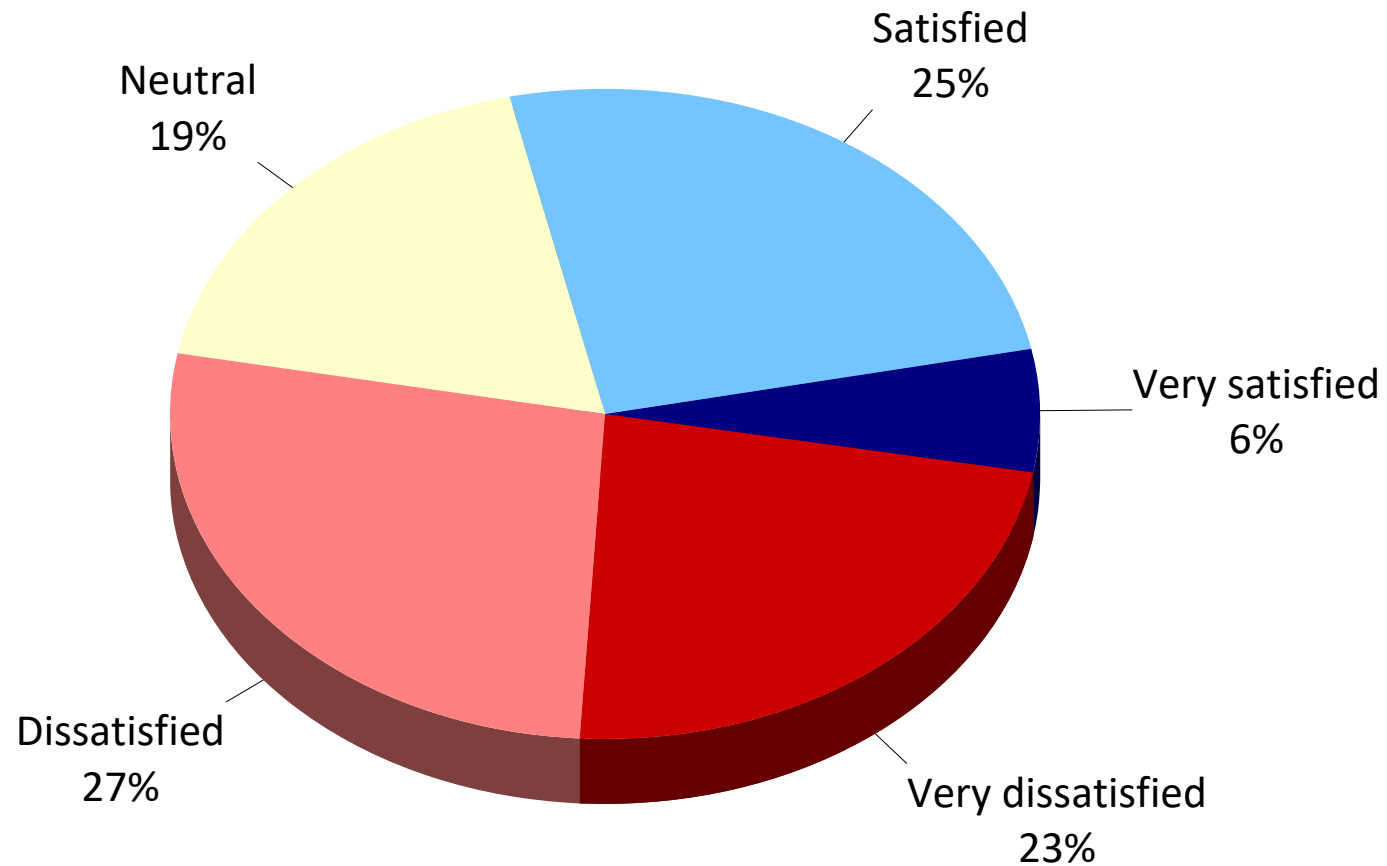
Q15. Satisfaction with Solid Waste Services

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

Very satisfied
54%

Very dissatisfied
1%

Dissatisfied
3%

Neutral
5%

Satisfied
36%
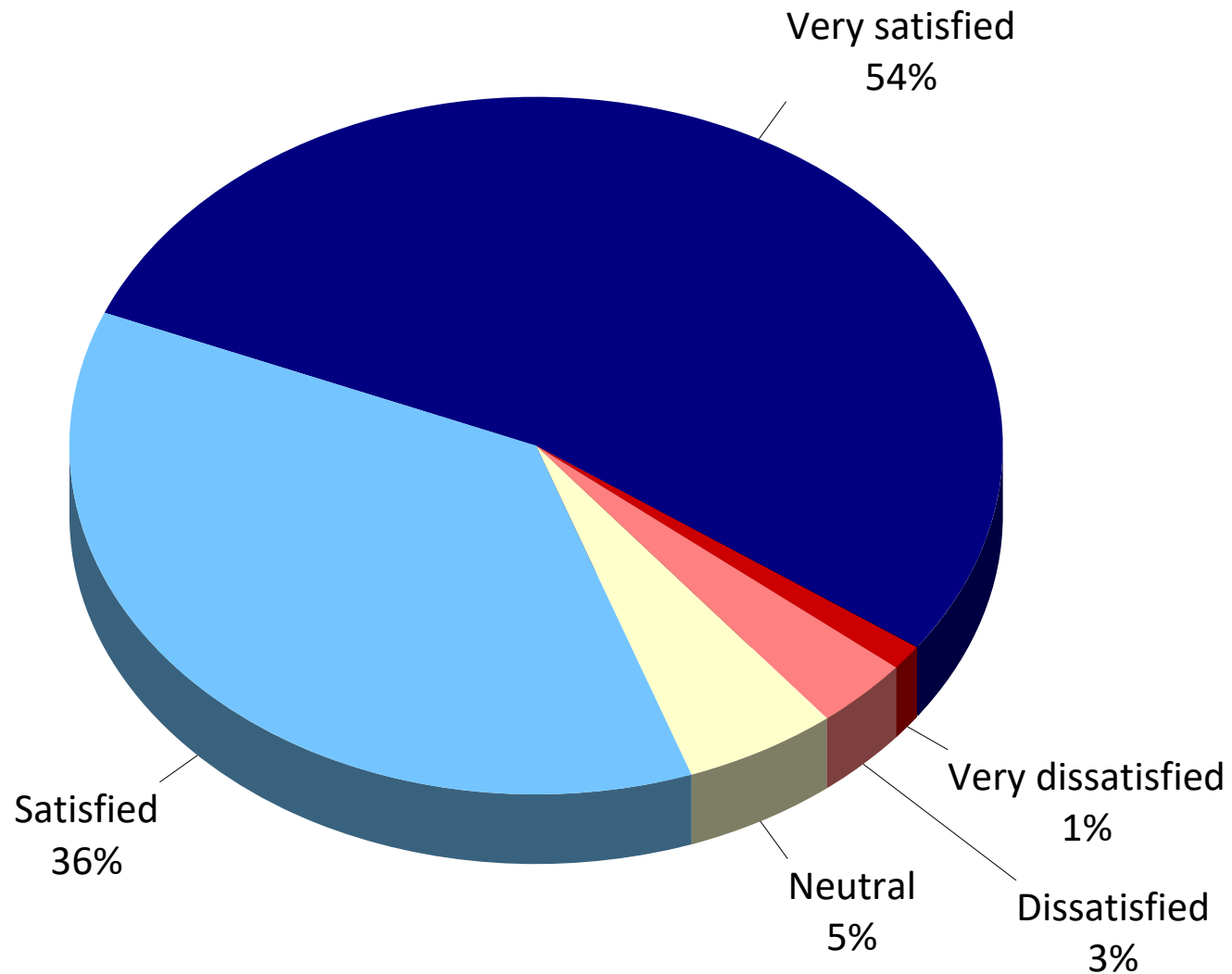
Q16. Ratings of Pedestrian Accessibility Throughout the City of Maryland Heights

by percentage of respondents (<u>excluding "don't know/no answer"</u>)

Good
51%

Excellent
19%

Poor
5%

Fair
26%
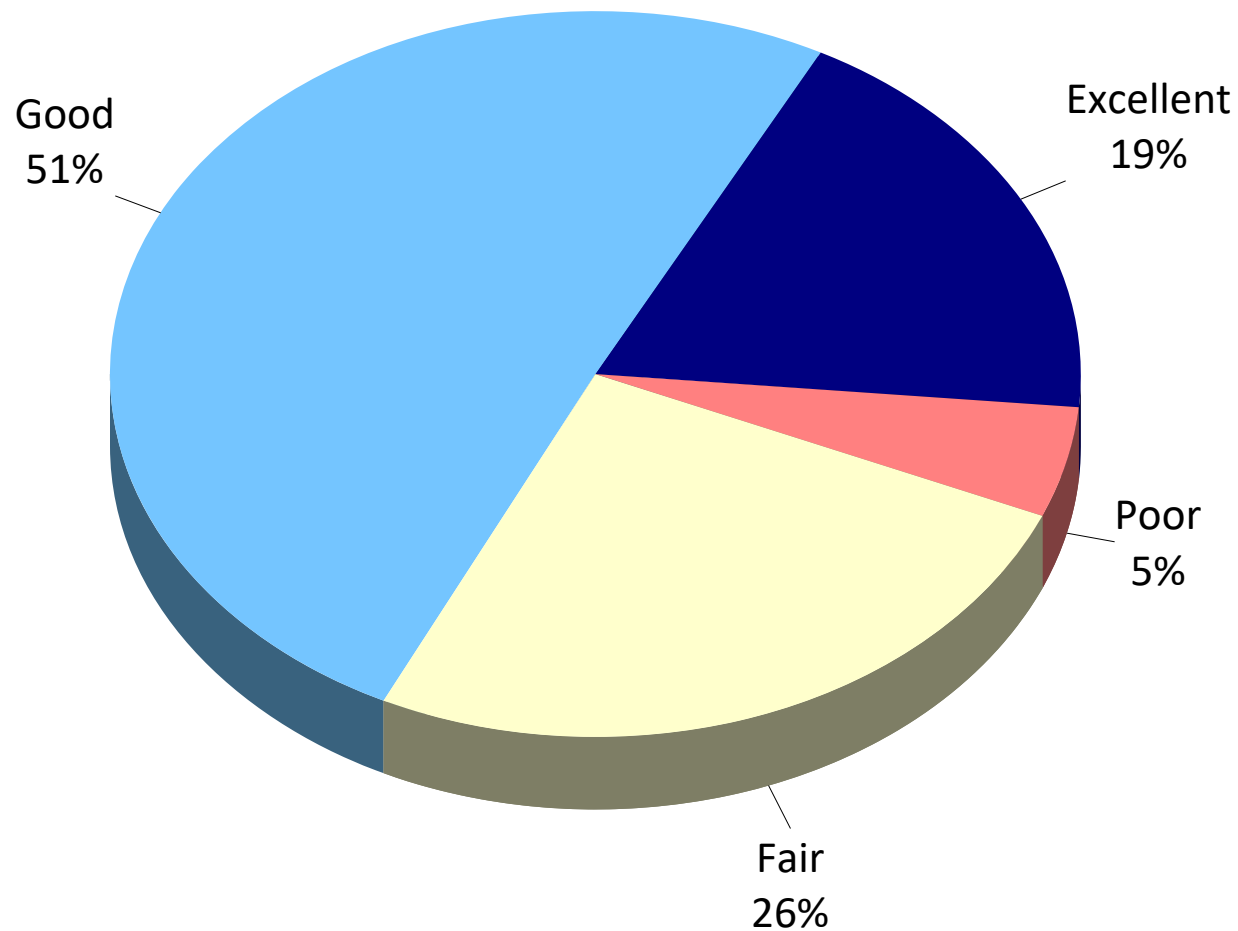
Q17. Satisfaction with Enforcement of Property Maintenance Codes

by percentage of respondents (<u>excluding "don't know"</u>)

	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2/1)
Enforcing codes designed to protect public safety	16%	47%	30%	7%
Enforcing maintenance of business property	14%	49%	33%	5%
Enforcing cleanup of litter and debris on private property	13%	36%	29%	23%
Enforcing mowing and trimming of lawns on private property	12%	37%	29%	23%
Enforcing maintenance of residential property	11%	34%	31%	25%

Very Satisfied (5) **Satisfied (4)** **Neutral (3)** **Dissatisfied (2/1)**

Q18. Which of the Maryland Heights parks and recreation facilities do you or other members of your household visit?

by percentage of respondents (<u>multiple selections could be made</u>)
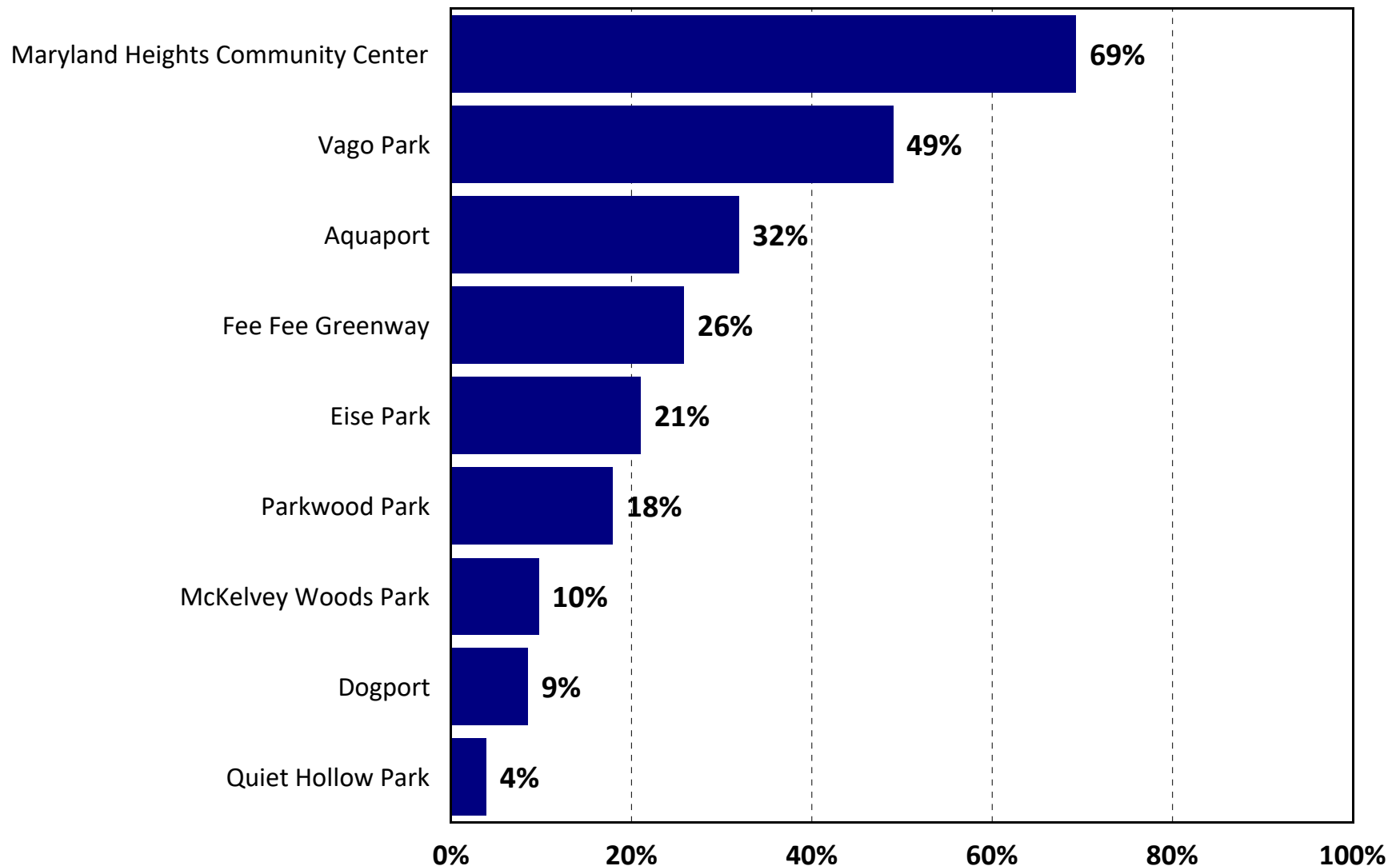
Q19. How often do you visit Parks and Recreation facilities?

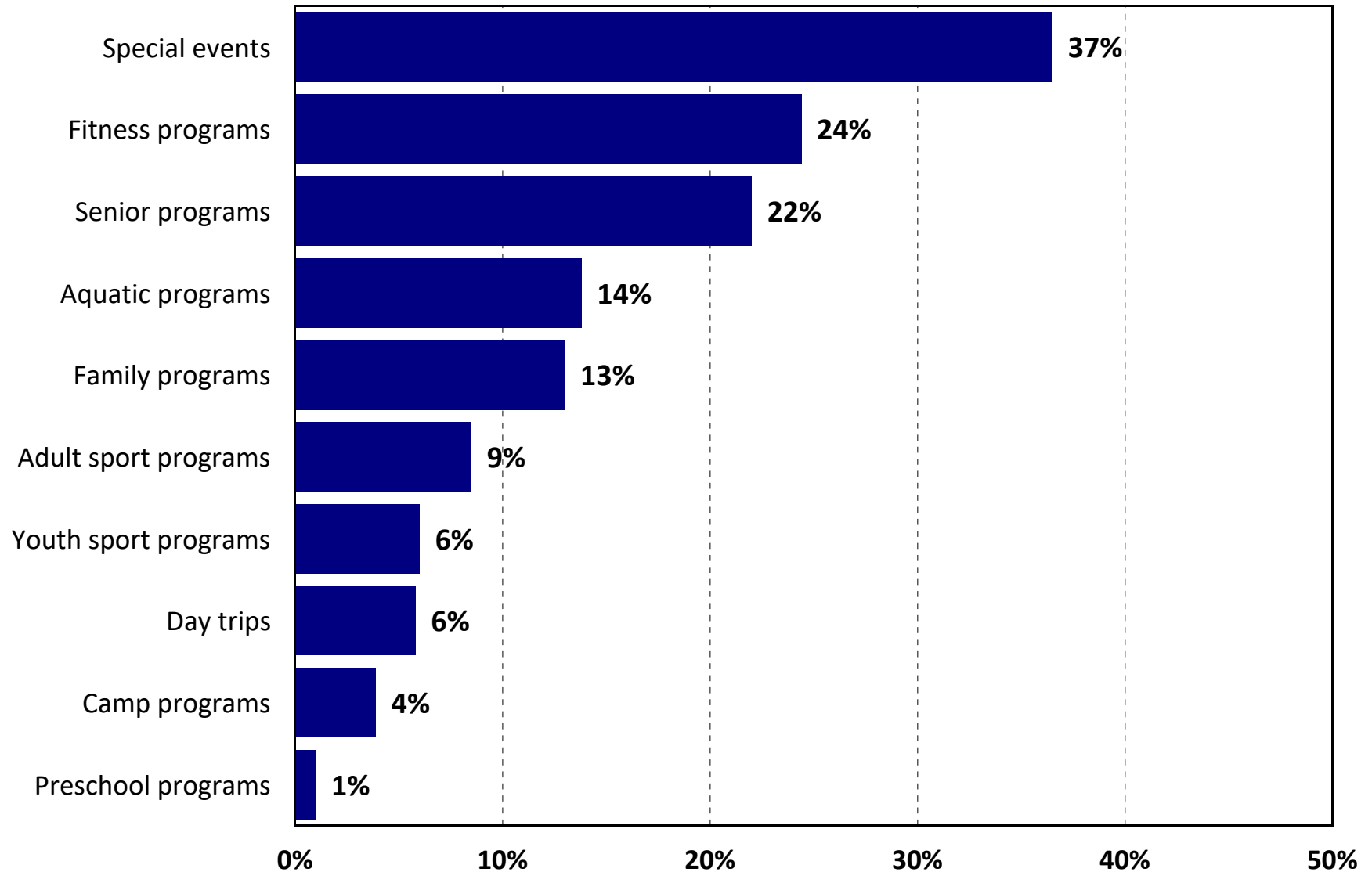by percentage of respondents (excluding "not provided")

At least 1 time a week
15%

A few times a week
19%

Daily
6%

Seldom/Never
9%

Once a year
2%

A few times a year
26%

A few times a month
22%
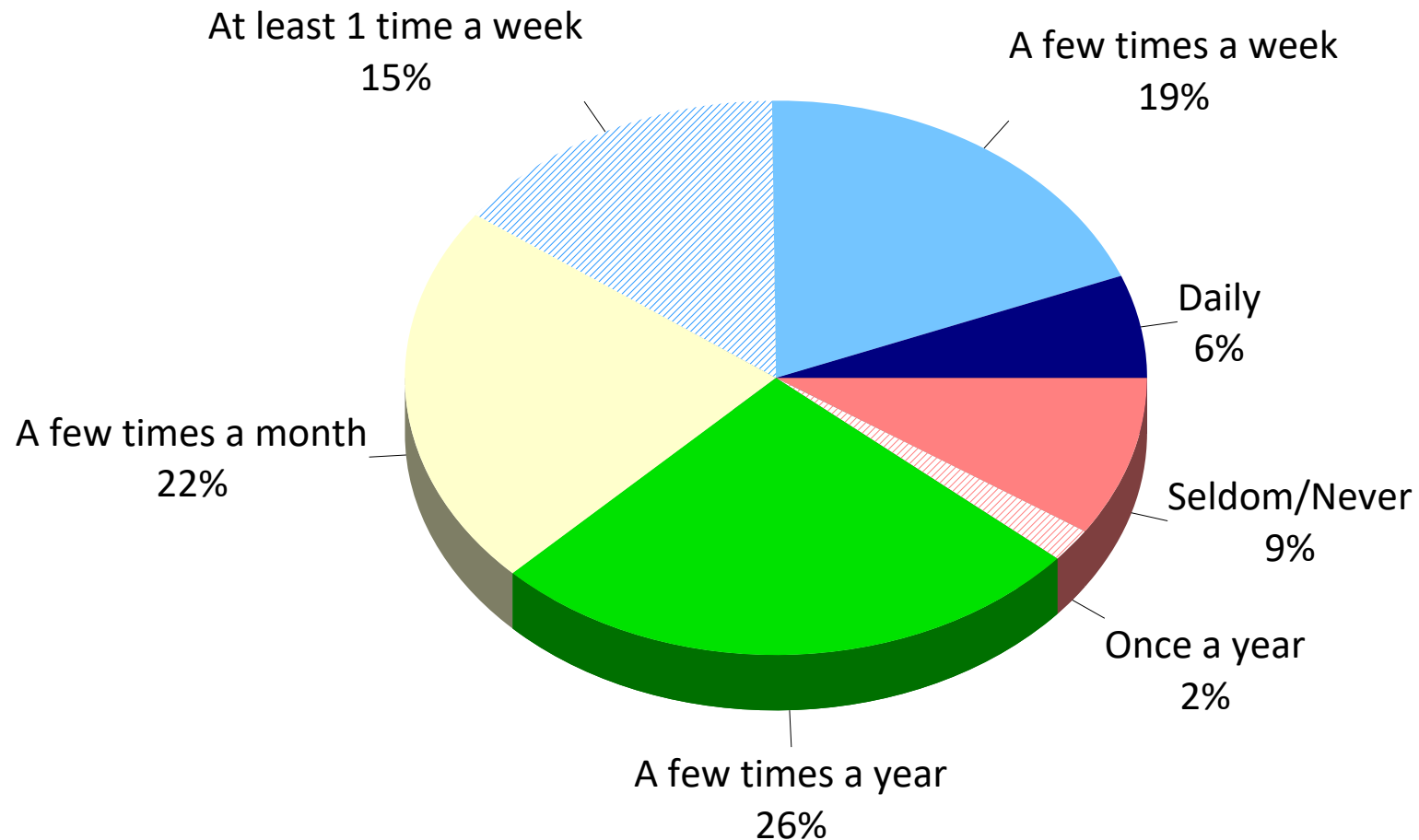
Q20. How well do programs and events accommodate your needs and interests?

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

Accommodates
48%

Completely accommodate
12%

Doesn't accommodate at all
1%

Doesn't accommodate
6%

Neutral
33%
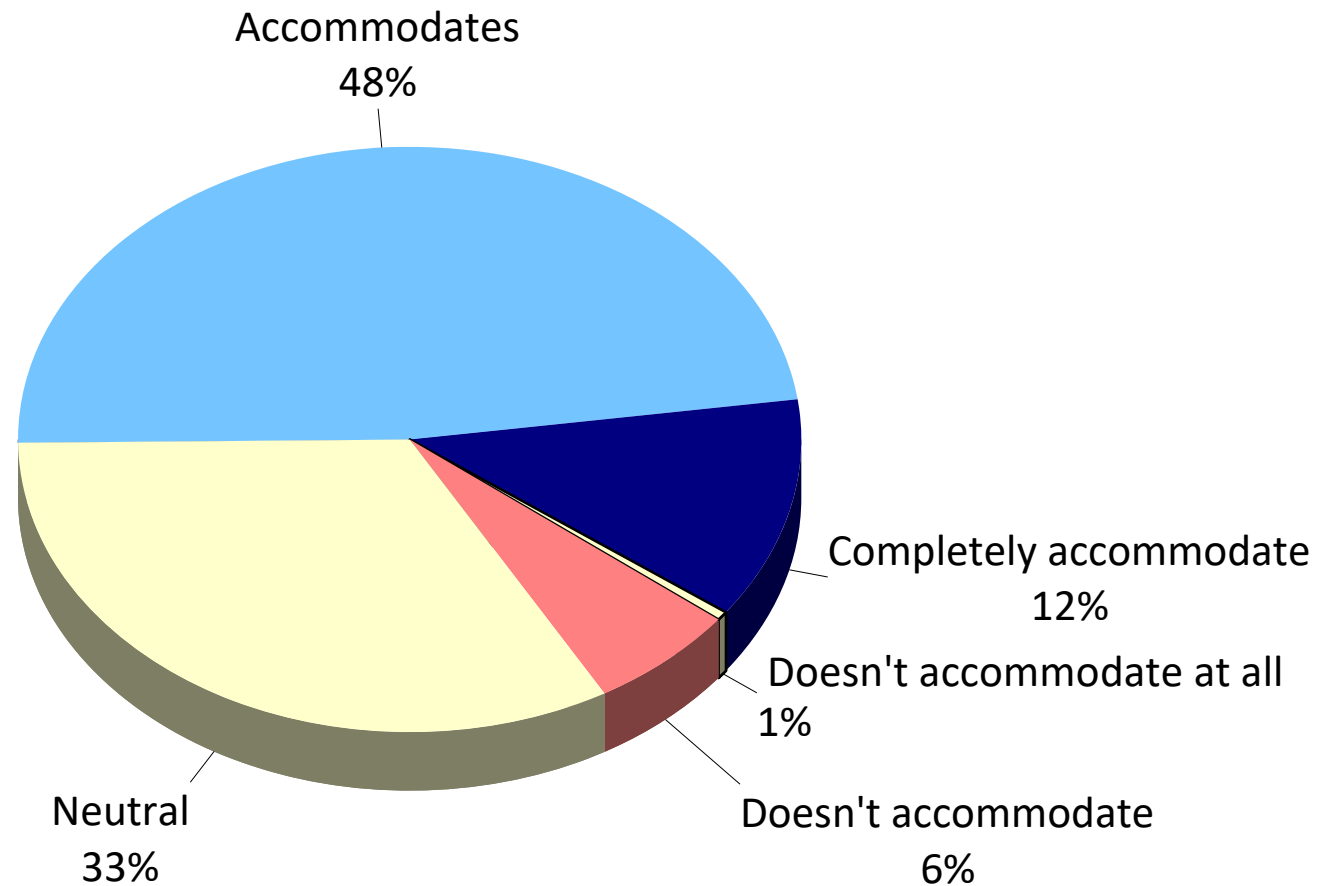
Q21. Types of Programs in Which Households Participate

by percentage of respondents (<u>multiple selections could be made</u>)

Program	Percentage
Special events	37%
Fitness programs	24%
Senior programs	22%
Aquatic programs	14%
Family programs	13%
Adult sport programs	9%
Youth sport programs	6%
Day trips	6%
Camp programs	4%
Preschool programs	1%

Q23. Satisfaction with Recreation Programs and Events

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

Ease of registration for programs & services

| 24% | 44% | 26% | 7% |

Fees charged for recreation programs & events

| 18% | 40% | 34% | 9% |

0%   20%   40%   60%   80%   100%

■ Very Satisfied (5)   ■ Satisfied (4)   ■ Neutral (3)   ■ Dissatisfied (2/1)
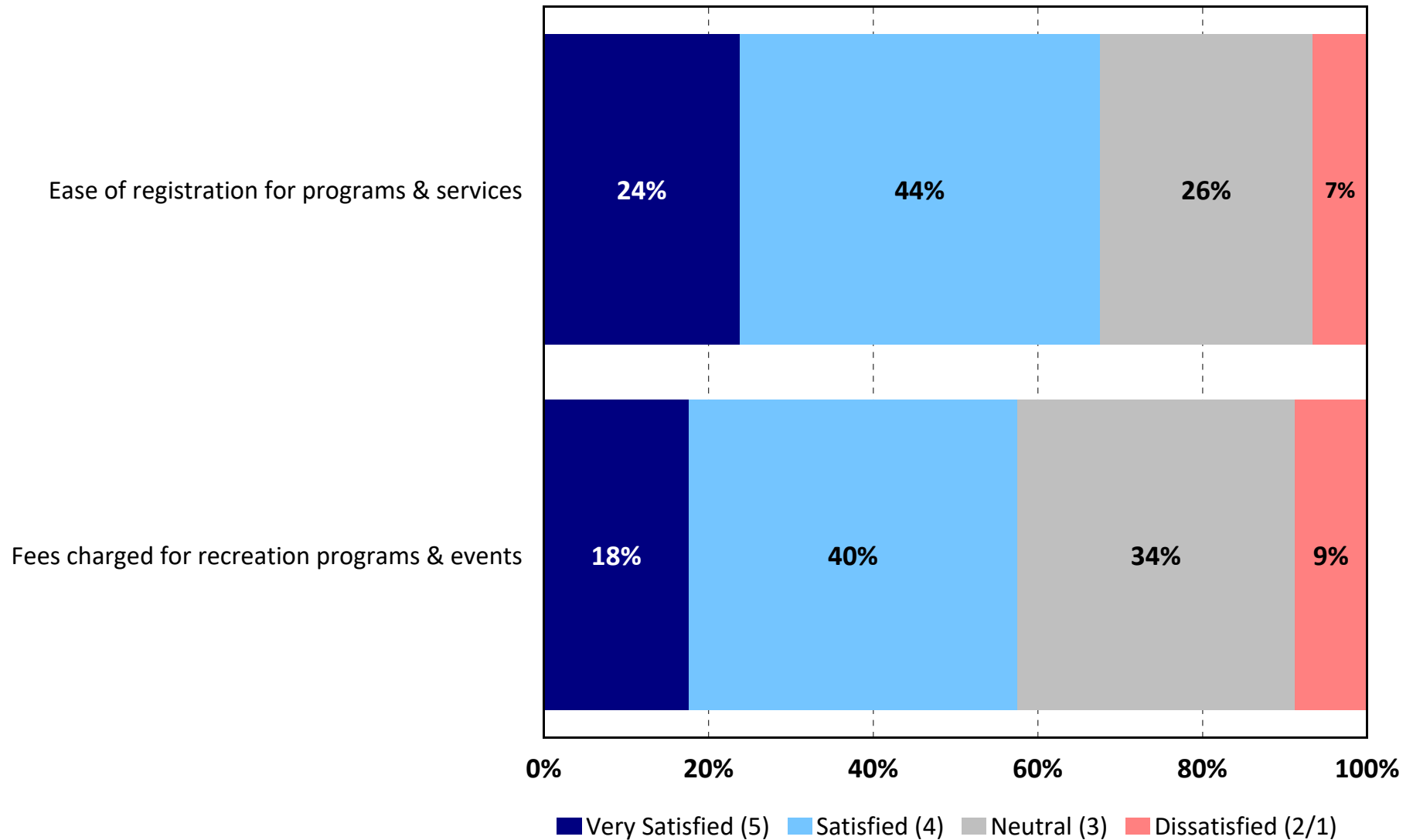
TRENDS: Satisfaction with Recreation Programs and Events 2019 vs. 2023

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

Ease of registration for programs & services
- 2019: 72%
- 2023: 68%

Fees charged for recreation programs & events
- 2019: 56%
- 2023: 58%

0%   20%   40%   60%   80%   100%

2019   **2023**
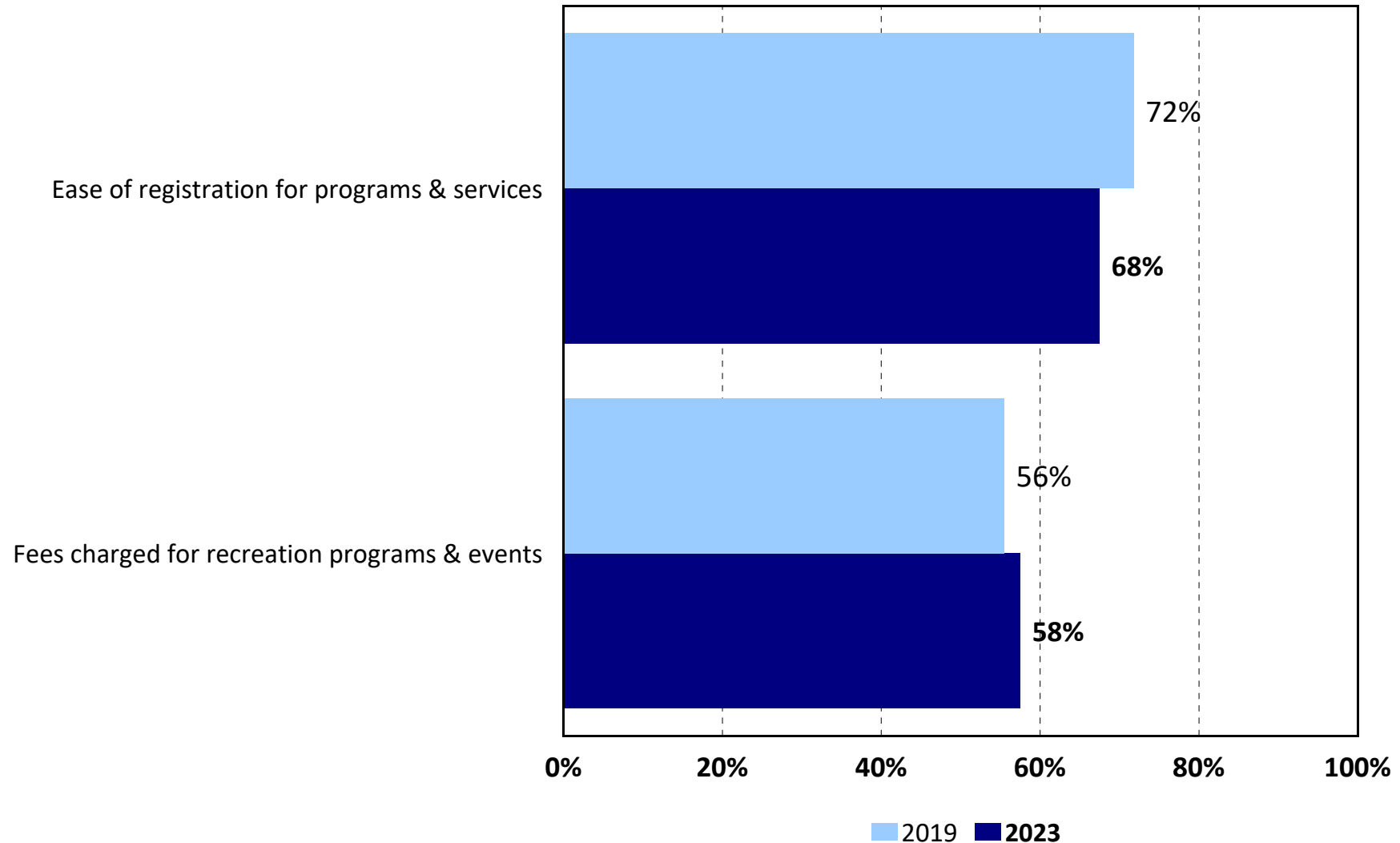
Q24. Have you visited Aquaport this last season?

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

No
79%

Yes
21%
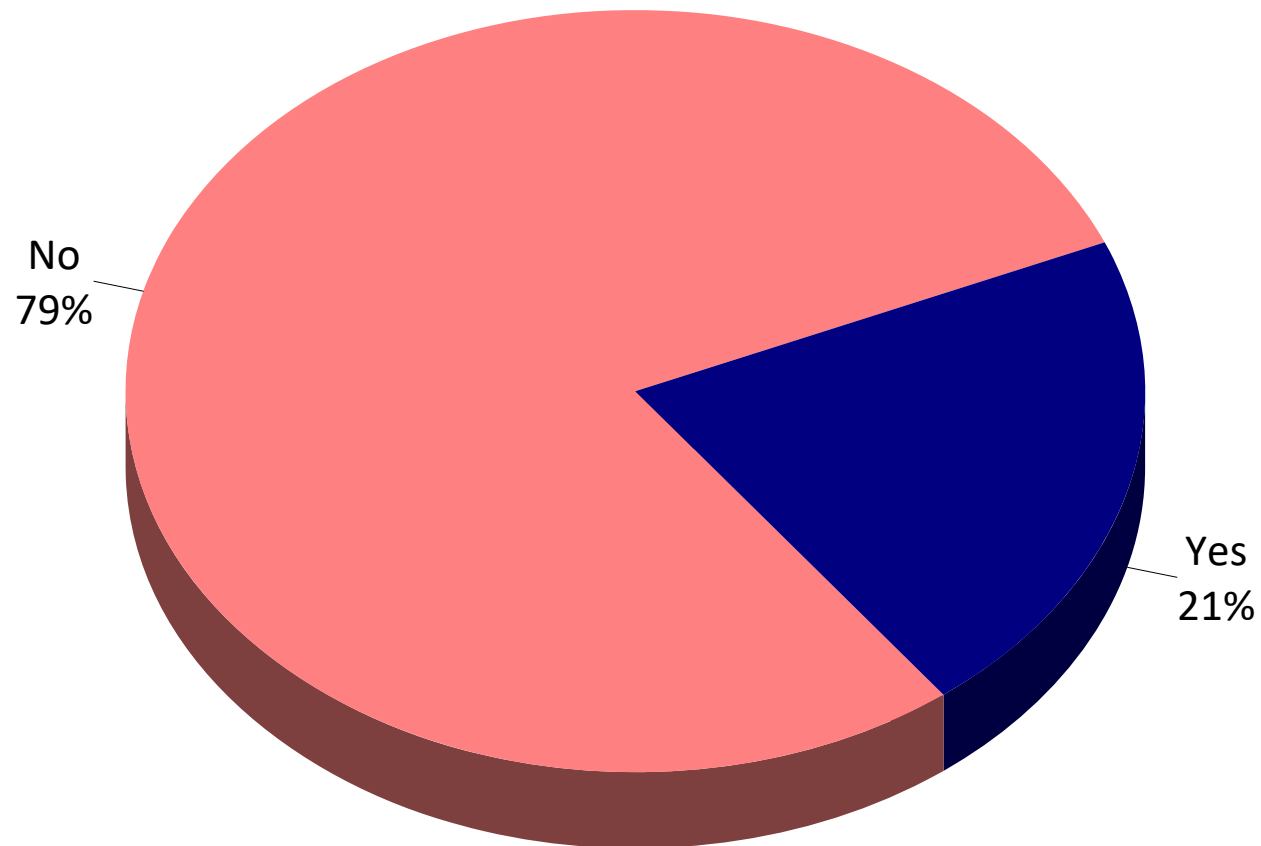
Q25. Which of the following best describes your use of the Centene Community Ice Center

by percentage of respondents (<u>excluding "not provided"</u>)

I have used the facilty
20%

I have not used the
facilty, but plan to
in the future
31%

48%
I have not used the facilty,
and don't plan to in the future
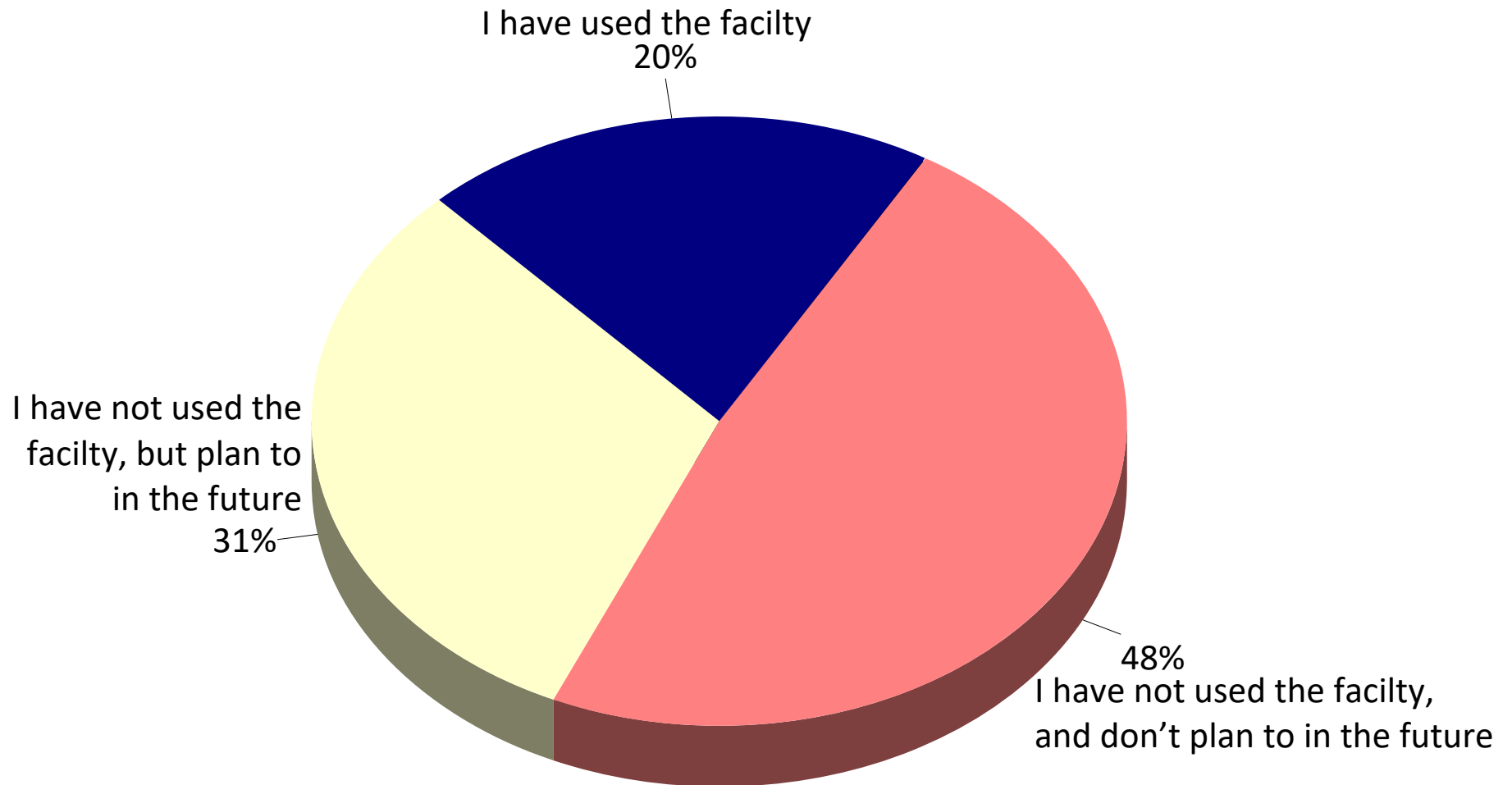
Q26. Do you think the City is effectively spending revenues for the services you receive?

by percentage of respondents (excluding "don't know, no answer")

Yes
93%

No
7%
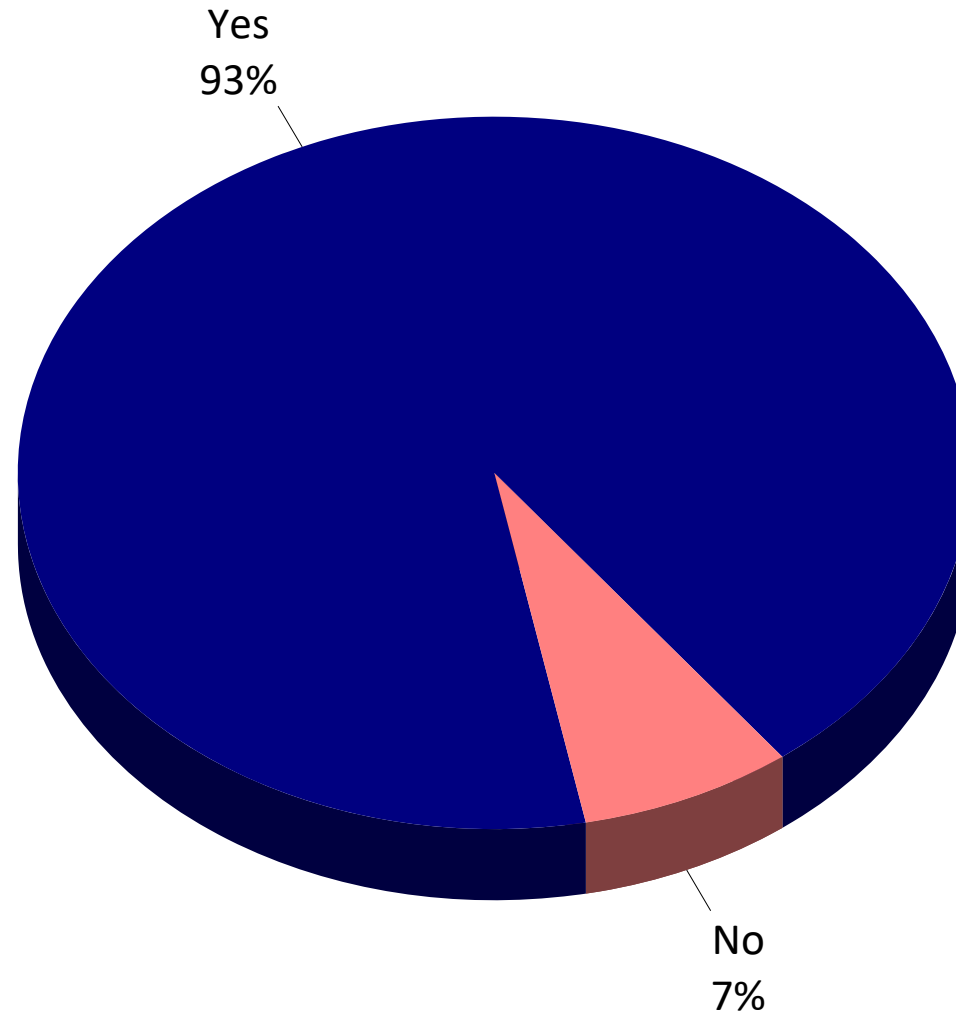
Q27. How would you rate the City of Maryland Heights government in listening to citizens?

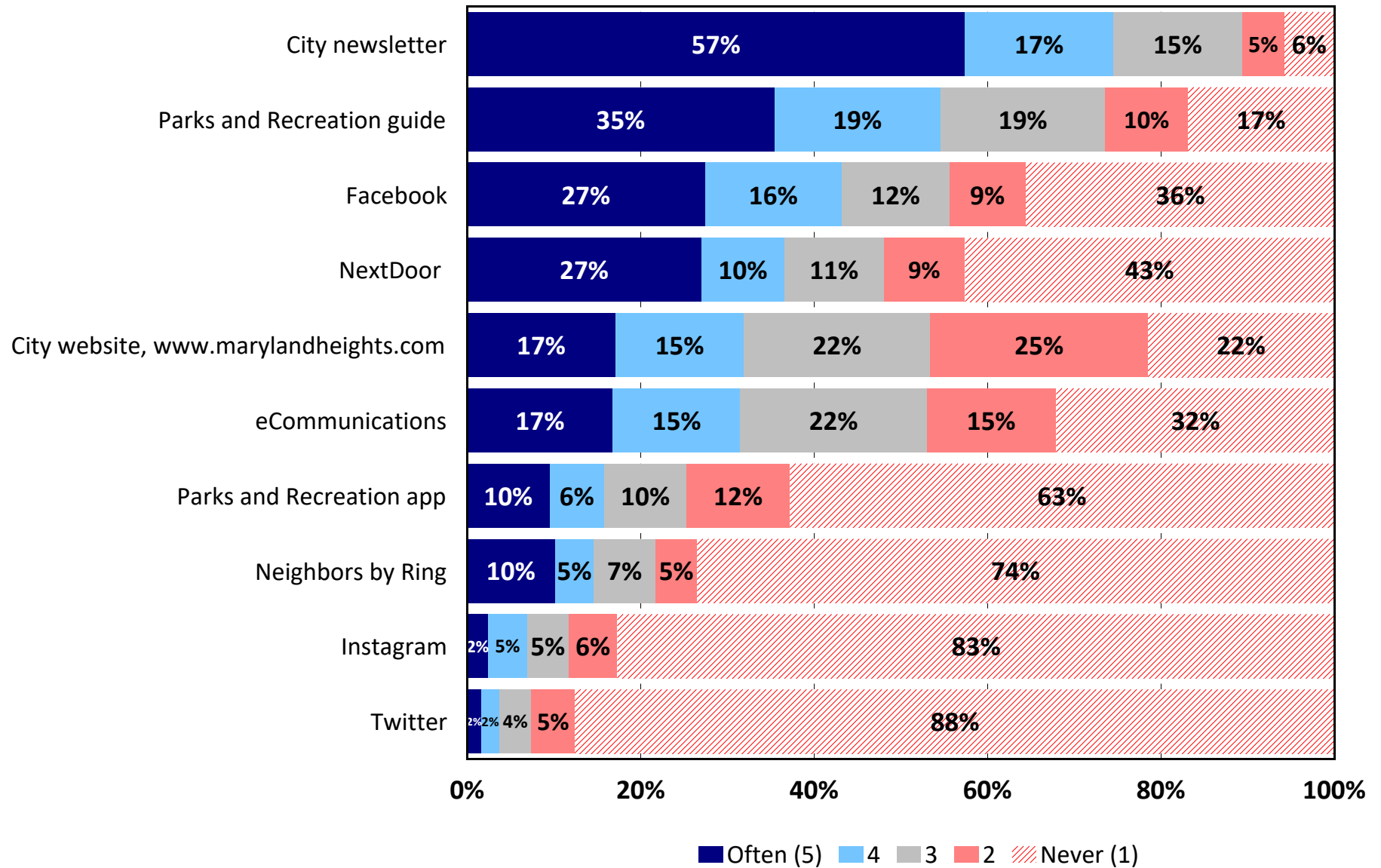by percentage of respondents (excluding "don't know, no answer")

Good
49%

Excellent
18%

Poor
6%

Fair
26%
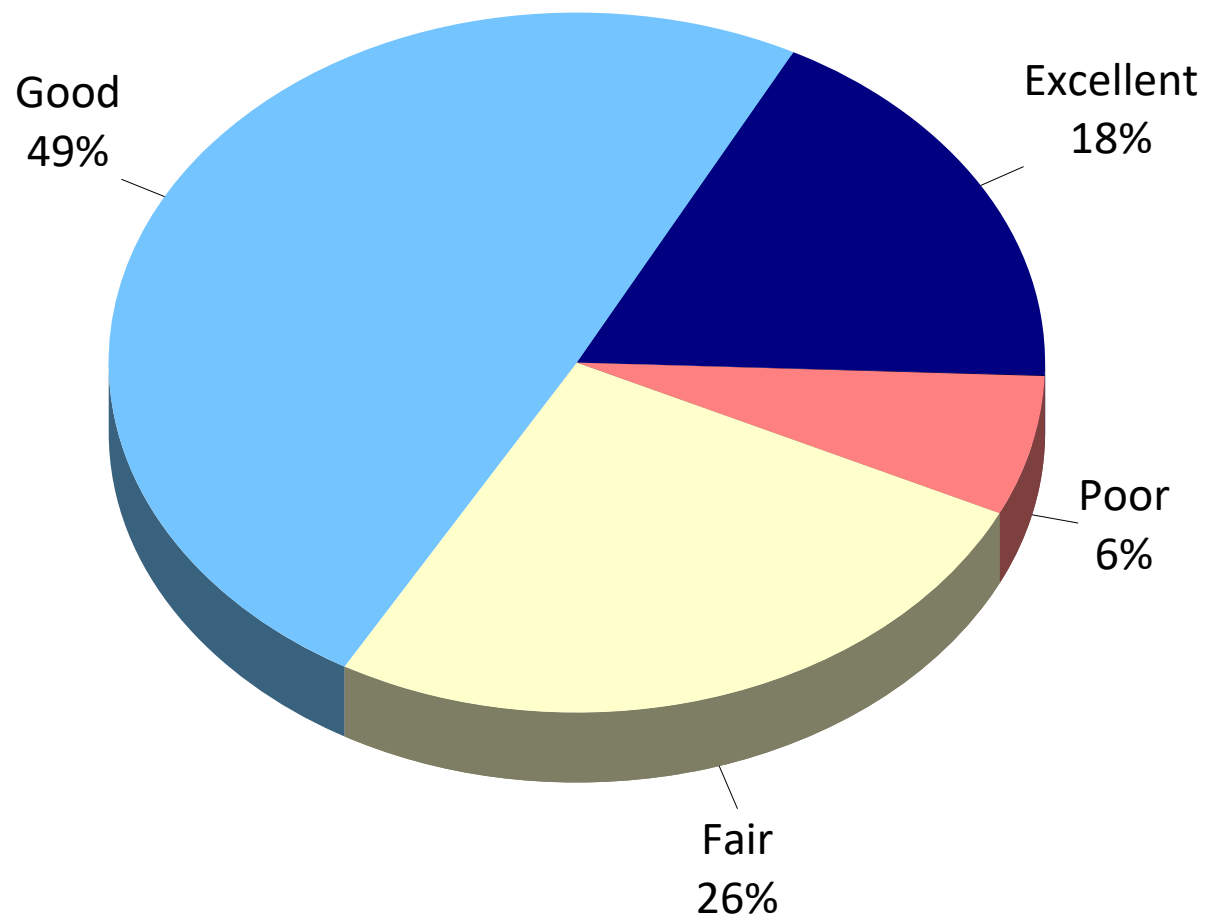
Q28. Information Residents Are Most Interested in Reading About in the City's Monthly Newsletter

by percentage of respondents (three choices could be made)
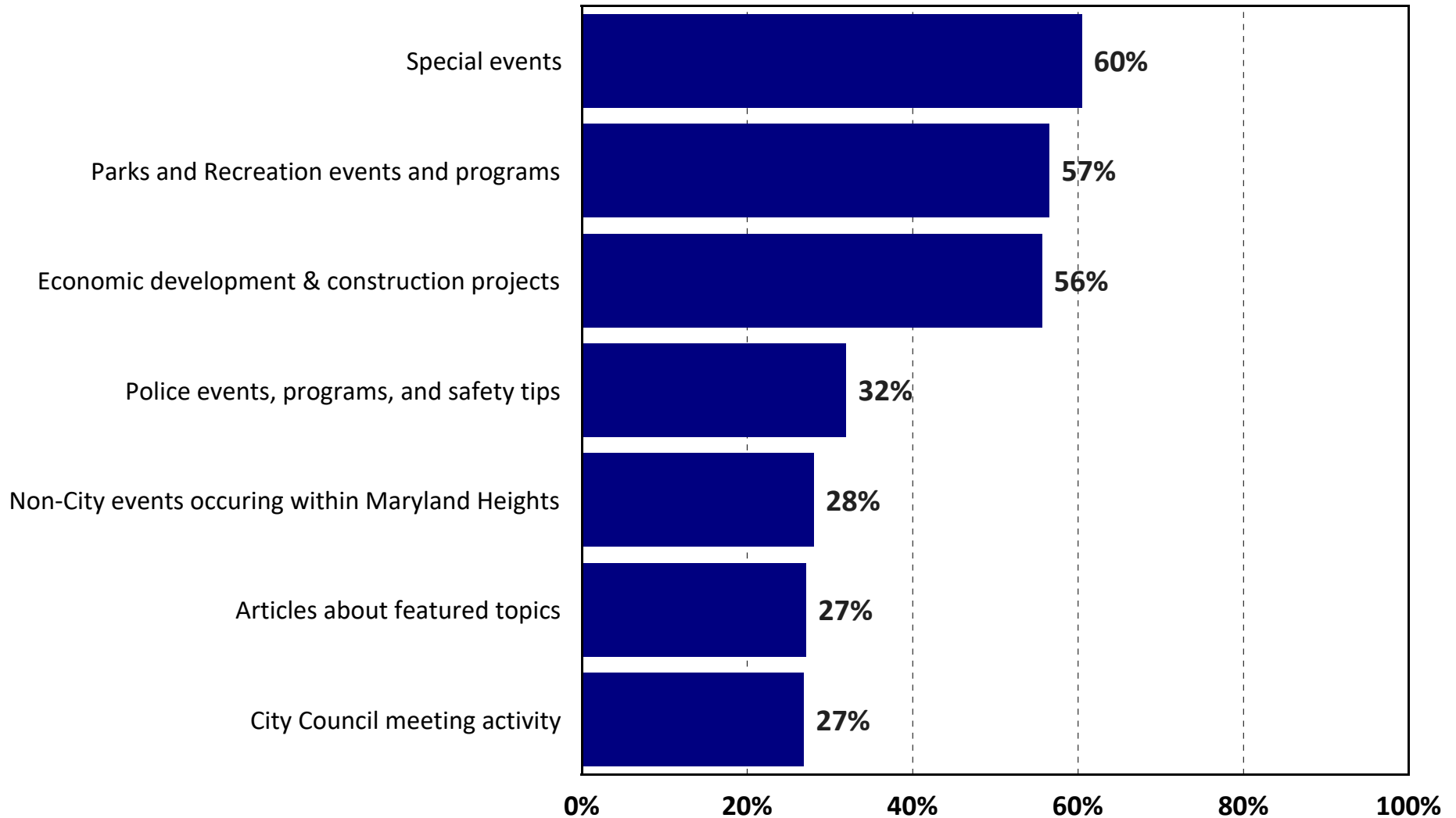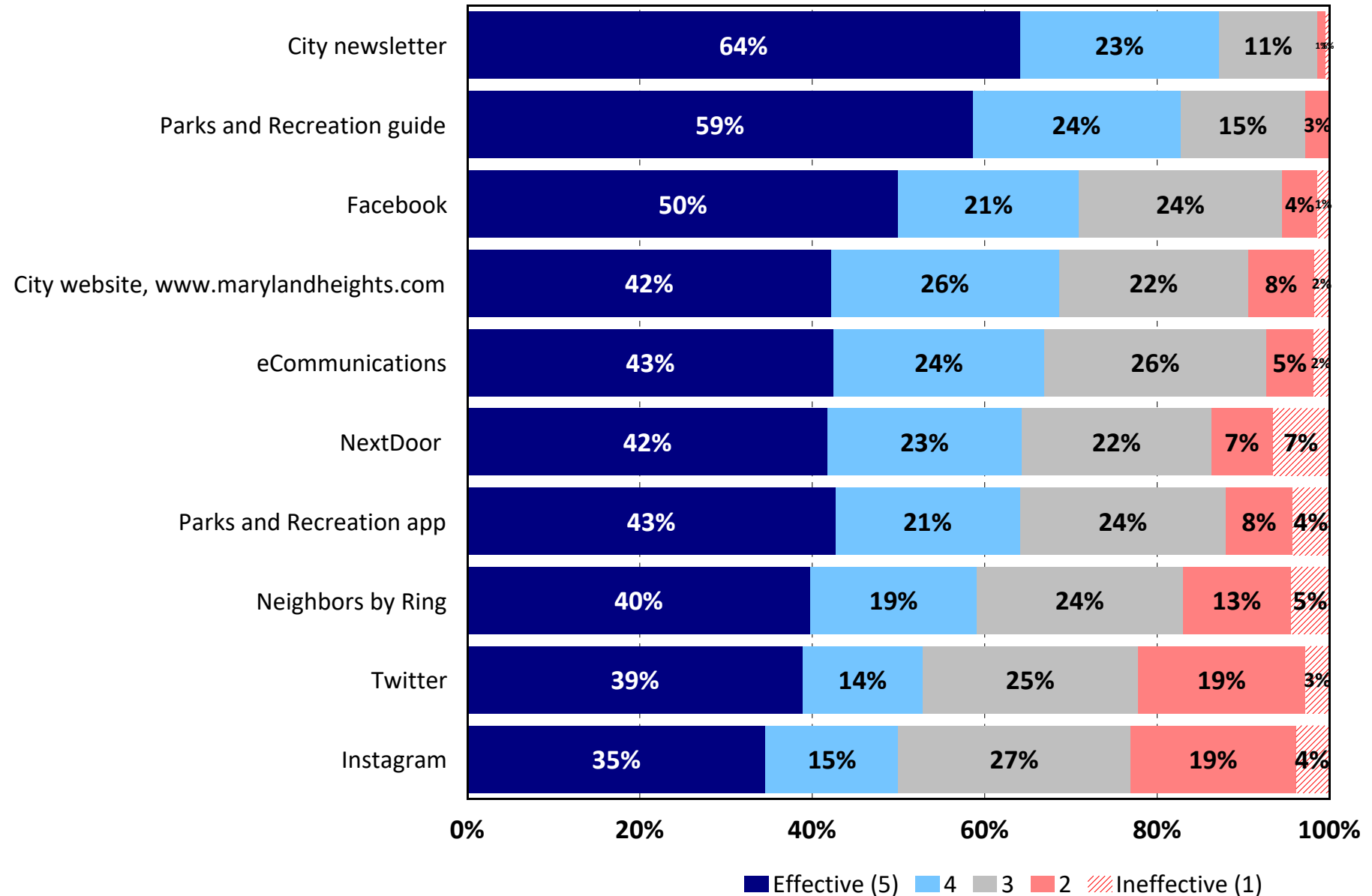
Q29. <u>Usage</u> of City Communication
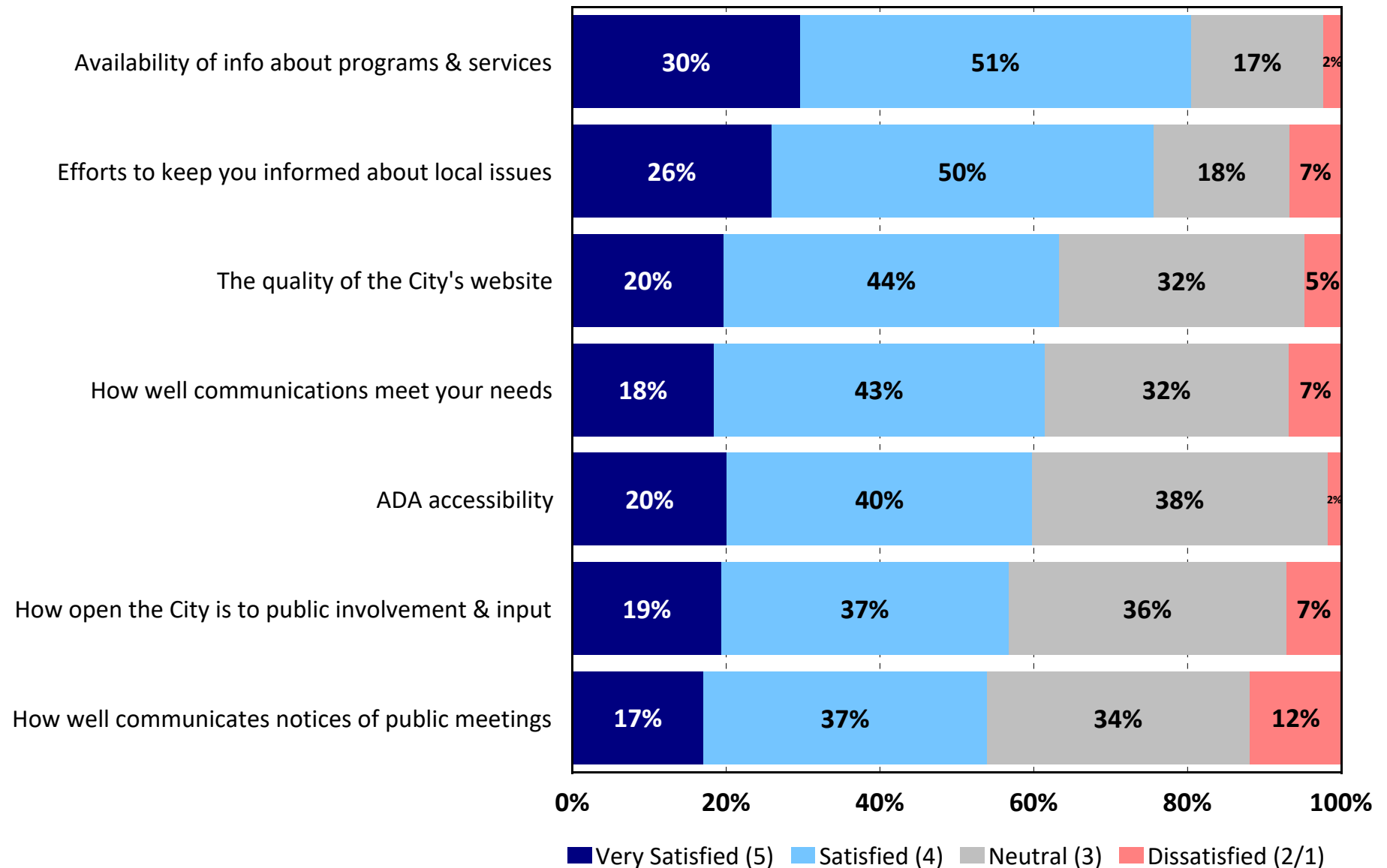
by percentage of respondents (<u>excluding "not provided"</u>)

	Often (5)	4	3	2	Never (1)
City newsletter	57%	17%	15%	5%	6%
Parks and Recreation guide	35%	19%	19%	10%	17%
Facebook	27%	16%	12%	9%	36%
NextDoor	27%	10%	11%	9%	43%
City website, www.marylandheights.com	17%	15%	22%	25%	22%
eCommunications	17%	15%	22%	15%	32%
Parks and Recreation app	10%	6%	10%	12%	63%
Neighbors by Ring	10%	5%	7%	5%	74%
Instagram	2%	5%	5%	6%	83%
Twitter	2%	2%	4%	5%	88%

Legend: ■ Often (5) ■ 4 ■ 3 ■ 2 ▨ Never (1)

Q29. <u>Effectiveness</u> of City Communication

by percentage of respondents

Channel	Effective (5)	4	3	2	Ineffective (1)
City newsletter	64%	23%	11%		1%
Parks and Recreation guide	59%	24%	15%	3%	
Facebook	50%	21%	24%	4%	1%
City website, www.marylandheights.com	42%	26%	22%	8%	2%
eCommunications	43%	24%	26%	5%	2%
NextDoor	42%	23%	22%	7%	7%
Parks and Recreation app	43%	21%	24%	8%	4%
Neighbors by Ring	40%	19%	24%	13%	5%
Twitter	39%	14%	25%	19%	3%
Instagram	35%	15%	27%	19%	4%

Legend: ■ Effective (5) ■ 4 ■ 3 ■ 2 ▨ Ineffective (1)

Q30. Satisfaction with City Communication

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

	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2/1)
Availability of info about programs & services	30%	51%	17%	2%
Efforts to keep you informed about local issues	26%	50%	18%	7%
The quality of the City's website	20%	44%	32%	5%
How well communications meet your needs	18%	43%	32%	7%
ADA accessibility	20%	40%	38%	2%
How open the City is to public involvement & input	19%	37%	36%	7%
How well communicates notices of public meetings	17%	37%	34%	12%

TRENDS: Satisfaction with City Communication 2019 vs. 2023

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

	2019	2023
Availability of info about programs & services	82%	81%
Efforts to keep you informed about local issues	76%	76%
The quality of the City's website	66%	63%
How well communications meet your needs	66%	61%
How open the City is to public involvement & input	64%	57%
How well communicates notices of public meetings	60%	54%

2019 2023
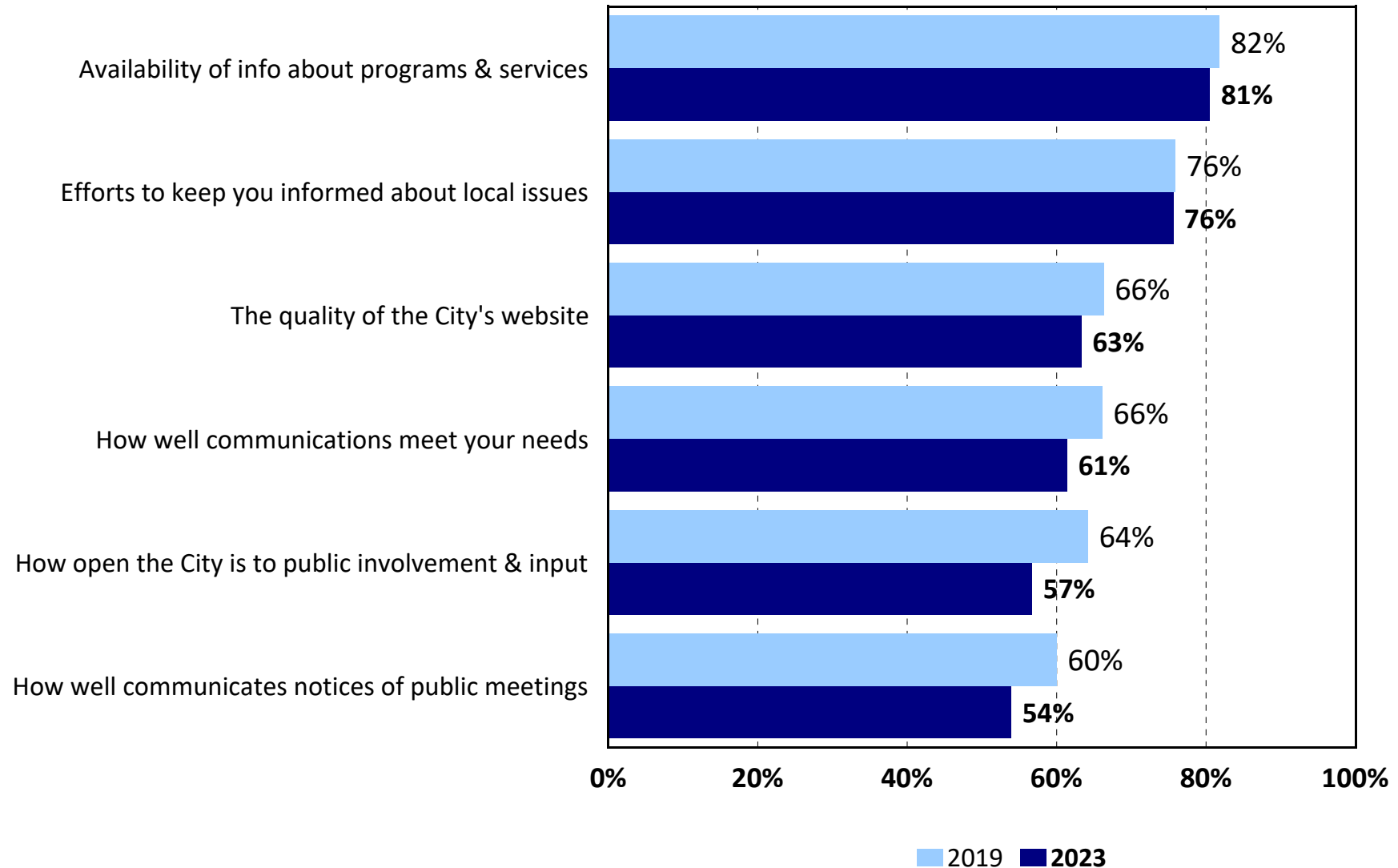
Q31. Information Most Frequently Looked at on the City's Website

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

Newsletter & other general information	41%
Special events & meetings	39%
Facility information	37%
Parks & Recreation program registration	29%
Contact information for departments and/or staff	22%
Report a Problem	21%
City ordinances & regulatory information	18%
Police Department	18%
Permits	14%
Licenses	4%

■ 1st Choice ■ 2nd Choice ■ 3rd Choice
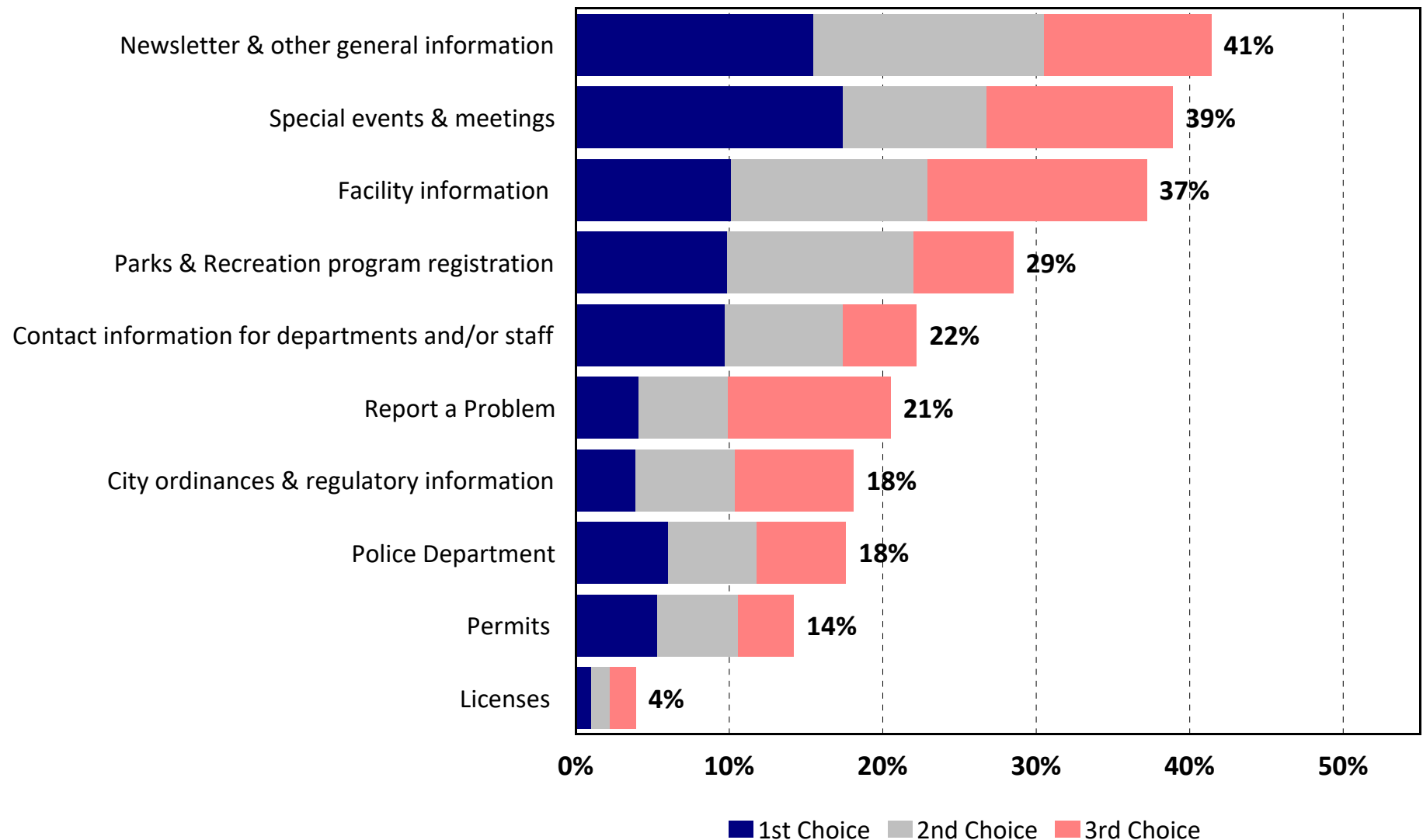
Q32. Have you contacted the City with a question, problem, or complaint during the past year?

by percentage of respondents
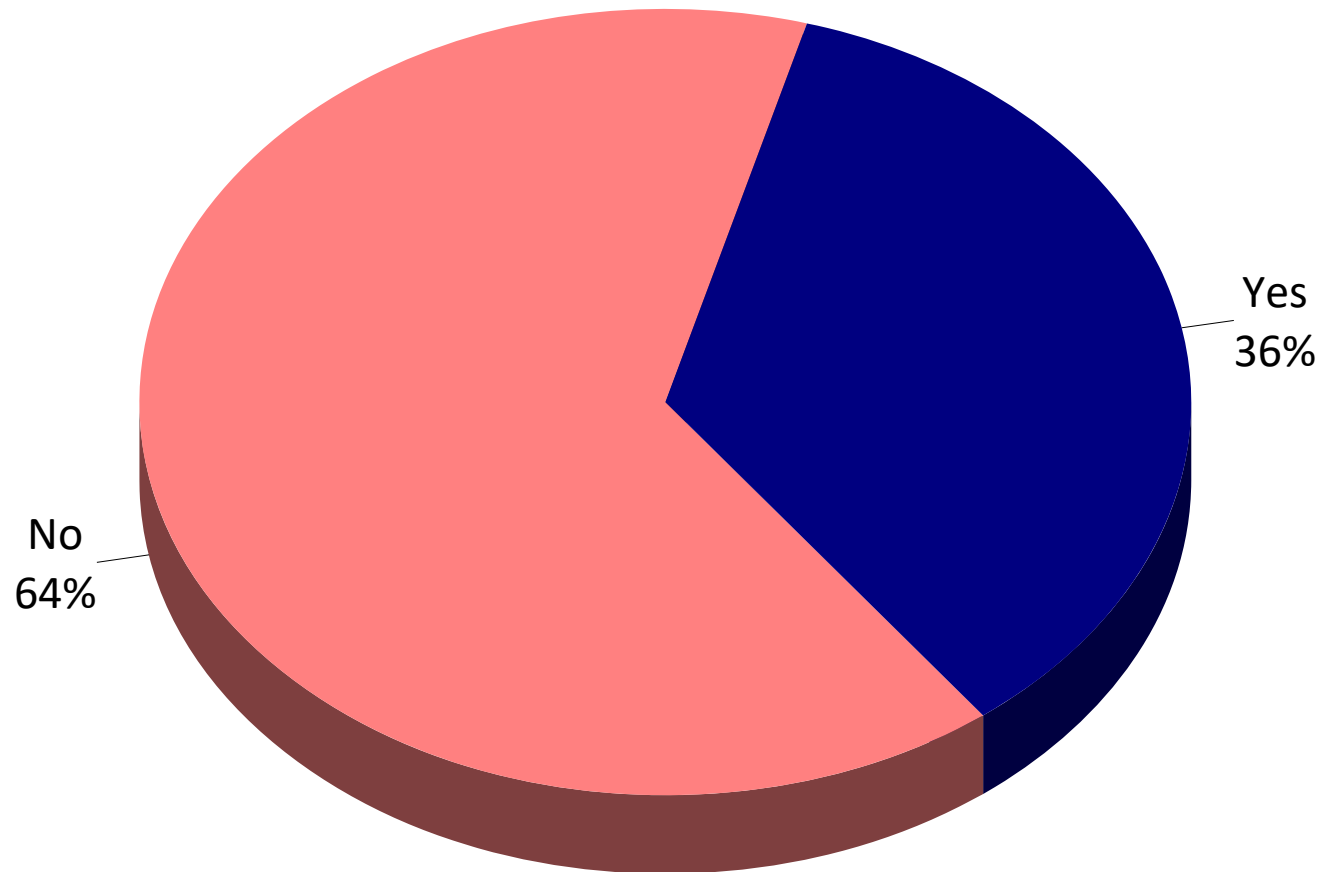
Yes
36%

No
64%

Q32b. Please rate your experience with contacting the City of Maryland Heights

by percentage of respondents who contacted the City during the past year (<u>excluding "don't know"</u>)

Very satisfied
39%

Very dissatisfied
6%

Dissatisfied
16%

Neutral
8%

Satisfied
31%
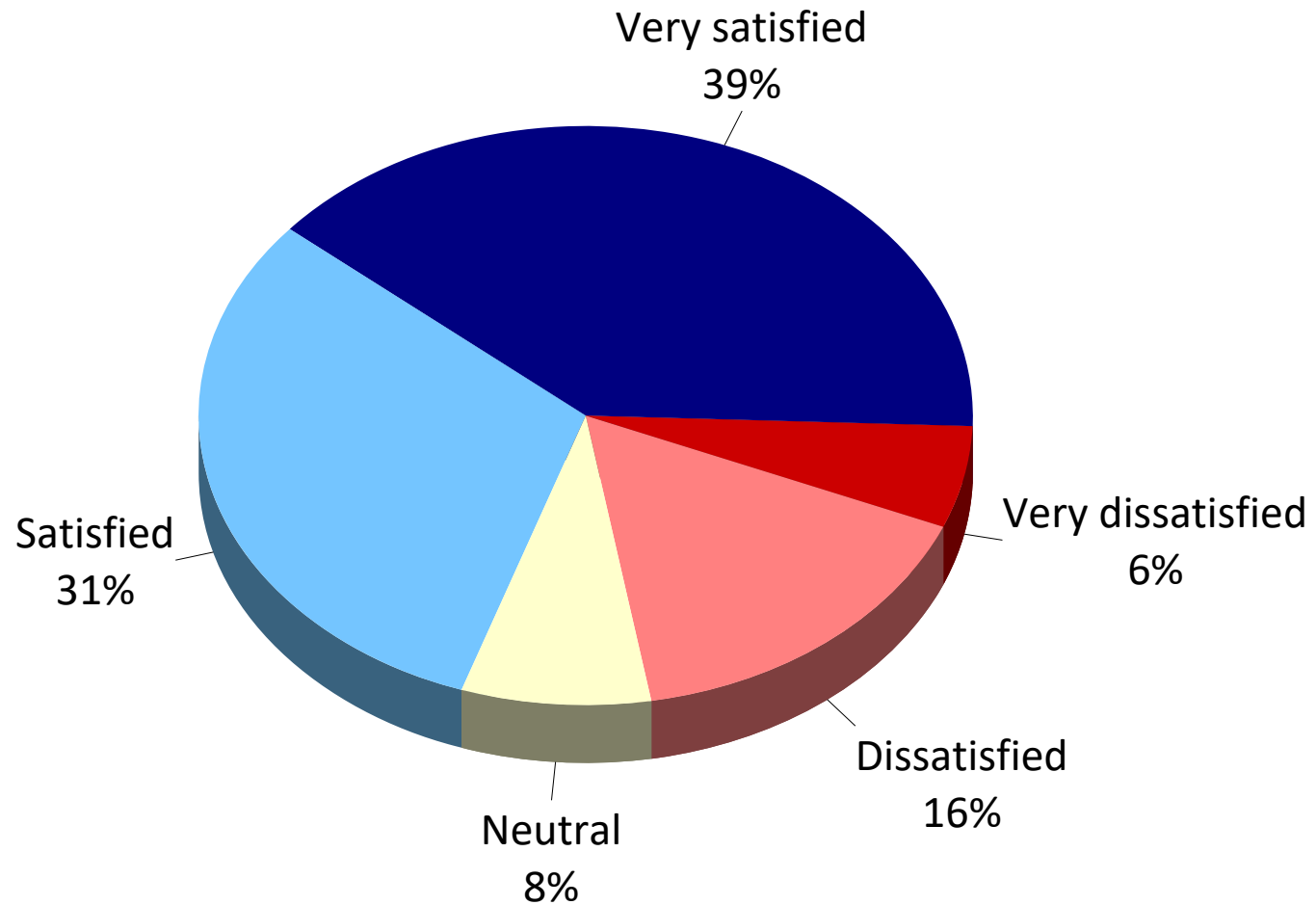
Q33. Satisfaction with City Leadership

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

	Very Satisfied (5)	Satisfied (4)	Neutral (3)	Dissatisfied (2/1)
Ease of contacting the City's elected officials	23%	39%	33%	6%
Responsiveness of the City's elected officials	23%	34%	34%	9%
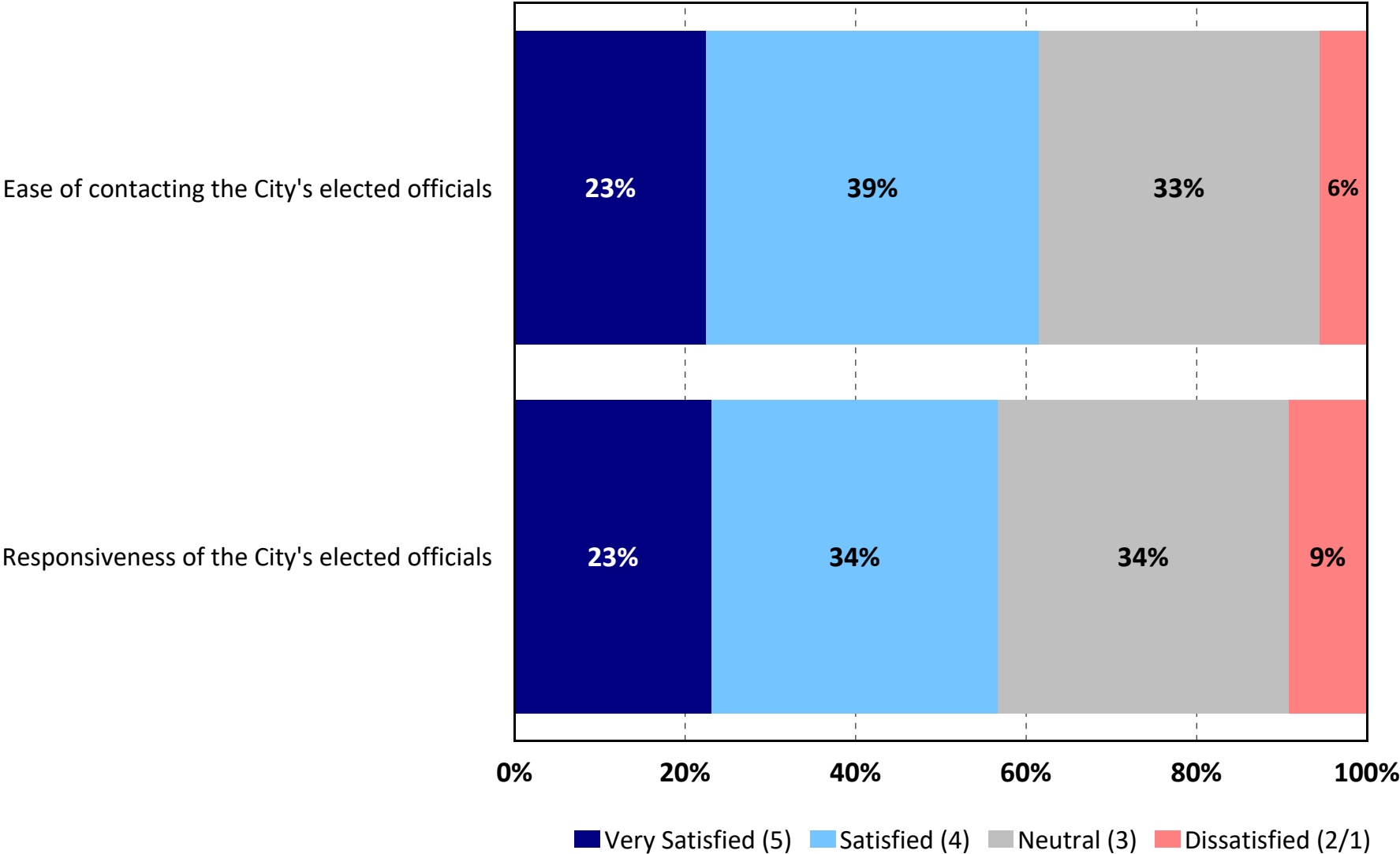
Q34. What is your preferred method of contacting your elected officials?

by percentage of respondents (excluding "not provided")
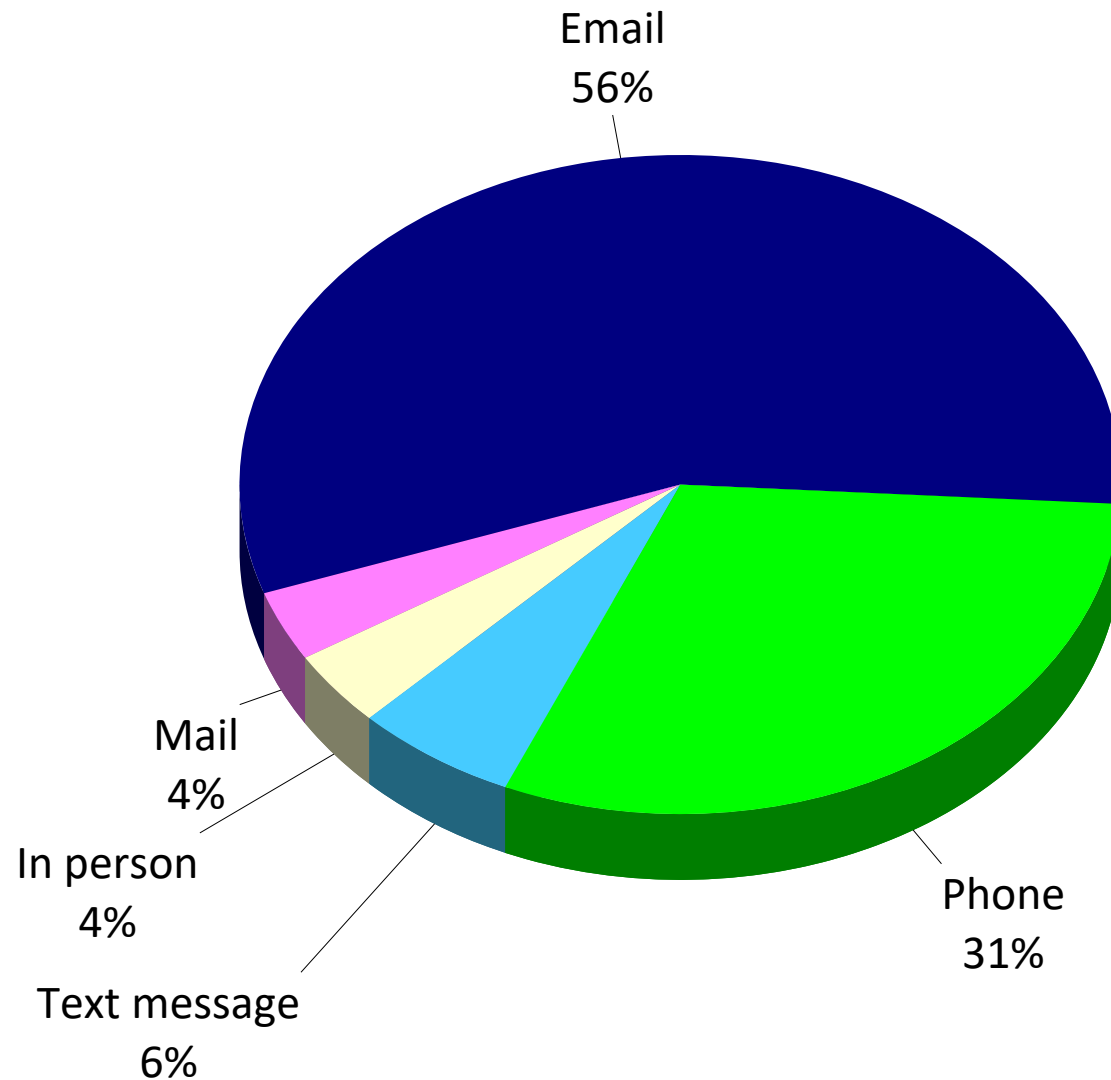
Email
56%

Phone
31%

Text message
6%

In person
4%

Mail
4%

Q37. How long have you been a resident of Maryland Heights?

by percentage of respondents (excluding "not provided")

- 6 to 10 years 10%
- 11 to 15 years 8%
- 16 to 20 years 11%
- 21 to 30 years 20%
- 31+ years 29%
- 5 years or less 22%
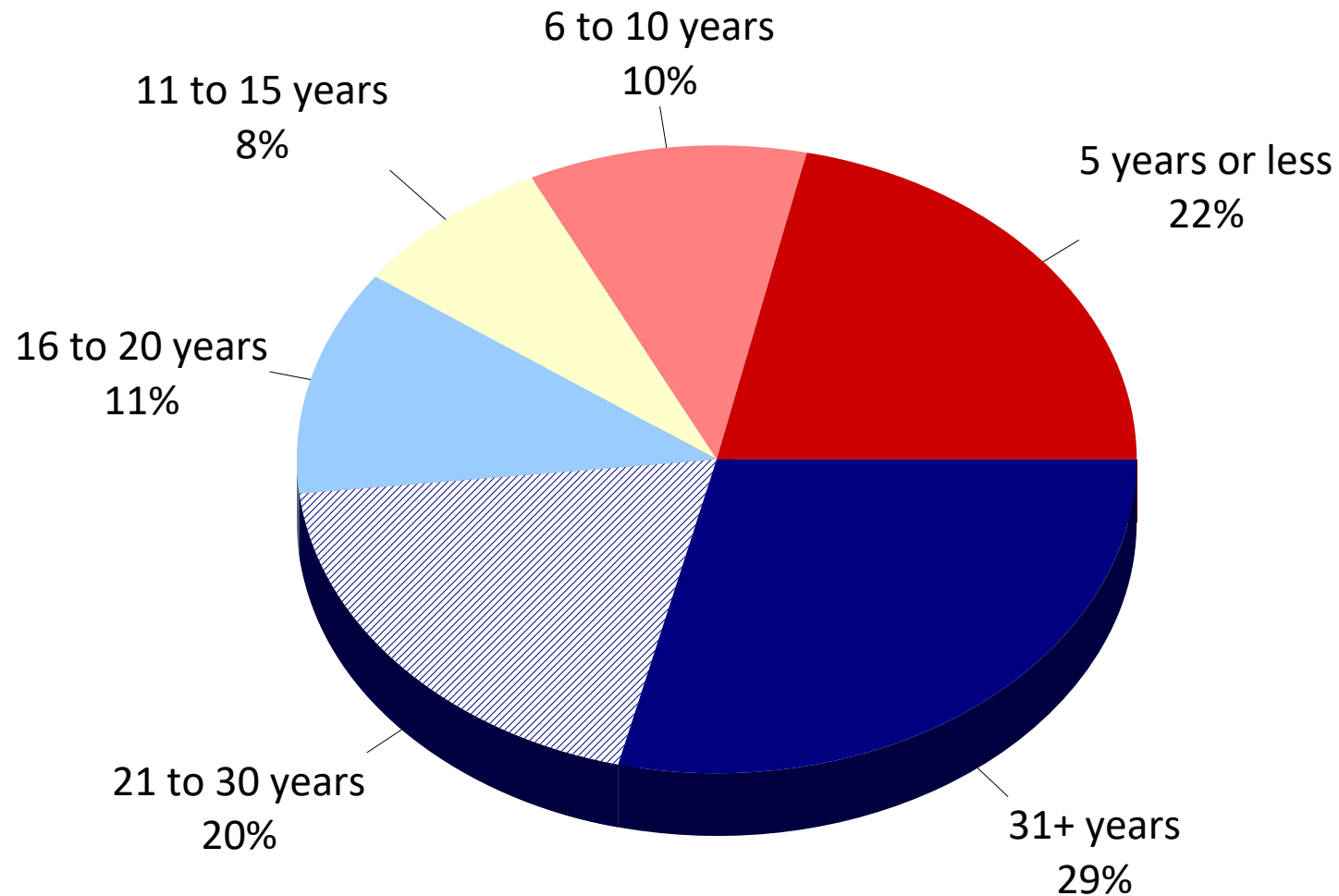
Q38. Which of the following best describes your household?

by percentage of respondents (excluding "not provided")

Own Single Family
86%

Rent Multifamily Unit
3%

Rent Single Family
2%

Own Multifamily Unit
9%
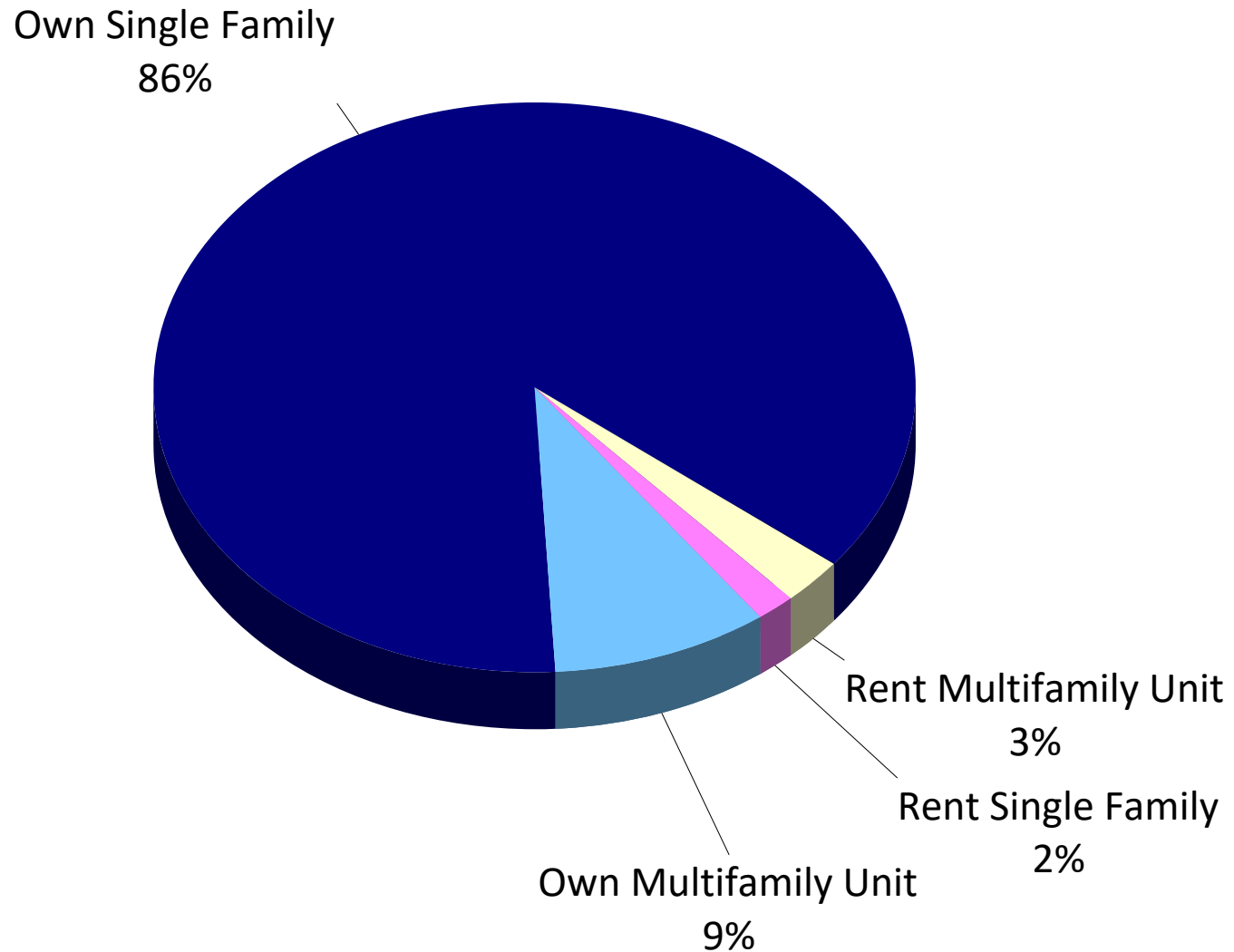
Q39. What is your age?
by percentage of respondents (<u>excluding "not provided"</u>)
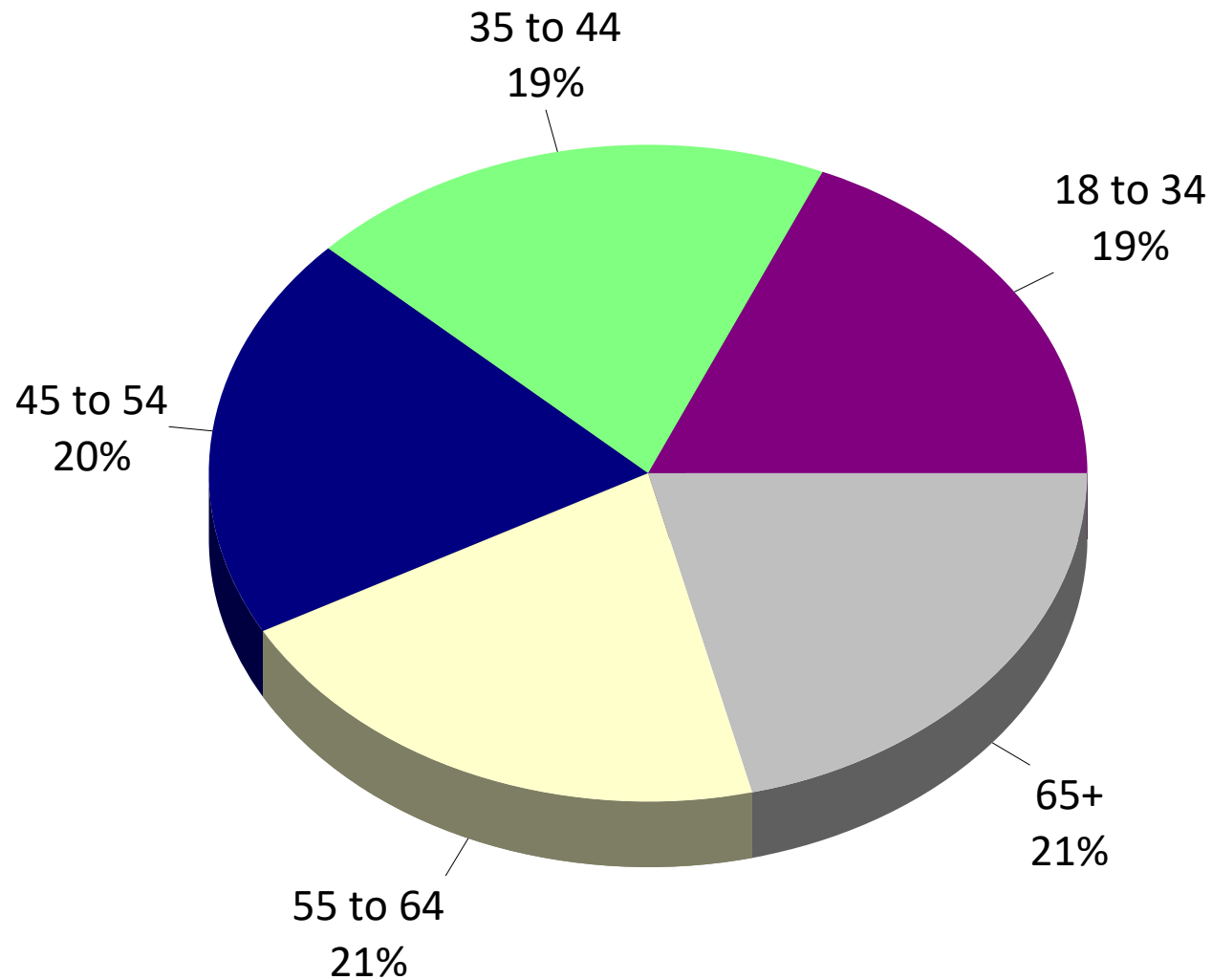
Q40. Ages of Household Members

by percentage of persons in household

Ages 25-34
11%

Ages 20-24
4%

Ages 15-19
4%

Ages 10-14
5%

Ages 35-44
12%

Ages 5-9
6%

Under age 5
4%

Ages 45-54
16%

Ages 75+
9%

Ages 65-74
11%

Ages 55-64
18%
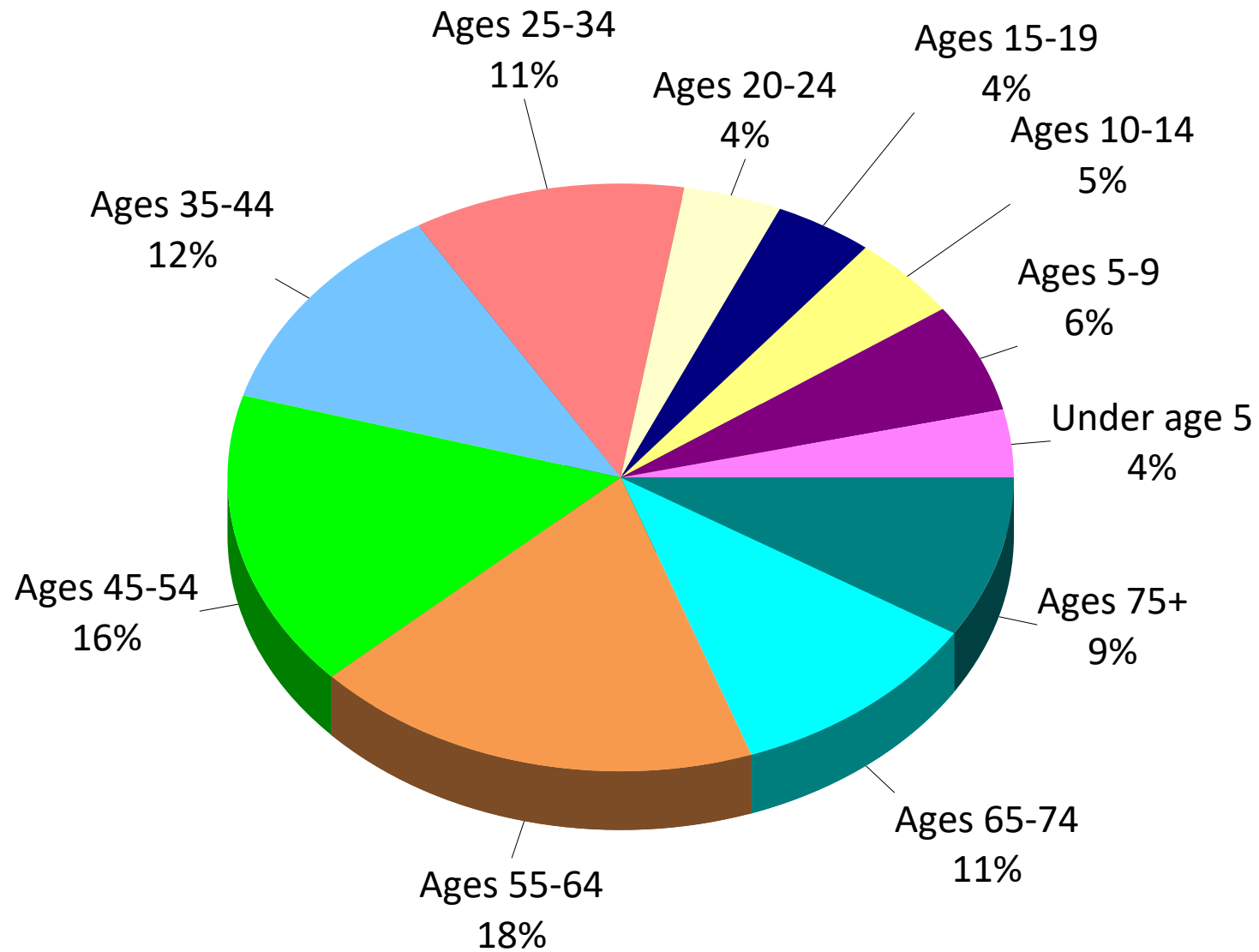
Q41. Would you say your total annual household income is:

by percentage of respondents (<u>excluding "prefer not to answer"</u>)

$30,000 to $59,999
24%

Under $30,000
12%

$60,000 to $99,999
25%

$200,000 or more
5%

$150,000 to $199,999
12%

$100,000 to $149,999
21%
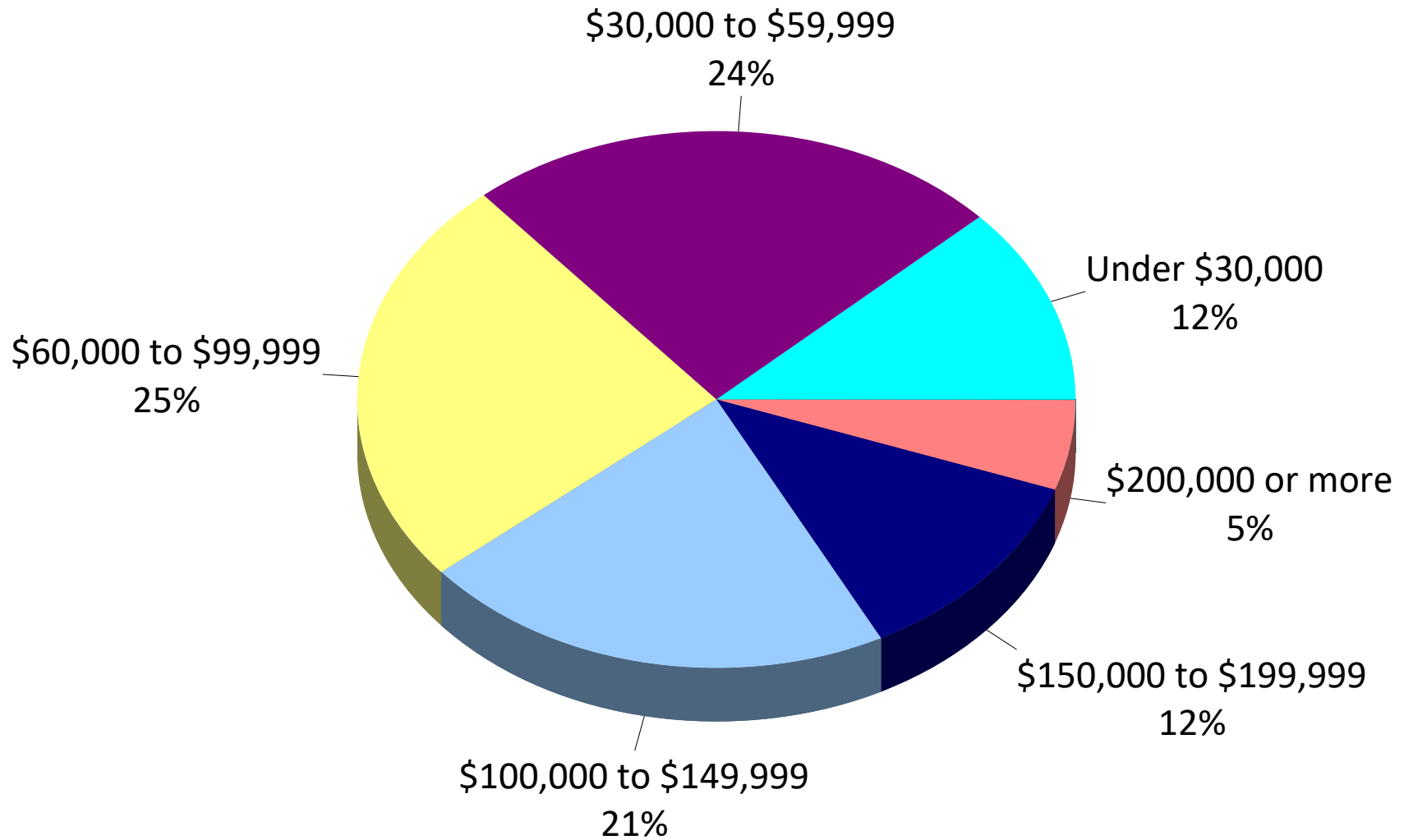
Q42. Race/Ethnicity of Respondents

by percentage of respondents (multiple responses allowed)

Category	Percentage
White or Caucasian	65%
Black or African American	14%
Eastern Indian or Pakistani	12%
Hispanic, Spanish, or Latino/a/x	4%
Asian or Asian Indian	3%
American Indian or Alaska Native	1%
Native Hawaiian or other Pacific Islander	0%
Other	1%
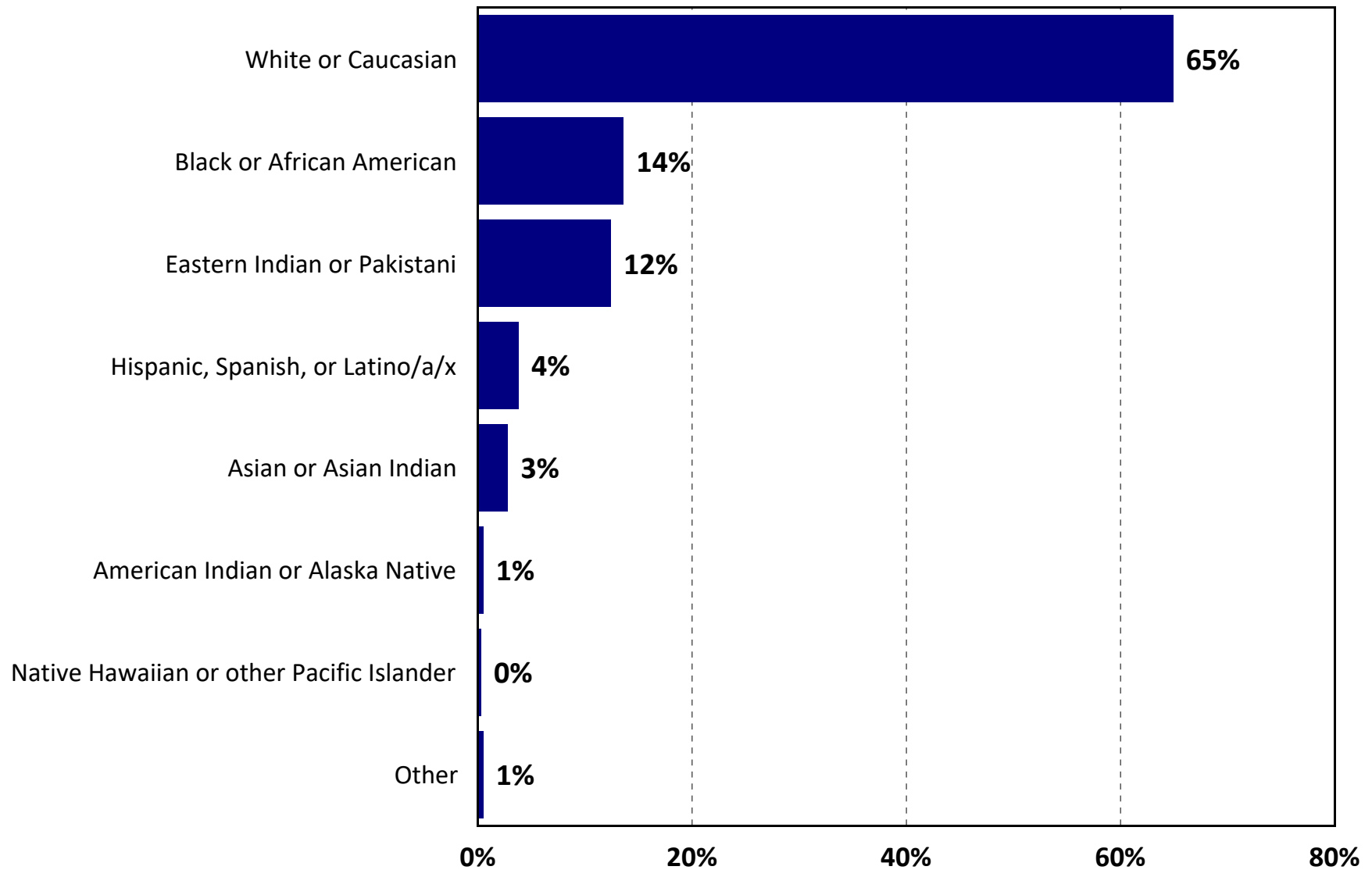
Q43. Gender

by percentage of respondents (excluding "prefer not to answer")

Male
49%

Female
51%
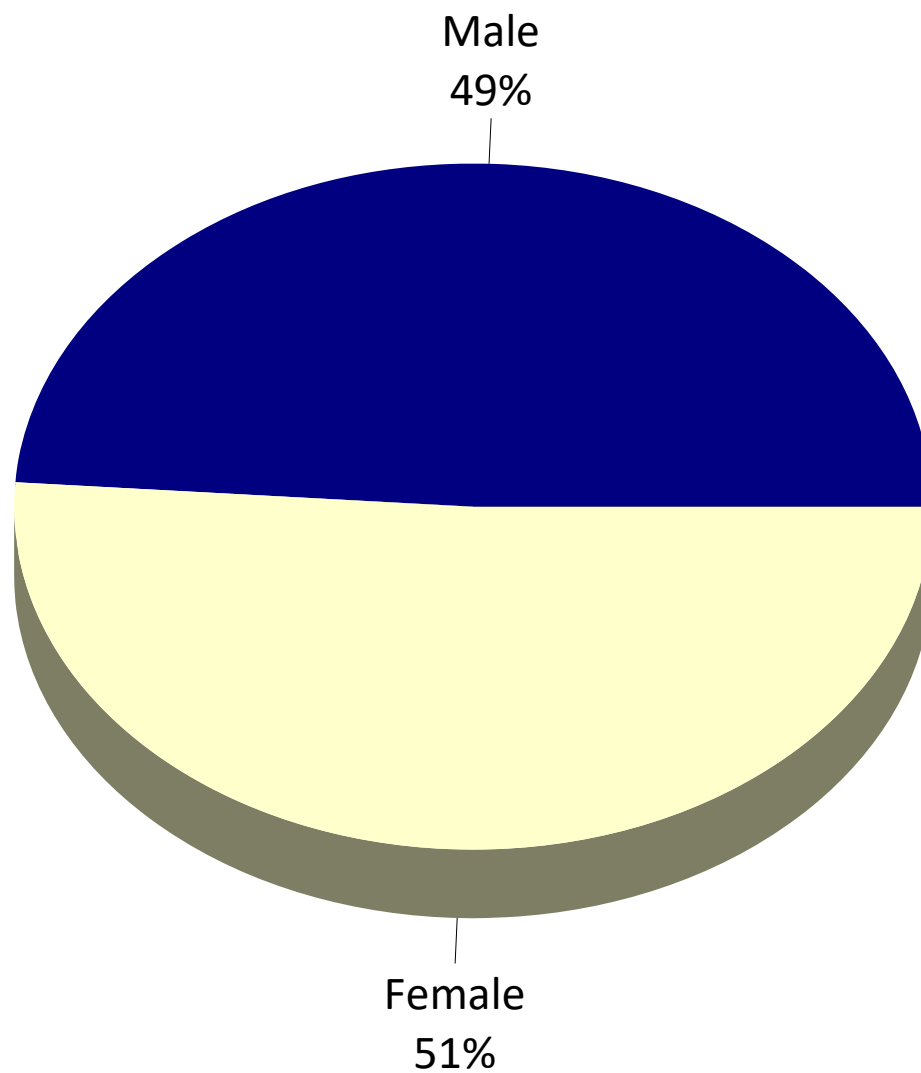
0.2% of respondents selected "other"

2 Benchmarking Analysis

Benchmarking Analysis

Overview

ETC Institute's *DirectionFinder®* program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the fall of 2021 to a random sample of over 9,000 residents in the continental United States and (2) surveys administered by ETC Institute over the past two years to a random sample of residents living in Missouri and Kansas communities.

The charts on the following pages show how the results for the City of Maryland Heights compare to the national average and the Missouri/Kansas average . The blue bar shows the results for the City of Maryland Heights. The red bar shows the average from Missouri and Kansas communities where ETC Institute administered surveys over the past two years. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 9,000 U.S. residents during the fall of 2021.
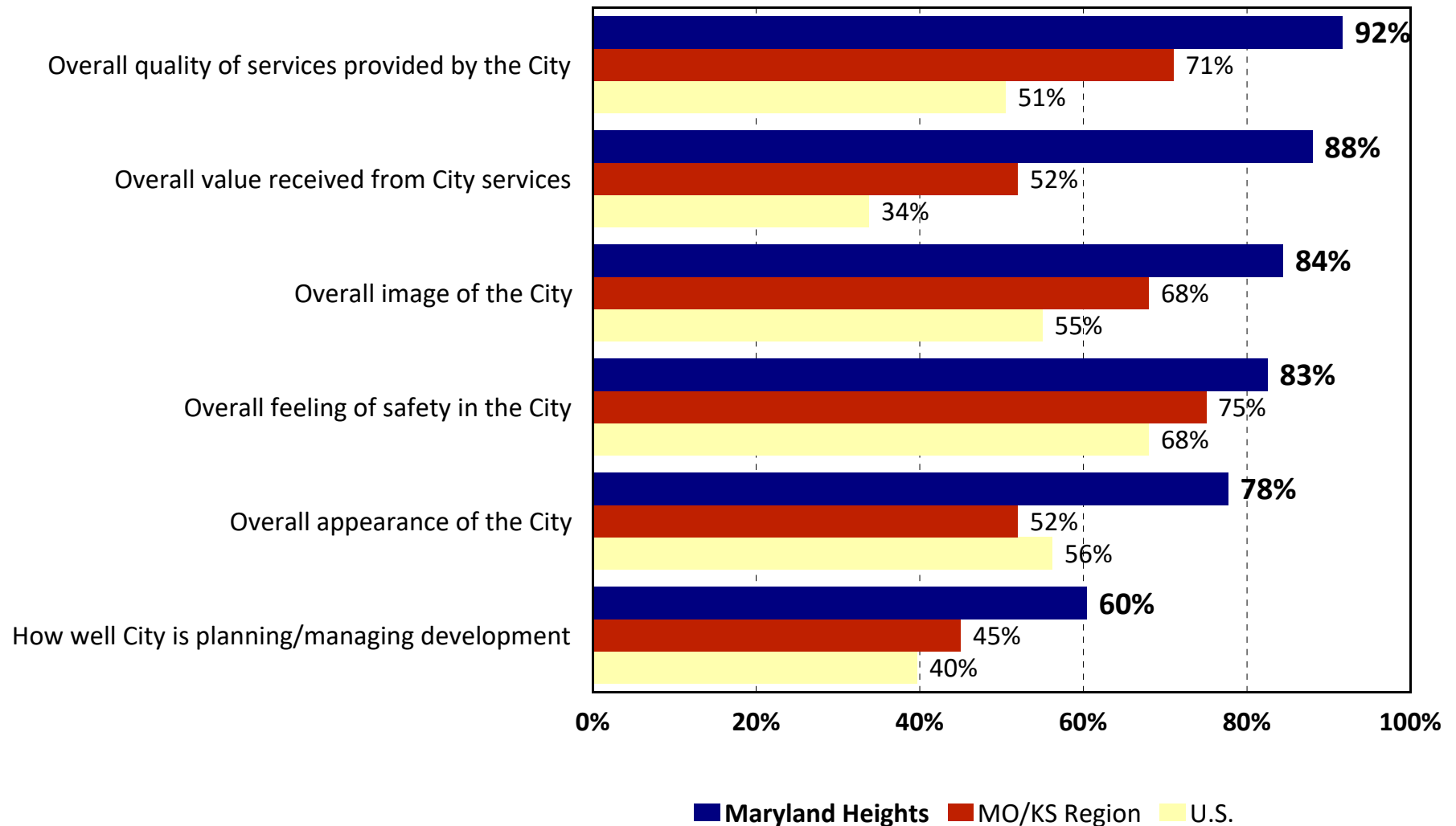
National Benchmarks

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

Ratings of Items that Influence Perceptions of the City
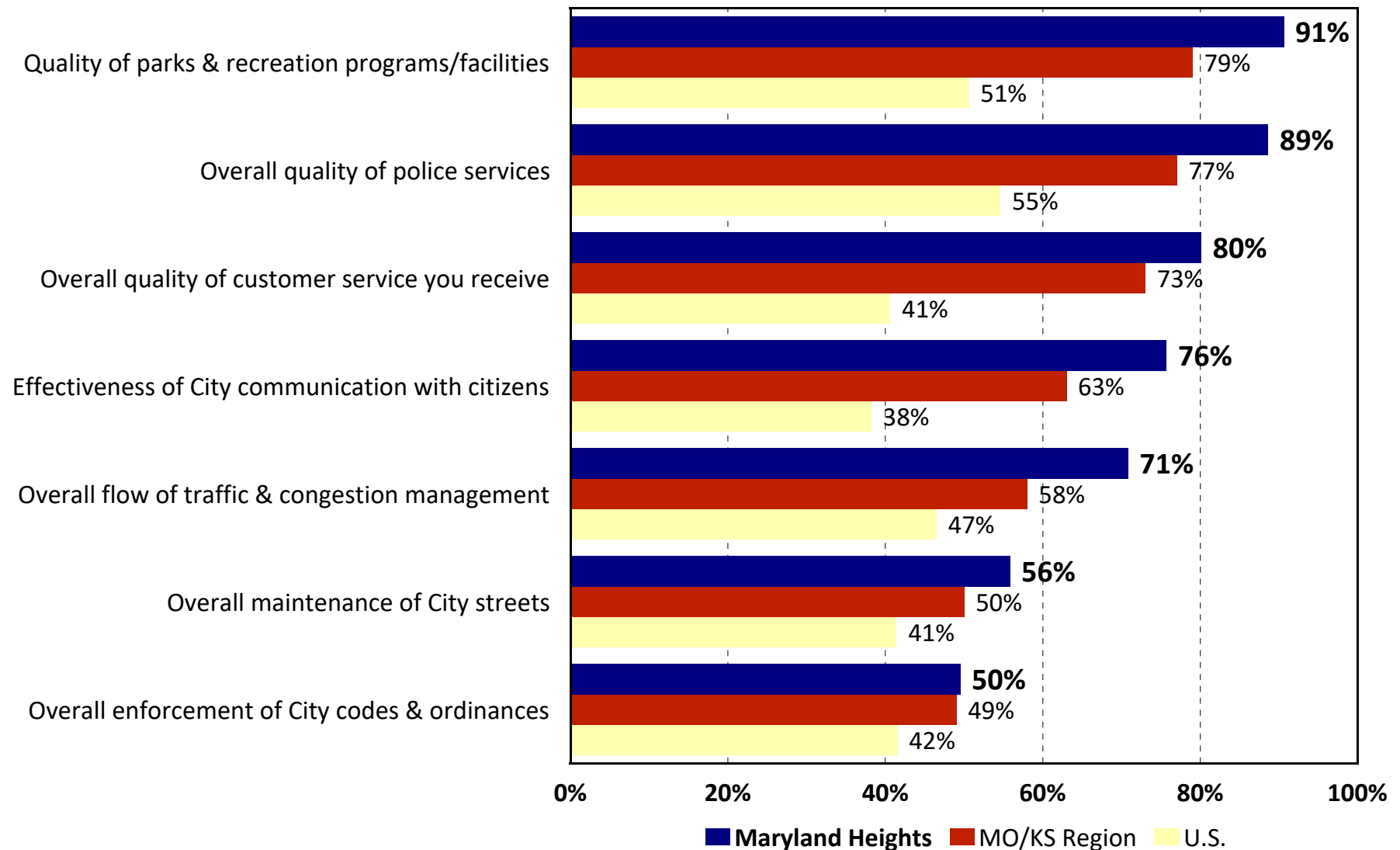## Maryland Heights vs. MO/KS Region vs. the U.S.
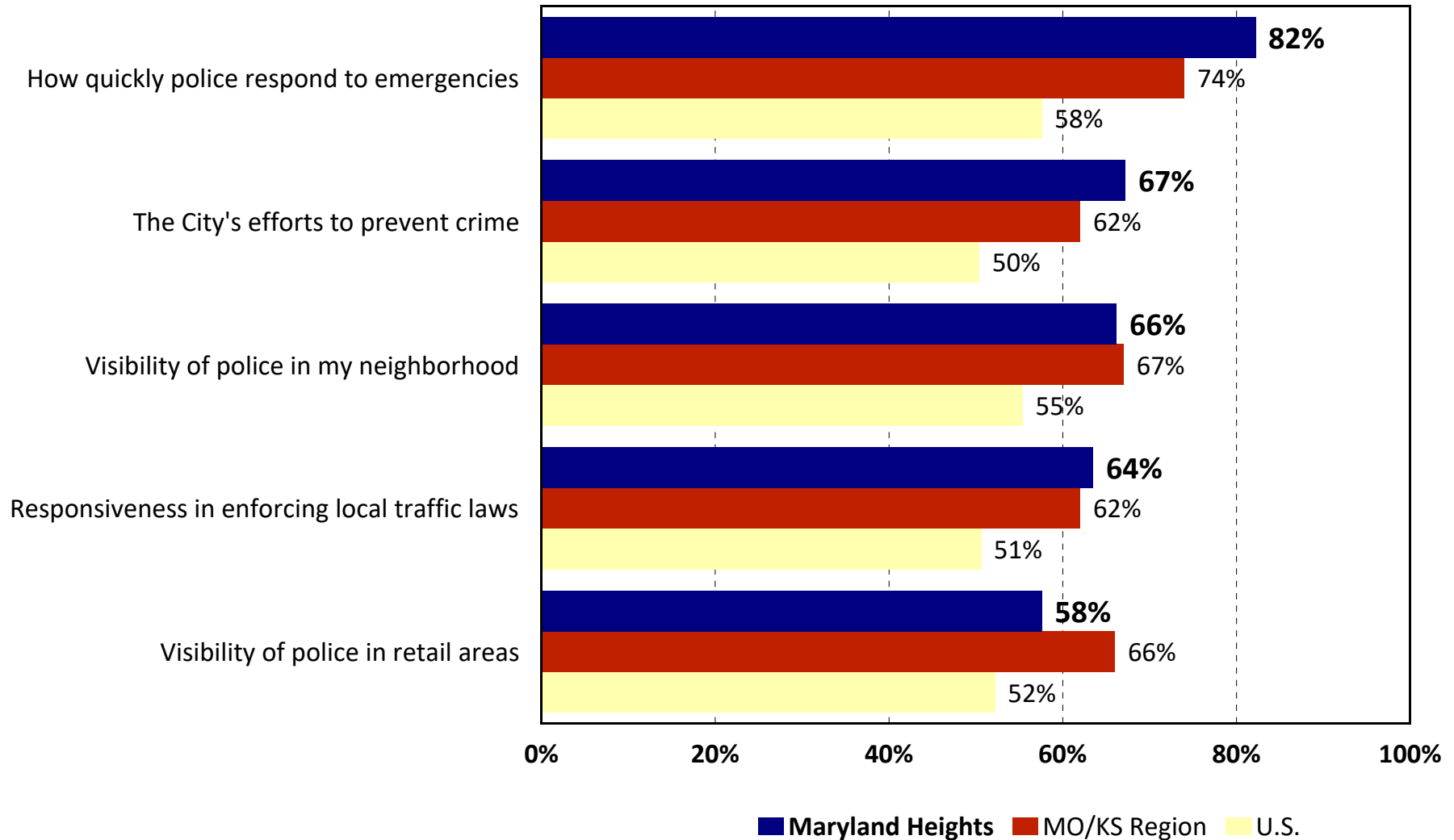
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "excellent" and 1 was "poor" (excluding "don't know")

Overall quality of services provided by the City
- Maryland Heights: 92%
- MO/KS Region: 71%
- U.S.: 51%

Overall value received from City services
- Maryland Heights: 88%
- MO/KS Region: 52%
- U.S.: 34%

Overall image of the City
- Maryland Heights: 84%
- MO/KS Region: 68%
- U.S.: 55%

Overall feeling of safety in the City
- Maryland Heights: 83%
- MO/KS Region: 75%
- U.S.: 68%

Overall appearance of the City
- Maryland Heights: 78%
- MO/KS Region: 52%
- U.S.: 56%

How well City is planning/managing development
- Maryland Heights: 60%
- MO/KS Region: 45%
- U.S.: 40%

Legend: **Maryland Heights** ■ MO/KS Region ■ U.S.

Satisfaction with Major Categories of City Services
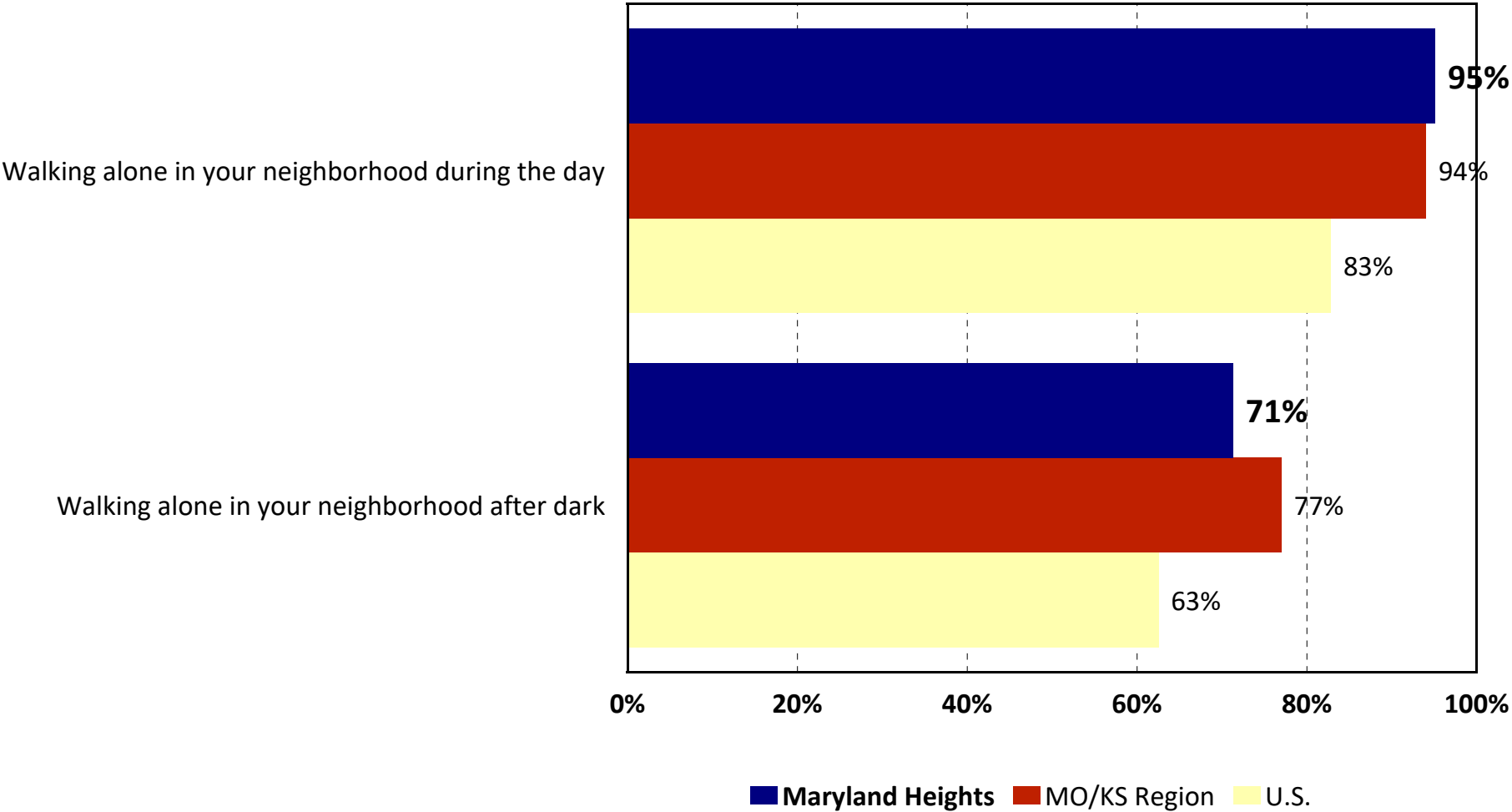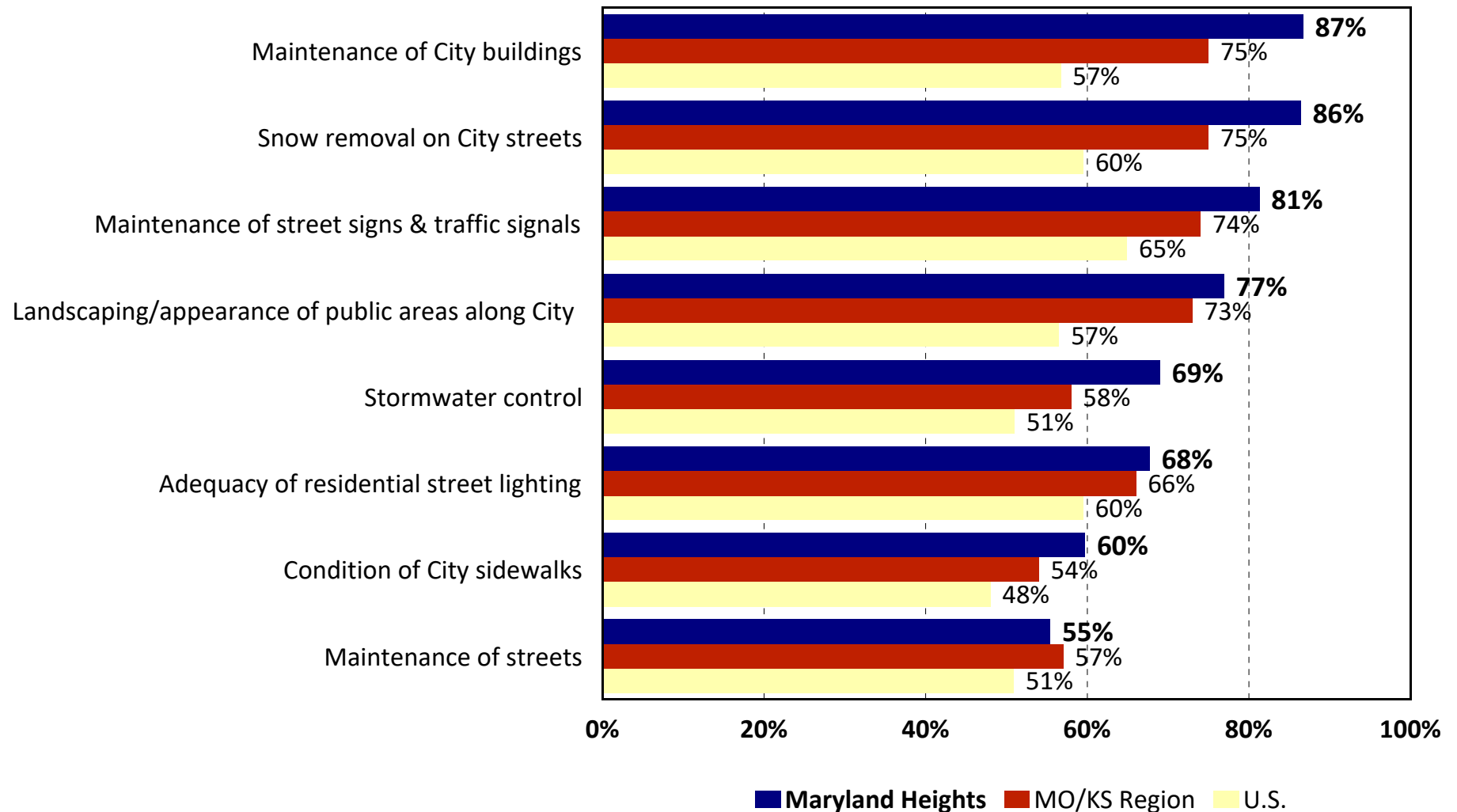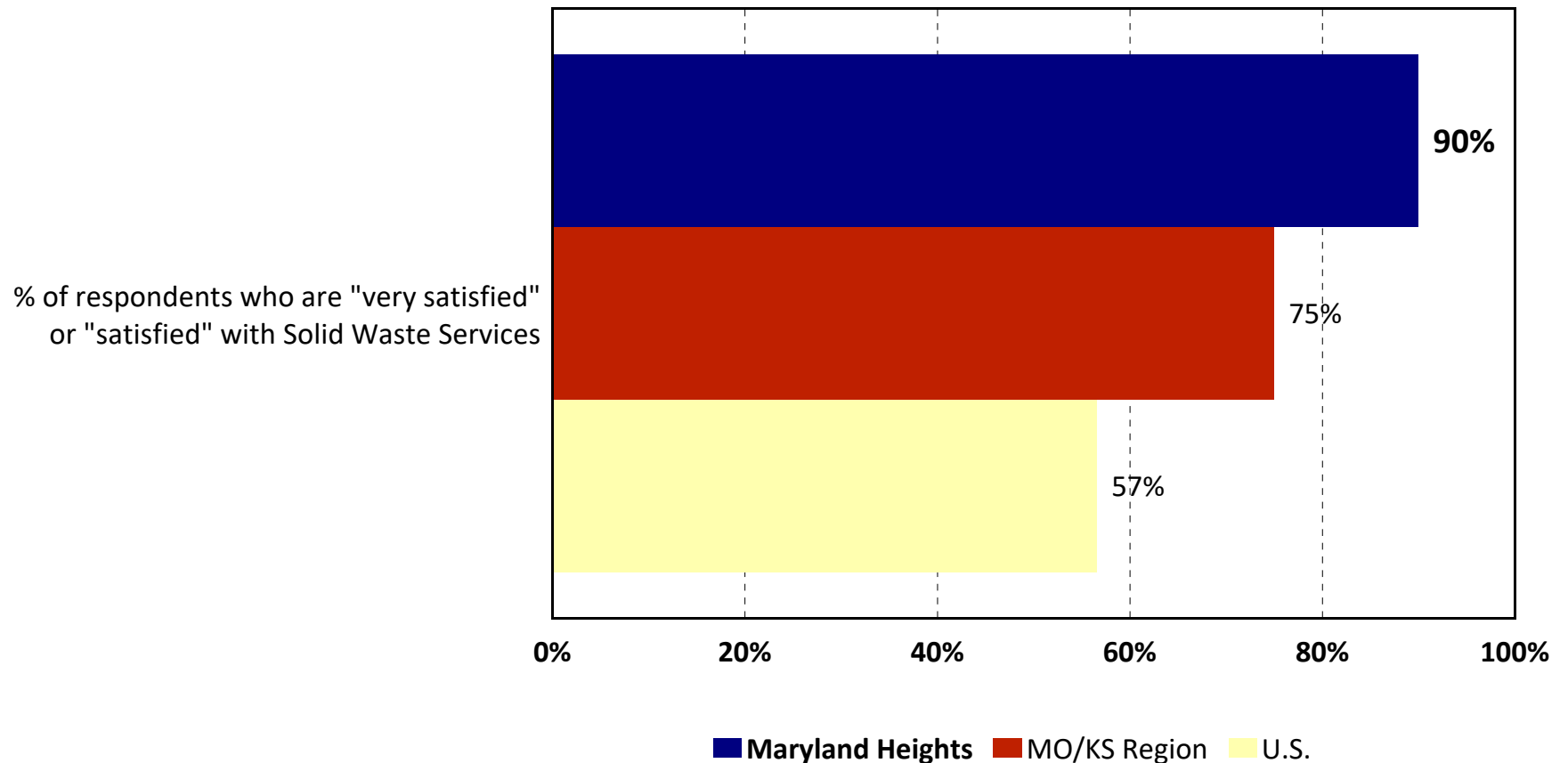## Maryland Heights vs. MO/KS Region vs. the U.S.

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

Quality of parks & recreation programs/facilities
- Maryland Heights: **91%**
- MO/KS Region: 79%
- U.S.: 51%

Overall quality of police services
- Maryland Heights: **89%**
- MO/KS Region: 77%
- U.S.: 55%

Overall quality of customer service you receive
- Maryland Heights: **80%**
- MO/KS Region: 73%
- U.S.: 41%

Effectiveness of City communication with citizens
- Maryland Heights: **76%**
- MO/KS Region: 63%
- U.S.: 38%

Overall flow of traffic & congestion management
- Maryland Heights: **71%**
- MO/KS Region: 58%
- U.S.: 47%

Overall maintenance of City streets
- Maryland Heights: **56%**
- MO/KS Region: 50%
- U.S.: 41%

Overall enforcement of City codes & ordinances
- Maryland Heights: **50%**
- MO/KS Region: 49%
- U.S.: 42%

Legend: ■ **Maryland Heights** ■ MO/KS Region ■ U.S.

Satisfaction with Public Safety Services
Maryland Heights vs. MO/KS Region vs. the U.S.

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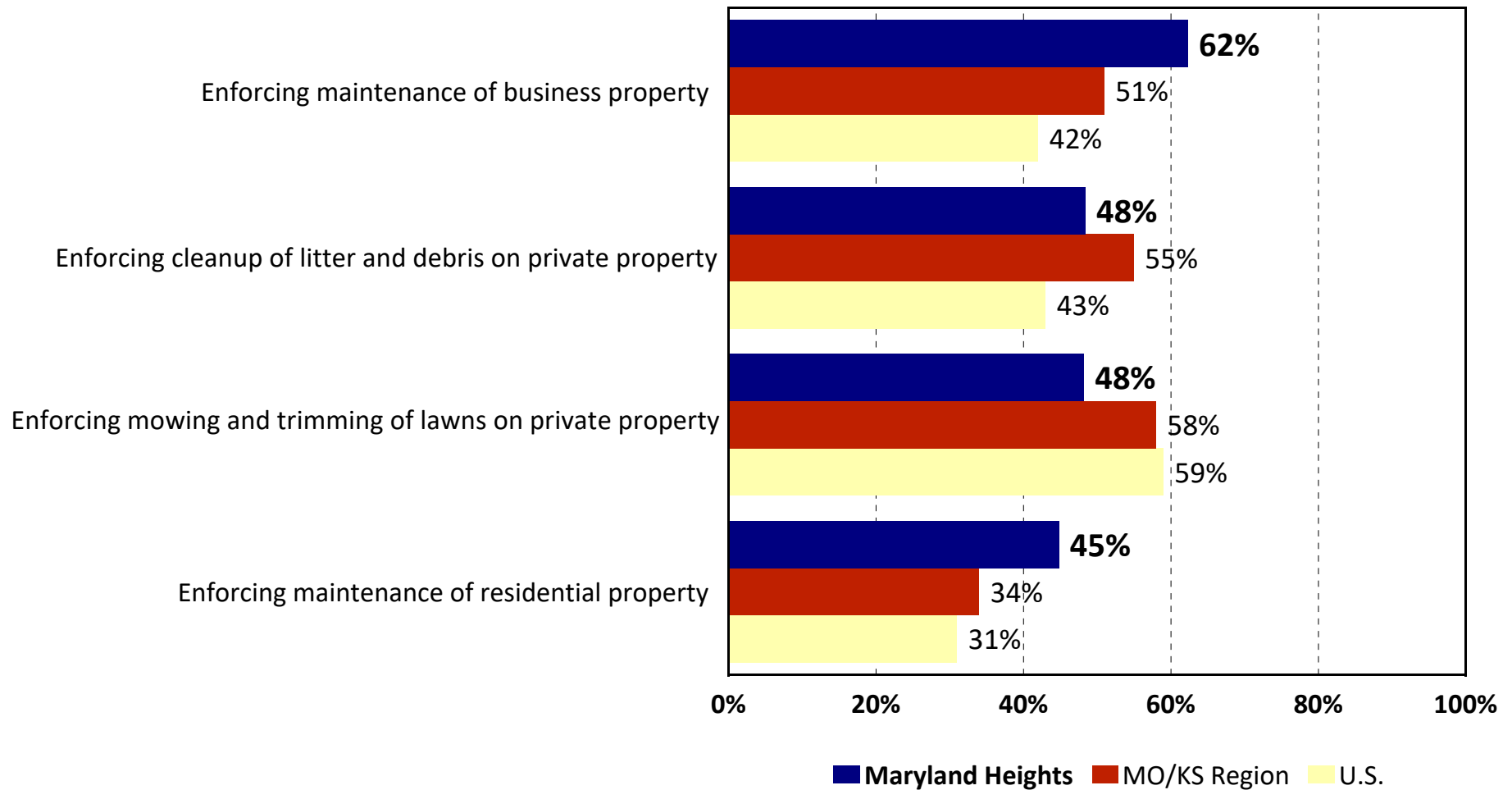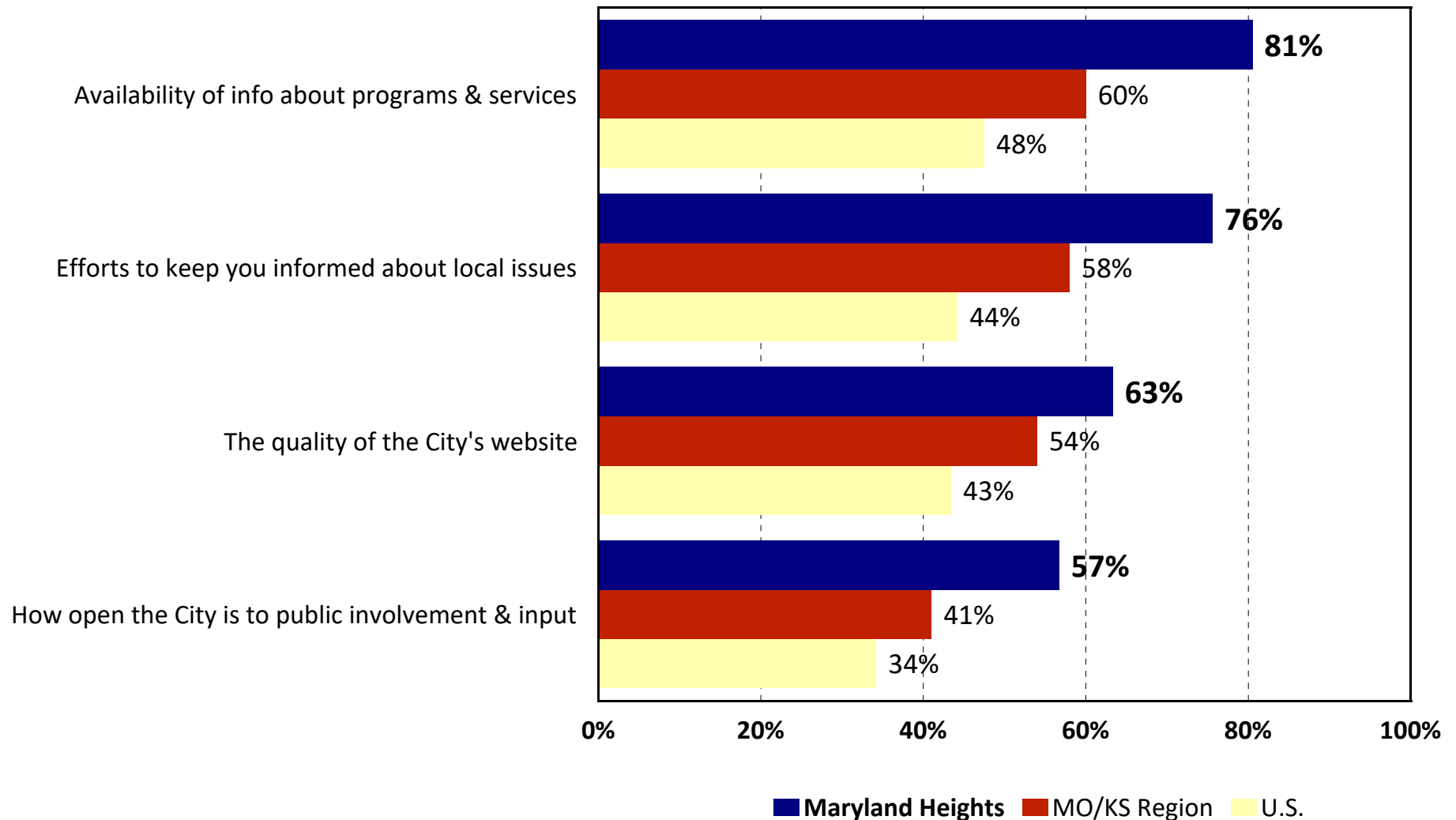where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")

	Maryland Heights	MO/KS Region	U.S.
How quickly police respond to emergencies	82%	74%	58%
The City's efforts to prevent crime	67%	62%	50%
Visibility of police in my neighborhood	66%	67%	55%
Responsiveness in enforcing local traffic laws	64%	62%	51%
Visibility of police in retail areas	58%	66%	52%

Maryland Heights ■ MO/KS Region ■ U.S.

Feeling of Safety in the City
Maryland Heights vs. MO/KS Region vs. the U.S.

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

Walking alone in your neighborhood during the day
- Maryland Heights: 95%
- MO/KS Region: 94%
- U.S.: 83%

Walking alone in your neighborhood after dark
- Maryland Heights: 71%
- MO/KS Region: 77%
- U.S.: 63%

Legend: ■ Maryland Heights ■ MO/KS Region ■ U.S.

Satisfaction with City Maintenance/Public Works
Maryland Heights vs. MO/KS Region vs. the U.S.

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

Category	Maryland Heights	MO/KS Region	U.S.
Maintenance of City buildings	87%	75%	57%
Snow removal on City streets	86%	75%	60%
Maintenance of street signs & traffic signals	81%	74%	65%
Landscaping/appearance of public areas along City	77%	73%	57%
Stormwater control	69%	58%	51%
Adequacy of residential street lighting	68%	66%	60%
Condition of City sidewalks	60%	54%	48%
Maintenance of streets	55%	57%	51%

Maryland Heights   MO/KS Region   U.S.

Satisfaction with Solid Waste Services
Maryland Heights vs. MO/KS Region vs. the U.S.

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

% of respondents who are "very satisfied"
or "satisfied" with Solid Waste Services

90%

75%

57%

0% 20% 40% 60% 80% 100%

■ **Maryland Heights** ■ MO/KS Region □ U.S.

Satisfaction with Enforcement of Property Maintenance Codes
<u>Maryland Heights vs. MO/KS Region vs. the U.S.</u>

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

Enforcing maintenance of business property
- Maryland Heights: **62%**
- MO/KS Region: 51%
- U.S.: 42%

Enforcing cleanup of litter and debris on private property
- Maryland Heights: **48%**
- MO/KS Region: 55%
- U.S.: 43%

Enforcing mowing and trimming of lawns on private property
- Maryland Heights: **48%**
- MO/KS Region: 58%
- U.S.: 59%

Enforcing maintenance of residential property
- Maryland Heights: **45%**
- MO/KS Region: 34%
- U.S.: 31%

Legend: **Maryland Heights** · MO/KS Region · U.S.

Satisfaction with City Communication
Maryland Heights vs. MO/KS Region vs. the U.S.

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

Availability of info about programs & services
- Maryland Heights: **81%**
- MO/KS Region: 60%
- U.S.: 48%

Efforts to keep you informed about local issues
- Maryland Heights: **76%**
- MO/KS Region: 58%
- U.S.: 44%

The quality of the City's website
- Maryland Heights: **63%**
- MO/KS Region: 54%
- U.S.: 43%

How open the City is to public involvement & input
- Maryland Heights: **57%**
- MO/KS Region: 41%
- U.S.: 34%

Legend: **Maryland Heights** | MO/KS Region | U.S.

3

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Overview

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

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

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

I-S Rating = Importance x (1-Satisfaction)

Example of the Calculation

Respondents were asked to identify the overall categories of City services that were most important to their household. Nearly three-fourths (72.9%) of the households selected *"overall maintenance of City streets"* as one of the most important services to emphasize over the next two years.

With regard to satisfaction, 55.8% of respondents surveyed rated *"overall 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 was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 72.9% was multiplied by 44.2% (1-0.558). This calculation yielded an I-S rating of 0.3222, which ranked first out of eight categories of City services analyzed.

Importance-Satisfaction Analysis

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

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

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

Interpreting the Ratings

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

- _Definitely Increase_ Emphasis (I-S > 0.20)
- _Increase_ Current Emphasis (I-S = 0.10 - 0.20)
- _Maintain_ Current Emphasis (I-S < 0.10)

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

2023 Importance-Satisfaction Rating
Maryland Heights, MO
Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall maintenance of City streets	73%	1	56%	7	0.3222	1
Overall enforcement of City codes & ordinances	40%	3	50%	8	0.2035	2
High Priority (IS .10-.20)						
Overall flow of traffic & congestion management	46%	2	71%	6	0.1337	3
Medium Priority (IS <.10)						
Effectiveness of City communication with citizens	23%	6	76%	5	0.0564	4
Overall quality of police services	30%	4	89%	2	0.0341	5
Maintenance of buildings, parks & facilities	23%	7	87%	3	0.0291	6
Quality of parks & recreation programs/facilities	25%	5	91%	1	0.0231	7
Overall quality of customer service you receive	10%	8	80%	4	0.0205	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 be the City's top priorities.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.'

Respondents ranked their level of satisfaction with each of the items on a scale

of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2023 Importance-Satisfaction Rating
Maryland Heights, MO
Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
The City's efforts to prevent crime	55%	1	67%	5	0.1797	1
Visibility of police in retail areas	42%	3	58%	9	0.1794	2
Visibility of police in my neighborhood	43%	2	66%	7	0.1453	3
Medium Priority (IS <.10)						
Responsiveness in enforcing local traffic laws	22%	4	64%	8	0.0792	4
Fairness of Police Dept's practices in enforcing local traffic laws	17%	9	66%	6	0.0563	5
Police Department engagement within the community	19%	6	80%	4	0.0388	6
How quickly police respond to emergencies	21%	5	82%	2	0.0374	7
Treatment of citizens by the Police Dept.	19%	7	82%	3	0.0335	8
Competency of the Maryland Heights Police Dept.	18%	8	84%	1	0.0283	9

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 be the City's top priorities.

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

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2023 Importance-Satisfaction Rating
Maryland Heights, MO
City Maintenance/Public Works

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Maintenance of streets	68%	1	55%	9	0.3046	1
High Priority (IS .10-.20)						
Condition of City sidewalks	35%	3	60%	7	0.1390	2
Adequacy of residential street lighting	39%	2	68%	6	0.1250	3
Tree trimming/replacement program	29%	5	59%	8	0.1165	4
Medium Priority (IS <.10)						
Stormwater control	28%	6	69%	5	0.0868	5
Landscaping/appearance of public areas along City streets	18%	7	77%	4	0.0420	6
Snow removal on City streets	30%	4	86%	2	0.0404	7
Maintenance of street signs & traffic signals	14%	8	81%	3	0.0254	8
Maintenance of City buildings	6%	9	87%	1	0.0080	9

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 be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.'

Respondents ranked their level of satisfaction with each of the items on a scale

of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Tabular Data

Q1. Perceptions: Please rate each of the following.

(N=414)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. Overall quality of services provided by City	38.4%	52.4%	7.2%	0.7%	0.2%	1.0%
Q1-2. Overall value that you receive from City services	35.7%	51.2%	8.5%	2.9%	0.5%	1.2%
Q1-3. Overall image of City	25.8%	58.0%	11.4%	3.9%	0.2%	0.7%
Q1-4. How well City is planning & managing redevelopment	16.9%	38.6%	24.9%	7.2%	4.3%	8.0%
Q1-5. Overall quality of life in City	33.8%	56.8%	8.9%	0.0%	0.0%	0.5%
Q1-6. Overall feeling of safety in City	32.4%	49.8%	12.6%	3.9%	1.0%	0.5%
Q1-7. Quality of new residential development in City	14.7%	32.4%	29.5%	5.8%	2.9%	14.7%
Q1-8. Quality of new commercial development in City	19.8%	39.4%	20.3%	6.3%	3.4%	10.9%
Q1-9. Quality of plan review & permitting services	11.1%	25.1%	24.4%	5.8%	8.2%	25.4%
Q1-10. Overall appearance of City	19.6%	57.2%	16.4%	5.6%	0.0%	1.2%
Q1-11. Quality of special events & cultural opportunities	31.6%	44.4%	15.0%	2.4%	0.5%	6.0%
Q1-12. Quantity of special events & cultural opportunities	29.0%	42.5%	17.6%	4.1%	0.5%	6.3%
Q1-13. Recreational opportunities in City	41.8%	42.8%	9.4%	3.6%	0.2%	2.2%

WITHOUT "DON'T KNOW"

Q1. Perceptions: Please rate each of the following. (without "don't know")

(N=414)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. Overall quality of services provided by City	38.8%	52.9%	7.3%	0.7%	0.2%
Q1-2. Overall value that you receive from City services	36.2%	51.8%	8.6%	2.9%	0.5%
Q1-3. Overall image of City	26.0%	58.4%	11.4%	3.9%	0.2%
Q1-4. How well City is planning & managing redevelopment	18.4%	42.0%	27.0%	7.9%	4.7%
Q1-5. Overall quality of life in City	34.0%	57.0%	9.0%	0.0%	0.0%
Q1-6. Overall feeling of safety in City	32.5%	50.0%	12.6%	3.9%	1.0%
Q1-7. Quality of new residential development in City	17.3%	38.0%	34.6%	6.8%	3.4%
Q1-8. Quality of new commercial development in City	22.2%	44.2%	22.8%	7.0%	3.8%
Q1-9. Quality of plan review & permitting services	14.9%	33.7%	32.7%	7.8%	11.0%
Q1-10. Overall appearance of City	19.8%	57.9%	16.6%	5.6%	0.0%
Q1-11. Quality of special events & cultural opportunities	33.7%	47.3%	15.9%	2.6%	0.5%
Q1-12. Quantity of special events & cultural opportunities	30.9%	45.4%	18.8%	4.4%	0.5%
Q1-13. Recreational opportunities in City	42.7%	43.7%	9.6%	3.7%	0.2%

Q2. Overall Satisfaction with City Services: Please rate your satisfaction with the quality of the following.

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall quality of police services	45.7%	40.6%	7.5%	3.4%	0.2%	2.7%
Q2-2. Overall quality of City parks & recreation programs & facilities	44.7%	43.7%	7.0%	2.2%	0.0%	2.4%
Q2-3. Overall maintenance of City streets	17.6%	37.7%	18.8%	19.6%	5.3%	1.0%
Q2-4. Overall maintenance of City buildings, parks & other facilities	33.1%	51.2%	11.6%	0.2%	0.5%	3.4%
Q2-5. Overall enforcement of City codes & ordinances for buildings, housing, & property	12.1%	30.9%	26.1%	14.0%	3.9%	13.0%
Q2-6. Overall quality of customer service you receive from City employees	34.3%	35.7%	13.5%	2.7%	1.2%	12.6%
Q2-7. Overall effectiveness of City communication with citizens	30.7%	42.3%	17.6%	5.1%	0.7%	3.6%
Q2-8. Overall flow of traffic & congestion management in City	20.8%	49.3%	17.9%	8.5%	2.7%	1.0%

WITHOUT "DON'T KNOW"

Q2. Overall Satisfaction with City Services: Please rate your satisfaction with the quality of the following. (without "don't know")

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall quality of police services	46.9%	41.7%	7.7%	3.5%	0.2%
Q2-2. Overall quality of City parks & recreation programs & facilities	45.8%	44.8%	7.2%	2.2%	0.0%
Q2-3. Overall maintenance of City streets	17.8%	38.0%	19.0%	19.8%	5.4%
Q2-4. Overall maintenance of City buildings, parks & other facilities	34.3%	53.0%	12.0%	0.3%	0.5%
Q2-5. Overall enforcement of City codes & ordinances for buildings, housing, & property	13.9%	35.6%	30.0%	16.1%	4.4%
Q2-6. Overall quality of customer service you receive from City employees	39.2%	40.9%	15.5%	3.0%	1.4%
Q2-7. Overall effectiveness of City communication with citizens	31.8%	43.9%	18.3%	5.3%	0.8%
Q2-8. Overall flow of traffic & congestion management in City	21.0%	49.8%	18.0%	8.5%	2.7%

Q3. Which THREE items from the list in Question 2 do you think City leaders should PRIORITIZE over the next TWO years?

Q3. Top choice	Number	Percent
Overall quality of police services	61	14.7 %
Overall quality of City parks & recreation programs & facilities	31	7.5 %
Overall maintenance of City streets	172	41.5 %
Overall maintenance of City buildings, parks & other facilities	10	2.4 %
Overall enforcement of City codes & ordinances for buildings, housing, & property	66	15.9 %
Overall quality of customer service you receive from City employees	6	1.4 %
Overall effectiveness of City communication with citizens	20	4.8 %
Overall flow of traffic & congestion management in City	25	6.0 %
None chosen	23	5.6 %
Total	414	100.0 %

Q3. Which THREE items from the list in Question 2 do you think City leaders should PRIORITIZE over the next TWO years?

Q3. 2nd choice	Number	Percent
Overall quality of police services	32	7.7 %
Overall quality of City parks & recreation programs & facilities	32	7.7 %
Overall maintenance of City streets	81	19.6 %
Overall maintenance of City buildings, parks & other facilities	29	7.0 %
Overall enforcement of City codes & ordinances for buildings, housing, & property	54	13.0 %
Overall quality of customer service you receive from City employees	18	4.3 %
Overall effectiveness of City communication with citizens	35	8.5 %
Overall flow of traffic & congestion management in City	94	22.7 %
None chosen	39	9.4 %
Total	414	100.0 %

Q3. Which THREE items from the list in Question 2 do you think City leaders should PRIORITIZE over the next TWO years?

Q3. 3rd choice	Number	Percent
Overall quality of police services	31	7.5 %
Overall quality of City parks & recreation programs & facilities	39	9.4 %
Overall maintenance of City streets	49	11.8 %
Overall maintenance of City buildings, parks & other facilities	56	13.5 %
Overall enforcement of City codes & ordinances for buildings, housing, & property	47	11.4 %
Overall quality of customer service you receive from City employees	19	4.6 %
Overall effectiveness of City communication with citizens	41	9.9 %
Overall flow of traffic & congestion management in City	71	17.1 %
None chosen	61	14.7 %
Total	414	100.0 %

SUM OF TOP 3 CHOICES

Q3. Which THREE items from the list in Question 2 do you think City leaders should PRIORITIZE over the next TWO years? (top 3)

Q3. Sum of top 3 choices	Number	Percent
Overall quality of police services	124	30.0 %
Overall quality of City parks & recreation programs & facilities	102	24.6 %
Overall maintenance of City streets	302	72.9 %
Overall maintenance of City buildings, parks & other facilities	95	22.9 %
Overall enforcement of City codes & ordinances for buildings, housing, & property	167	40.3 %
Overall quality of customer service you receive from City employees	43	10.4 %
Overall effectiveness of City communication with citizens	96	23.2 %
Overall flow of traffic & congestion management in City	190	45.9 %
None chosen	23	5.6 %
Total	1142	

Q4. What best describes your household size?

Q4. What best describes your household size	Number	Percent
Single, living alone	108	26.1 %
Single, living with roommates (2-4 people)	16	3.9 %
Small family (3-6 people)	119	28.7 %
Large family (7+ people)	1	0.2 %
Married, living with one other (2 people)	134	32.4 %
In a relationship, living with one other (2 people)	17	4.1 %
Other	7	1.7 %
Not provided	12	2.9 %
Total	414	100.0 %

WITHOUT "NOT PROVIDED"
Q4. What best describes your household size? (without "not provided")

Q4. What best describes your household size	Number	Percent
Single, living alone	108	26.9 %
Single, living with roommates (2-4 people)	16	4.0 %
Small family (3-6 people)	119	29.6 %
Large family (7+ people)	1	0.2 %
Married, living with one other (2 people)	134	33.3 %
In a relationship, living with one other (2 people)	17	4.2 %
Other	7	1.7 %
Total	402	100.0 %

Q4-7. Other

Q4-7. Other	Number	Percent
Disabled living alone but considering a roommate family member	1	14.3 %
Widow with adult children	1	14.3 %
Single, one child	1	14.3 %
2 family plus 1 roommate	1	14.3 %
Single, living with one adult child (2 people)	1	14.3 %
Single and 1 child	1	14.3 %
Live with mother	1	14.3 %
Total	7	100.0 %

Q4a. How would you rate Maryland Heights as a place to live?

Q4a. How would you rate Maryland Heights as a place to live	Number	Percent
Excellent	179	44.5 %
Good	192	47.8 %
Fair	29	7.2 %
Poor	1	0.2 %
Don't know, no answer	1	0.2 %
Total	402	100.0 %

WITHOUT "DON'T KNOW, NO ANSWER"
Q4a. How would you rate Maryland Heights as a place to live? (without "don't know, no answer")

Q4a. How would you rate Maryland Heights as a place to live	Number	Percent
Excellent	179	44.6 %
Good	192	47.9 %
Fair	29	7.2 %
Poor	1	0.2 %
Total	401	100.0 %

Q5. Compared to five years ago, would you say Maryland Heights is a better place in which to live, a worse place to live, or is it about the same?

Q5. Would you say Maryland Heights is a better place in which to live, a worse place to live, or is it about the same compared to five years ago	Number	Percent
Much better	36	8.7 %
Somewhat better	101	24.4 %
About the same	181	43.7 %
Somewhat worse	57	13.8 %
Much worse	4	1.0 %
Don't know, no answer	35	8.5 %
Total	414	100.0 %

WITHOUT "DON'T KNOW, NO ANSWER"

Q5. Compared to five years ago, would you say Maryland Heights is a better place in which to live, a worse place to live, or is it about the same? (without "don't know, no answer")

Q5. Would you say Maryland Heights is a better place in which to live, a worse place to live, or is it about the same compared to five years ago	Number	Percent
Much better	36	9.5 %
Somewhat better	101	26.6 %
About the same	181	47.8 %
Somewhat worse	57	15.0 %
Much worse	4	1.1 %
Total	379	100.0 %

Q6. Looking to the future, say five years from now, do you think Maryland Heights will be a better place to live than it is now, a worse place to live, or will it be about the same?

Q6. Will Maryland Heights be a better place to live than it is now five years from now	Number	Percent
Much better	41	9.9 %
Somewhat better	123	29.7 %
About the same	161	38.9 %
Somewhat worse	51	12.3 %
Much worse	10	2.4 %
Don't know, no answer	28	6.8 %
Total	414	100.0 %

Q6. Looking to the future, say five years from now, do you think Maryland Heights will be a better place to live than it is now, a worse place to live, or will it be about the same? (without "don't know, no answer")

Q6. Will Maryland Heights be a better place to live than it is now five years from now	Number	Percent
Much better	41	10.6 %
Somewhat better	123	31.9 %
About the same	161	41.7 %
Somewhat worse	51	13.2 %
Much worse	10	2.6 %
Total	386	100.0 %

Q7. How confident are you that the residential property values in Maryland Heights are keeping pace with those in other parts of St. Louis County?

Q7. How confident are you that residential property values in Maryland Heights are keeping pace with those in other parts of St. Louis County	Number	Percent
Extremely confident	49	11.8 %
Very confident	120	29.0 %
Somewhat confident	184	44.4 %
Not very confident	28	6.8 %
Not at all confident	9	2.2 %
Don't know, no answer	24	5.8 %
Total	414	100.0 %

Q7. How confident are you that the residential property values in Maryland Heights are keeping pace with those in other parts of St. Louis County? (without "don't know, no answer")

Q7. How confident are you that residential property values in Maryland Heights are keeping pace with those in other parts of St. Louis County	Number	Percent
Extremely confident	49	12.6 %
Very confident	120	30.8 %
Somewhat confident	184	47.2 %
Not very confident	28	7.2 %
Not at all confident	9	2.3 %
Total	390	100.0 %

Q8. Public Safety: Please rate your satisfaction with the quality of the following.

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Visibility of police in my neighborhood	19.3%	45.9%	22.2%	9.2%	1.9%	1.4%
Q8-2. Visibility of police in retail areas	14.7%	37.4%	30.0%	8.0%	0.5%	9.4%
Q8-3. City's efforts to prevent crime	19.3%	42.8%	24.4%	4.8%	1.0%	7.7%
Q8-4. How quickly police respond to emergencies	32.9%	31.9%	12.3%	1.4%	0.2%	21.3%
Q8-5. Overall competency of Maryland Heights Police Department	34.8%	40.1%	10.9%	2.4%	1.0%	10.9%
Q8-6. Overall treatment of citizens by Maryland Heights Police Department	33.1%	36.2%	11.1%	2.7%	1.4%	15.5%
Q8-7. Responsiveness of Police Dept. in enforcing local traffic laws	19.1%	33.6%	21.0%	6.8%	2.4%	17.1%
Q8-8. Fairness of Police Department's practices in enforcing local traffic laws	20.0%	30.4%	19.6%	3.6%	2.4%	23.9%
Q8-9. Police Department engagement within the community (Citizen's Academy, Youth Academy, Open House, Coffee with a Cop, Maryland Heights Night Out, etc.)	31.2%	31.4%	14.3%	1.0%	0.5%	21.7%

WITHOUT "DON'T KNOW"

Q8. Public Safety: Please rate your satisfaction with the quality of the following. (without "don't know")

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Visibility of police in my neighborhood	19.6%	46.6%	22.5%	9.3%	2.0%
Q8-2. Visibility of police in retail areas	16.3%	41.3%	33.1%	8.8%	0.5%
Q8-3. City's efforts to prevent crime	20.9%	46.3%	26.4%	5.2%	1.0%
Q8-4. How quickly police respond to emergencies	41.7%	40.5%	15.6%	1.8%	0.3%
Q8-5. Overall competency of Maryland Heights Police Department	39.0%	45.0%	12.2%	2.7%	1.1%
Q8-6. Overall treatment of citizens by Maryland Heights Police Department	39.1%	42.9%	13.1%	3.1%	1.7%
Q8-7. Responsiveness of Police Dept. in enforcing local traffic laws	23.0%	40.5%	25.4%	8.2%	2.9%
Q8-8. Fairness of Police Department's practices in enforcing local traffic laws	26.3%	40.0%	25.7%	4.8%	3.2%
Q8-9. Police Department engagement within the community (Citizen's Academy, Youth Academy, Open House, Coffee with a Cop, Maryland Heights Night Out, etc.)	39.8%	40.1%	18.2%	1.2%	0.6%

Q9. Which THREE items from the list in Question 8 do you think City leaders should PRIORITIZE over the next TWO years?

Q9. Top choice	Number	Percent
Visibility of police in my neighborhood	94	22.7 %
Visibility of police in retail areas	50	12.1 %
City's efforts to prevent crime	119	28.7 %
How quickly police respond to emergencies	13	3.1 %
Overall competency of Maryland Heights Police Department	19	4.6 %
Overall treatment of citizens by Maryland Heights Police Department	19	4.6 %
Responsiveness of Police Dept. in enforcing local traffic laws	22	5.3 %
Fairness of Police Department's practices in enforcing local traffic laws	10	2.4 %
Police Department engagement within the community (Citizen's Academy, Youth Academy, Open House, Coffee with a Cop, Maryland Heights Night Out, etc.)	18	4.3 %
None chosen	50	12.1 %
Total	414	100.0 %

Q9. Which THREE items from the list in Question 8 do you think City leaders should PRIORITIZE over the next TWO years?

Q9. 2nd choice	Number	Percent
Visibility of police in my neighborhood	51	12.3 %
Visibility of police in retail areas	72	17.4 %
City's efforts to prevent crime	64	15.5 %
How quickly police respond to emergencies	35	8.5 %
Overall competency of Maryland Heights Police Department	26	6.3 %
Overall treatment of citizens by Maryland Heights Police Department	30	7.2 %
Responsiveness of Police Dept. in enforcing local traffic laws	26	6.3 %
Fairness of Police Department's practices in enforcing local traffic laws	21	5.1 %
Police Department engagement within the community (Citizen's Academy, Youth Academy, Open House, Coffee with a Cop, Maryland Heights Night Out, etc.)	29	7.0 %
None chosen	60	14.5 %
Total	414	100.0 %

Q9. Which THREE items from the list in Question 8 do you think City leaders should PRIORITIZE over the next TWO years?

Q9. 3rd choice	Number	Percent
Visibility of police in my neighborhood	33	8.0 %
Visibility of police in retail areas	53	12.8 %
City's efforts to prevent crime	44	10.6 %
How quickly police respond to emergencies	39	9.4 %
Overall competency of Maryland Heights Police Department	28	6.8 %
Overall treatment of citizens by Maryland Heights Police Department	28	6.8 %
Responsiveness of Police Dept. in enforcing local traffic laws	42	10.1 %
Fairness of Police Department's practices in enforcing local traffic laws	38	9.2 %
Police Department engagement within the community (Citizen's Academy, Youth Academy, Open House, Coffee with a Cop, Maryland Heights Night Out, etc.)	33	8.0 %
None chosen	76	18.4 %
Total	414	100.0 %

SUM OF TOP 3 CHOICES
Q9. Which THREE items from the list in Question 8 do you think City leaders should PRIORITIZE over the next TWO years? (top 3)

Q9. Sum of top 3 choices	Number	Percent
Visibility of police in my neighborhood	178	43.0 %
Visibility of police in retail areas	175	42.3 %
City's efforts to prevent crime	227	54.8 %
How quickly police respond to emergencies	87	21.0 %
Overall competency of Maryland Heights Police Department	73	17.6 %
Overall treatment of citizens by Maryland Heights Police Department	77	18.6 %
Responsiveness of Police Dept. in enforcing local traffic laws	90	21.7 %
Fairness of Police Department's practices in enforcing local traffic laws	69	16.7 %
Police Department engagement within the community (Citizen's Academy, Youth Academy, Open House, Coffee with a Cop, Maryland Heights Night Out, etc.)	80	19.3 %
None chosen	50	12.1 %
Total	1106	

Q10. Feeling of Safety in Various Situations: Please rate each of the following.

(N=414)

	Very safe	Somewhat safe	Neutral	Somewhat unsafe	Very unsafe	Don't know
Q10-1. Walking alone in your neighborhood during the day	75.8%	17.9%	2.2%	2.4%	0.2%	1.4%
Q10-2. Walking alone in your neighborhood after dark	25.6%	42.3%	12.3%	10.4%	4.6%	4.8%
Q10-3. Walking alone in business/retail areas during the day	60.1%	30.0%	5.1%	1.7%	0.7%	2.4%
Q10-4. Walking alone in business/retail areas after dark	15.2%	36.7%	20.8%	12.3%	5.8%	9.2%
Q10-5. As a pedestrian crossing streets	23.4%	41.8%	14.7%	11.4%	3.4%	5.3%

WITHOUT "DON'T KNOW"
Q10. Feeling of Safety in Various Situations: Please rate each of the following. (without "don't know")

(N=414)

	Very safe	Somewhat safe	Neutral	Somewhat unsafe	Very unsafe
Q10-1. Walking alone in your neighborhood during the day	77.0%	18.1%	2.2%	2.5%	0.2%
Q10-2. Walking alone in your neighborhood after dark	26.9%	44.4%	12.9%	10.9%	4.8%
Q10-3. Walking alone in business/retail areas during the day	61.6%	30.7%	5.2%	1.7%	0.7%
Q10-4. Walking alone in business/retail areas after dark	16.8%	40.4%	22.9%	13.6%	6.4%
Q10-5. As a pedestrian crossing streets	24.7%	44.1%	15.6%	12.0%	3.6%

Q11. In the past 12 months, were you or anyone in your household the victim of any crime in Maryland Heights?

Q11. Were you or anyone in your household the victim of any crime in Maryland Heights in past 12 months	Number	Percent
Yes	24	5.8 %
No	389	94.0 %
Don't know	1	0.2 %
Total	414	100.0 %

WITHOUT "DON'T KNOW"

Q11. In the past 12 months, were you or anyone in your household the victim of any crime in Maryland Heights? (without "don't know")

Q11. Were you or anyone in your household the victim of any crime in Maryland Heights in past 12 months	Number	Percent
Yes	24	5.8 %
No	389	94.2 %
Total	413	100.0 %

Q11a. If "YES" to Question 11, were the crimes reported to the police?

Q11a. Were the crimes reported to the police	Number	Percent
Yes	21	87.5 %
No	3	12.5 %
Total	24	100.0 %

Q11b. If "YES" to Question 11a, how would you rate the timeliness and contact with the police?

Q11b. How would you rate the timeliness & contact with the police	Number	Percent
Excellent	6	28.6 %
Good	10	47.6 %
Fair	2	9.5 %
Poor	3	14.3 %
Total	21	100.0 %

Q11c. What type of crime was committed?

- Almost hit by a car running a red light.
- Attempted car break in at Creve Coeur park
- Bicycle theft from under our carport.
- Break in of cars and break in of my family business.
- BROKE INTO MY BUSINESS
- Catalytic converter stolen while at Dobbs parking lot
- Car break in
- Car break in
- Car break in
- Car break-in, minor theft
- Car broken into in driveway.
- Car was broken into, window broken....
- IN BROAD DAYLIGHT, 2 PROSPECTIVE THIEVES JUMPED OUT OF THEIR CAR AND WENT INTO OUR CARS AND GARAGE
- Lawn job.
- My car was broken into and gone thru in the Schnucks plaza
- Property destruction.
- Stalking and harassment.
- Suspicious activity
- Theft from our nonprofit
- Trespassing
- Truck was broken into and wallet and computer were stolen.

Q12. City Maintenance/Public Works: Please rate your satisfaction with the quality of the following.

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Maintenance of streets (ex. most residential & collector streets in Maryland Heights)	14.7%	40.1%	19.8%	18.1%	6.3%	1.0%
Q12-2. Maintenance of street signs & traffic signals	23.7%	57.2%	15.2%	2.9%	0.5%	0.5%
Q12-3. Maintenance of City buildings	26.6%	50.0%	10.9%	0.7%	0.2%	11.6%
Q12-4. Snow removal on City streets	37.0%	47.3%	8.0%	3.9%	1.4%	2.4%
Q12-5. Stormwater control	18.8%	45.7%	19.8%	6.5%	2.7%	6.5%
Q12-6. Condition of City sidewalks	14.3%	43.2%	26.6%	9.9%	2.4%	3.6%
Q12-7. Landscaping/ appearance of public areas along City streets	26.1%	50.2%	15.7%	6.0%	1.2%	0.7%
Q12-8. Satisfaction with tree trimming/replacement program	15.9%	38.9%	24.9%	8.9%	3.6%	7.7%
Q12-9. Adequacy of residential street lighting	17.1%	50.0%	17.6%	11.1%	3.4%	0.7%

WITHOUT "DON'T KNOW"

Q12. City Maintenance/Public Works: Please rate your satisfaction with the quality of the following. (without "don't know")

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Maintenance of streets (ex. most residential & collector streets in Maryland Heights)	14.9%	40.5%	20.0%	18.3%	6.3%
Q12-2. Maintenance of street signs & traffic signals	23.8%	57.5%	15.3%	2.9%	0.5%
Q12-3. Maintenance of City buildings	30.1%	56.6%	12.3%	0.8%	0.3%
Q12-4. Snow removal on City streets	37.9%	48.5%	8.2%	4.0%	1.5%
Q12-5. Stormwater control	20.2%	48.8%	21.2%	7.0%	2.8%
Q12-6. Condition of City sidewalks	14.8%	44.9%	27.6%	10.3%	2.5%
Q12-7. Landscaping/ appearance of public areas along City streets	26.3%	50.6%	15.8%	6.1%	1.2%
Q12-8. Satisfaction with tree trimming/ replacement program	17.3%	42.1%	27.0%	9.7%	3.9%
Q12-9. Adequacy of residential street lighting	17.3%	50.4%	17.8%	11.2%	3.4%

Q13. Which THREE items from the list in Question 12 do you think City leaders should PRIORITIZE over the next TWO years?

Q13. Top choice	Number	Percent
Maintenance of streets (ex. most residential & collector streets in Maryland Heights)	172	41.5 %
Maintenance of street signs & traffic signals	12	2.9 %
Maintenance of City buildings	3	0.7 %
Snow removal on City streets	27	6.5 %
Stormwater control	36	8.7 %
Condition of City sidewalks	36	8.7 %
Landscaping/appearance of public areas along City streets	11	2.7 %
Satisfaction with tree trimming/replacement program	30	7.2 %
Adequacy of residential street lighting	56	13.5 %
None chosen	31	7.5 %
Total	414	100.0 %

Q13. Which THREE items from the list in Question 12 do you think City leaders should PRIORITIZE over the next TWO years?

Q13. 2nd choice	Number	Percent
Maintenance of streets (ex. most residential & collector streets in Maryland Heights)	70	16.9 %
Maintenance of street signs & traffic signals	21	5.1 %
Maintenance of City buildings	13	3.1 %
Snow removal on City streets	49	11.8 %
Stormwater control	39	9.4 %
Condition of City sidewalks	61	14.7 %
Landscaping/appearance of public areas along City streets	23	5.6 %
Satisfaction with tree trimming/replacement program	53	12.8 %
Adequacy of residential street lighting	40	9.7 %
None chosen	45	10.9 %
Total	414	100.0 %

Q13. Which THREE items from the list in Question 12 do you think City leaders should PRIORITIZE over the next TWO years?

Q13. 3rd choice	Number	Percent
Maintenance of streets (ex. most residential & collector streets in Maryland Heights)	41	9.9 %
Maintenance of street signs & traffic signals	23	5.6 %
Maintenance of City buildings	9	2.2 %
Snow removal on City streets	47	11.4 %
Stormwater control	41	9.9 %
Condition of City sidewalks	46	11.1 %
Landscaping/appearance of public areas along City streets	41	9.9 %
Satisfaction with tree trimming/replacement program	36	8.7 %
Adequacy of residential street lighting	64	15.5 %
None chosen	66	15.9 %
Total	414	100.0 %

SUM OF TOP 3 CHOICES

Q13. Which THREE items from the list in Question 12 do you think City leaders should PRIORITIZE over the next TWO years? (top 3)

Q13. Sum of top 3 choices	Number	Percent
Maintenance of streets (ex. most residential & collector streets in Maryland Heights)	283	68.4 %
Maintenance of street signs & traffic signals	56	13.5 %
Maintenance of City buildings	25	6.0 %
Snow removal on City streets	123	29.7 %
Stormwater control	116	28.0 %
Condition of City sidewalks	143	34.5 %
Landscaping/appearance of public areas along City streets	75	18.1 %
Satisfaction with tree trimming/replacement program	119	28.7 %
Adequacy of residential street lighting	160	38.6 %
None chosen	31	7.5 %
Total	1131	

Q14. Please rate your satisfaction with the quality of roads managed by St. Louis County located within the City of Maryland Heights.

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1.Condition of St. Louis County roads in City (ex. Dorsett, Page, Marine, Prichard Farm)	5.8%	24.9%	18.4%	26.6%	22.7%	1.7%

WITHOUT "DON'T KNOW"
Q14. Please rate your satisfaction with the quality of roads managed by St. Louis County located within the City of Maryland Heights. (without "don't know")

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1.Condition of St. Louis County roads in City (ex. Dorsett, Page, Marine, Prichard Farm)	5.9%	25.3%	18.7%	27.0%	23.1%

Q15. How would you rate the solid waste services (e.g., trash, recycling) provided to most residential properties (single family homes and some condos) free of charge by the City?

Q15. How would you rate solid waste services provided to most residential properties free of charge by City	Number	Percent
Very satisfied	218	52.7 %
Satisfied	148	35.7 %
Neutral	22	5.3 %
Dissatisfied	14	3.4 %
Very dissatisfied	5	1.2 %
Don't know	7	1.7 %
Total	414	100.0 %

WITHOUT "DON'T KNOW"

Q15. How would you rate the solid waste services (e.g., trash, recycling) provided to most residential properties (single family homes and some condos) free of charge by the City? (without "don't know")

Q15. How would you rate solid waste services provided to most residential properties free of charge by City	Number	Percent
Very satisfied	218	53.6 %
Satisfied	148	36.4 %
Neutral	22	5.4 %
Dissatisfied	14	3.4 %
Very dissatisfied	5	1.2 %
Total	407	100.0 %

Q16. How would you rate pedestrian accessibility throughout the City of Maryland Heights (e.g. sidewalks and crosswalks)?

Q16. How would you rate pedestrian accessibility throughout the City of Maryland Heights?	Number	Percent
Excellent	73	17.6 %
Good	196	47.3 %
Fair	100	24.2 %
Poor	19	4.6 %
Don't know, no answer	26	6.3 %
Total	414	100.0 %

WITHOUT "DON'T KNOW, NO ANSWER"

Q16. How would you rate pedestrian accessibility throughout the City of Maryland Heights (e.g. sidewalks and crosswalks)? (without "don't know, no answer")

Q16. How would you rate pedestrian accessibility throughout the City of Maryland Heights?	Number	Percent
Excellent	73	18.8 %
Good	196	50.5 %
Fair	100	25.8 %
Poor	19	4.9 %
Total	388	100.0 %

Q17. Enforcement of Property Maintenance Codes. Please rate your satisfaction with each of the following.

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Enforcing cleanup of litter & debris on private property	10.9%	31.2%	24.9%	15.7%	4.1%	13.3%
Q17-2. Enforcing mowing & trimming of lawns on private property	9.9%	31.2%	24.6%	14.0%	5.3%	15.0%
Q17-3. Enforcing maintenance of residential property	8.9%	29.2%	26.1%	15.5%	5.6%	14.7%
Q17-4. Enforcing maintenance of business property	11.1%	39.9%	26.8%	3.1%	1.0%	18.1%
Q17-5. Enforcing codes designed to protect public safety	12.6%	37.0%	23.7%	4.3%	1.4%	21.0%

WITHOUT "DON'T KNOW"

Q17. Enforcement of Property Maintenance Codes. Please rate your satisfaction with each of the following. (without "don't know")

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Enforcing cleanup of litter & debris on private property	12.5%	35.9%	28.7%	18.1%	4.7%
Q17-2. Enforcing mowing & trimming of lawns on private property	11.6%	36.6%	29.0%	16.5%	6.3%
Q17-3. Enforcing maintenance of residential property	10.5%	34.3%	30.6%	18.1%	6.5%
Q17-4. Enforcing maintenance of business property	13.6%	48.7%	32.7%	3.8%	1.2%
Q17-5. Enforcing codes designed to protect public safety	15.9%	46.8%	30.0%	5.5%	1.8%

Q18. Maryland Heights Parks and Recreation Facilities. Which facilities do you or other members of your household visit?

Q18. Which facilities does your household visit	Number	Percent
Aquaport	132	31.9 %
Dogport	35	8.5 %
Eise Park	87	21.0 %
Quiet Hollow Park	16	3.9 %
Maryland Heights Community Center	287	69.3 %
Parkwood Park	74	17.9 %
Vago Park	203	49.0 %
McKelvey Woods Park	40	9.7 %
Fee Fee Greenway	107	25.8 %
Centene Community Ice Center	73	17.6 %
Total	1054	

Q19. How often do you visit Parks and Recreation facilities?

Q19. How often do you visit Parks & Recreation facilities	Number	Percent
Daily	24	5.8 %
A few times a week	79	19.1 %
At least 1 time per week	61	14.7 %
A few times a month	92	22.2 %
A few times a year	108	26.1 %
Once a year	8	1.9 %
Seldom/never	38	9.2 %
Not provided	4	1.0 %
Total	414	100.0 %

WITHOUT "NOT PROVIDED"

Q19. How often do you visit Parks and Recreation facilities? (without "not provided")

Q19. How often do you visit Parks & Recreation facilities	Number	Percent
Daily	24	5.9 %
A few times a week	79	19.3 %
At least 1 time per week	61	14.9 %
A few times a month	92	22.4 %
A few times a year	108	26.3 %
Once a year	8	2.0 %
Seldom/never	38	9.3 %
Total	410	100.0 %

Q20. Parks and Recreation Programs and Events. Do our programs and events accommodate your needs and interests?

Q20. Do our programs & events accommodate your needs & interests	Number	Percent
Completely accommodates	46	11.1 %
Accommodates	182	44.0 %
Neutral	125	30.2 %
Doesn't accommodate	24	5.8 %
Doesn't accommodate at all	2	0.5 %
Don't know	35	8.5 %
Total	414	100.0 %

WITHOUT "DON'T KNOW"

Q20. Parks and Recreation Programs and Events. Do our programs and events accommodate your needs and interests? (without "don't know")

Q20. Do our programs & events accommodate your needs & interests	Number	Percent
Completely accommodates	46	12.1 %
Accommodates	182	48.0 %
Neutral	125	33.0 %
Doesn't accommodate	24	6.3 %
Doesn't accommodate at all	2	0.5 %
Total	379	100.0 %

Q21. Please mark the types of programs you or someone from your household participates in.

Q21. Types of programs your household participates in	Number	Percent
Preschool programs	4	1.0 %
Aquatic programs	57	13.8 %
Senior programs	91	22.0 %
Camp programs	16	3.9 %
Special events	151	36.5 %
Family programs	54	13.0 %
Youth sport programs	25	6.0 %
Adult sport programs	35	8.5 %
Day trips	24	5.8 %
Fitness programs	101	24.4 %
Total	558	

Q23. Please rate your satisfaction with the following aspects of Recreation Programs and Events.

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23-1. Fees charged for recreation programs & events	14.5%	32.9%	27.8%	6.0%	1.2%	17.6%
Q23-2. Ease of registration for recreation programs & services	19.1%	35.0%	20.8%	4.1%	1.2%	19.8%

WITHOUT "DON'T KNOW"
Q23. Please rate your satisfaction with the following aspects of Recreation Programs and Events. (without "don't know")

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Fees charged for recreation programs & events	17.6%	39.9%	33.7%	7.3%	1.5%
Q23-2. Ease of registration for recreation programs & services	23.8%	43.7%	25.9%	5.1%	1.5%

Q24. Have you visited Aquaport this last season?

Q24. Have you visited Aquaport this last season	Number	Percent
Yes	86	20.8 %
No	323	78.0 %
Don't know	5	1.2 %
Total	414	100.0 %

WITHOUT "DON'T KNOW"
Q24. Have you visited Aquaport this last season? (without "don't know")

Q24. Have you visited Aquaport this last season	Number	Percent
Yes	86	21.0 %
No	323	79.0 %
Total	409	100.0 %

Q25. The Centene Community Ice Center opened in September of 2019. Which of the following best describes your use of the Center?

Q25. Which following best describes your use of Centene Community Ice Center	Number	Percent
I have used the facility for	79	19.1 %
I have not used the facility, but I plan to in the future	122	29.5 %
I have not used the facility, & I don't plan to in the future	187	45.2 %
Not provided	26	6.3 %
Total	414	100.0 %

WITHOUT "NOT PROVIDED"
Q25. The Centene Community Ice Center opened in September of 2019. Which of the following best describes your use of the Center? (without "not provided")

Q25. Which following best describes your use of Centene Community Ice Center	Number	Percent
I have used the facility for	79	20.4 %
I have not used the facility, but I plan to in the future	122	31.4 %
I have not used the facility, & I don't plan to in the future	187	48.2 %
Total	388	100.0 %

Q26. The City of Maryland Heights receives most of its general revenues from three sources: gaming taxes, sales tax, and taxes on utilities. It does not have a property tax. The property bill that residents pay go to other jurisdictions, such as school and fire protection districts. Knowing this and considering the services that you receive from the City of Maryland Heights, do you think the City is effectively spending the money received?

Q26. Do you think City is effectively spending the money received	Number	Percent
Yes	278	67.1 %
No	22	5.3 %
Don't know/no answer	114	27.5 %
Total	414	100.0 %

WITHOUT "DON'T KNOW, NO ANSWER"
Q26. The City of Maryland Heights receives most of its general revenues from three sources: gaming taxes, sales tax, and taxes on utilities. It does not have a property tax. The property bill that residents pay go to other jurisdictions, such as school and fire protection districts. Knowing this and considering the services that you receive from the City of Maryland Heights, do you think the City is effectively spending the money received? (without "don't know, no answer")

Q26. Do you think City is effectively spending the money received	Number	Percent
Yes	278	92.7 %
No	22	7.3 %
Total	300	100.0 %

Q27. How would you rate the City of Maryland Heights government in listening to citizens?

Q27. How would you rate City government in listening to citizens	Number	Percent
Excellent	59	14.3 %
Good	162	39.1 %
Fair	86	20.8 %
Poor	21	5.1 %
Don't know, no answer	86	20.8 %
Total	414	100.0 %

WITHOUT "DON'T KNOW, NO ANSWER"

Q27. How would you rate the City of Maryland Heights government in listening to citizens? (without "don't know, no answer")

Q27. How would you rate City government in listening to citizens	Number	Percent
Excellent	59	18.0 %
Good	162	49.4 %
Fair	86	26.2 %
Poor	21	6.4 %
Total	328	100.0 %

Q28. The City creates and distributes a bi-monthly newsletter "MH Life" to all residential addresses in Maryland Heights. Please select your top THREE choices of City information you are most interested in reading about.

Q28. Your top choices of City information you are most interested in reading about	Number	Percent
Parks & Recreation events & programs	234	56.5 %
Police events, programs, & safety tips	132	31.9 %
Economic development & construction projects	230	55.6 %
Articles about featured topics (e.g., flood plain management, deer population)	112	27.1 %
City Council meeting activity	111	26.8 %
Special events (Electronic recycling, paper shredding, Citizen's Academy)	250	60.4 %
Non-City events occurring within Maryland Heights (e.g., Amphitheatre concerts, Westport Plaza events, soccer & hockey tournaments)	116	28.0 %
Other	1	0.2 %
Total	1186	

Q28-8. Other:

Q28-8. Other	Number	Percent
I have lived in this city for 3 years and never received one of these	1	100.0 %
Total	1	100.0 %

Q29. City Communication. For each of the items below, please rate how often you use each one:

(N=414)

	Often	4	3	2	Never	Not provided
Q29-1. City website, www. marylandheights.com	15.9%	13.8%	20.0%	23.4%	20.0%	6.8%
Q29-2. City newsletter	55.1%	16.4%	14.3%	4.6%	5.6%	4.1%
Q29-3. Parks & Recreation guide	33.3%	18.1%	17.9%	8.9%	15.9%	5.8%
Q29-4. eCommunications (emails & surveys)	15.5%	13.5%	19.8%	13.8%	29.7%	7.7%
Q29-5. Facebook (City of Maryland Heights, Maryland Heights Parks & Rec, MHPD, Aquaport)	25.6%	14.7%	11.6%	8.2%	33.3%	6.5%
Q29-6. Instagram (City of Maryland Heights, Aquaport)	2.2%	4.1%	4.3%	5.1%	75.6%	8.7%
Q29-7. Twitter (City of Maryland Heights, Maryland Heights Parks & Rec., MHPD, Aquaport)	1.4%	1.9%	3.4%	4.6%	81.2%	7.5%
Q29-8. Nextdoor	25.1%	8.9%	10.6%	8.7%	39.6%	7.0%
Q29-9. Parks & Recreation app (MHParks)	8.7%	5.8%	8.7%	10.9%	57.5%	8.5%
Q29-10. Neighbors by Ring	9.2%	4.1%	6.5%	4.3%	67.1%	8.7%

WITHOUT "NOT PROVIDED"

Q29. City Communication. For each of the items below, please rate how often you use each one: (without "not provided")

(N=414)

	Often	4	3	2	Never
Q29-1. City website, www. marylandheights.com	17.1%	14.8%	21.5%	25.1%	21.5%
Q29-2. City newsletter	57.4%	17.1%	14.9%	4.8%	5.8%
Q29-3. Parks & Recreation guide	35.4%	19.2%	19.0%	9.5%	16.9%
Q29-4. eCommunications (emails & surveys)	16.8%	14.7%	21.5%	14.9%	32.2%
Q29-5. Facebook (City of Maryland Heights, Maryland Heights Parks & Rec, MHPD, Aquaport)	27.4%	15.8%	12.4%	8.8%	35.7%
Q29-6. Instagram (City of Maryland Heights, Aquaport)	2.4%	4.5%	4.8%	5.6%	82.8%
Q29-7. Twitter (City of Maryland Heights, Maryland Heights Parks & Rec., MHPD, Aquaport)	1.6%	2.1%	3.7%	5.0%	87.7%
Q29-8. Nextdoor	27.0%	9.6%	11.4%	9.4%	42.6%
Q29-9. Parks & Recreation app (MHParks)	9.5%	6.3%	9.5%	11.9%	62.8%
Q29-10. Neighbors by Ring	10.1%	4.5%	7.1%	4.8%	73.5%

Q29. City Communication. For each of the items below, please indicate how effective you feel it is in keeping you informed about City services, programs, and projects.

(N=414)

	Effective	4	3	2	Ineffective	Not provided
Q29-1. City website, www. marylandheights.com	28.3%	17.6%	14.7%	5.1%	1.2%	33.1%
Q29-2. City newsletter	51.7%	18.6%	9.2%	0.7%	0.5%	19.3%
Q29-3. Parks & Recreation guide	41.1%	16.9%	10.1%	1.9%	0.0%	30.0%
Q29-4. eCommunications (emails & surveys)	22.7%	13.0%	13.8%	2.9%	1.0%	46.6%
Q29-5. Facebook (City of Maryland Heights, Maryland Heights Parks & Rec, MHPD, Aquaport)	26.6%	11.1%	12.6%	2.2%	0.7%	46.9%
Q29-6. Instagram (City of Maryland Heights, Aquaport)	4.3%	1.9%	3.4%	2.4%	0.5%	87.4%
Q29-7. Twitter (City of Maryland Heights, Maryland Heights Parks & Rec., MHPD, Aquaport)	3.4%	1.2%	2.2%	1.7%	0.2%	91.3%
Q29-8. Nextdoor	18.4%	9.9%	9.7%	3.1%	2.9%	56.0%
Q29-9. Parks & Recreation app (MHParks)	12.1%	6.0%	6.8%	2.2%	1.2%	71.7%
Q29-10. Neighbors by Ring	8.5%	4.1%	5.1%	2.7%	1.0%	78.7%

WITHOUT "NOT PROVIDED"

Q29. City Communication. For each of the items below, please indicate how effective you feel it is in keeping you informed about City services, programs, and projects. (without "not provided")

(N=414)

	Effective	4	3	2	Ineffective
Q29-1. City website, www. marylandheights.com	42.2%	26.4%	22.0%	7.6%	1.8%
Q29-2. City newsletter	64.1%	23.1%	11.4%	0.9%	0.6%
Q29-3. Parks & Recreation guide	58.6%	24.1%	14.5%	2.8%	0.0%
Q29-4. eCommunications (emails & surveys)	42.5%	24.4%	25.8%	5.4%	1.8%
Q29-5. Facebook (City of Maryland Heights, Maryland Heights Parks & Rec, MHPD, Aquaport)	50.0%	20.9%	23.6%	4.1%	1.4%
Q29-6. Instagram (City of Maryland Heights, Aquaport)	34.6%	15.4%	26.9%	19.2%	3.8%
Q29-7. Twitter (City of Maryland Heights, Maryland Heights Parks & Rec., MHPD, Aquaport)	38.9%	13.9%	25.0%	19.4%	2.8%
Q29-8. Nextdoor	41.8%	22.5%	22.0%	7.1%	6.6%
Q29-9. Parks & Recreation app (MHParks)	42.7%	21.4%	23.9%	7.7%	4.3%
Q29-10. Neighbors by Ring	39.8%	19.3%	23.9%	12.5%	4.5%

Q30. Please rate your satisfaction with each of the following.

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q30-1. Availability of information about City programs & services	27.8%	47.8%	16.2%	2.2%	0.0%	6.0%
Q30-2. City's efforts to keep you informed about local issues	24.4%	46.9%	16.7%	5.6%	0.7%	5.8%
Q30-3. How open City is to public involvement & input from residents	16.4%	31.6%	30.7%	4.6%	1.4%	15.2%
Q30-4. Quality of City's website	15.9%	35.3%	25.8%	3.1%	0.7%	19.1%
Q30-5. How well City communicates notices of public meetings	14.5%	31.2%	29.0%	9.4%	0.7%	15.2%
Q30-6. How well City's communications meet your needs	16.2%	37.9%	28.0%	5.1%	1.0%	11.8%
Q30-7. ADA accessibility	10.9%	21.5%	20.8%	0.5%	0.5%	45.9%

WITHOUT "DON'T KNOW"

Q30. Please rate your satisfaction with each of the following. (without "don't know")

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q30-1. Availability of information about City programs & services	29.6%	50.9%	17.2%	2.3%	0.0%
Q30-2. City's efforts to keep you informed about local issues	25.9%	49.7%	17.7%	5.9%	0.8%
Q30-3. How open City is to public involvement & input from residents	19.4%	37.3%	36.2%	5.4%	1.7%
Q30-4. Quality of City's website	19.7%	43.6%	31.9%	3.9%	0.9%
Q30-5. How well City communicates notices of public meetings	17.1%	36.8%	34.2%	11.1%	0.9%
Q30-6. How well City's communications meet your needs	18.4%	43.0%	31.8%	5.8%	1.1%
Q30-7. ADA accessibility	20.1%	39.7%	38.4%	0.9%	0.9%

Q31. Which THREE of the items listed below do you most frequently look at on the City's website?

Q31. Top choice	Number	Percent
Special events & meetings	72	17.4 %
Parks & Recreation program registration	41	9.9 %
Newsletter & other general information	64	15.5 %
Contact information for departments and/or staff	40	9.7 %
Permits (building, container, special event, etc.)	22	5.3 %
Licenses (business, hunting, solicitors)	4	1.0 %
Police Department	25	6.0 %
Facility information (ex. Aquaport, Community Center, Dogport)	42	10.1 %
City ordinances & regulatory information	16	3.9 %
Report a Problem (ex. pothole, code enforcement complaint, damaged tree, etc.)	17	4.1 %
None chosen	71	17.1 %
Total	414	100.0 %

Q31. Which THREE of the items listed below do you most frequently look at on the City's website?

Q31. 2nd choice	Number	Percent
Special events & meetings	39	9.4 %
Parks & Recreation program registration	50	12.1 %
Newsletter & other general information	62	15.0 %
Contact information for departments and/or staff	32	7.7 %
Permits (building, container, special event, etc.)	22	5.3 %
Licenses (business, hunting, solicitors)	5	1.2 %
Police Department	24	5.8 %
Facility information (ex. Aquaport, Community Center, Dogport)	53	12.8 %
City ordinances & regulatory information	27	6.5 %
Report a Problem (ex. pothole, code enforcement complaint, damaged tree, etc.)	24	5.8 %
None chosen	76	18.4 %
Total	414	100.0 %

Q31. Which THREE of the items listed below do you most frequently look at on the City's website?

Q31. 3rd choice	Number	Percent
Special events & meetings	50	12.1 %
Parks & Recreation program registration	27	6.5 %
Newsletter & other general information	45	10.9 %
Contact information for departments and/or staff	20	4.8 %
Permits (building, container, special event, etc.)	15	3.6 %
Licenses (business, hunting, solicitors)	7	1.7 %
Police Department	24	5.8 %
Facility information (ex. Aquaport, Community Center, Dogport)	59	14.3 %
City ordinances & regulatory information	32	7.7 %
Report a Problem (ex. pothole, code enforcement complaint, damaged tree, etc.)	44	10.6 %
None chosen	91	22.0 %
Total	414	100.0 %

SUM OF TOP 3 CHOICES
Q31. Which THREE of the items listed below do you most frequently look at on the City's website? (top 3)

Q31. Sum of top 3 choices	Number	Percent
Special events & meetings	161	38.9 %
Parks & Recreation program registration	118	28.5 %
Newsletter & other general information	171	41.3 %
Contact information for departments and/or staff	92	22.2 %
Permits (building, container, special event, etc.)	59	14.3 %
Licenses (business, hunting, solicitors)	16	3.9 %
Police Department	73	17.6 %
Facility information (ex. Aquaport, Community Center, Dogport)	154	37.2 %
City ordinances & regulatory information	75	18.1 %
Report a Problem (ex. pothole, code enforcement complaint, damaged tree, etc.)	85	20.5 %
None chosen	71	17.1 %
Total	1075	

Q32. Customer Service. Have you contacted the City with a question, problem, or complaint during the past year?

Q32. Have you contacted City with a question, problem, or complaint during past year	Number	Percent
Yes	147	35.5 %
No	267	64.5 %
Total	414	100.0 %

Q32b. Please rate your experience with contacting the City of Maryland Heights.

Q32b. Your experience with contacting City of Maryland Heights	Number	Percent
Very satisfied	56	38.1 %
Satisfied	44	29.9 %
Neutral	11	7.5 %
Dissatisfied	23	15.6 %
Very dissatisfied	8	5.4 %
Don't know	5	3.4 %
Total	147	100.0 %

WITHOUT "DON'T KNOW"
Q32b. Please rate your experience with contacting the City of Maryland Heights. (without "don't know")

Q32b. Your experience with contacting City of Maryland Heights	Number	Percent
Very satisfied	56	39.4 %
Satisfied	44	31.0 %
Neutral	11	7.7 %
Dissatisfied	23	16.2 %
Very dissatisfied	8	5.6 %
Total	142	100.0 %

Q33. City Leadership. Please rate your satisfaction with the following.

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q33-1. Ease of contacting City's elected officials	13.5%	23.4%	19.8%	2.2%	1.2%	39.9%
Q33-2. Responsiveness of City's elected officials	12.8%	18.6%	18.8%	2.7%	2.4%	44.7%

WITHOUT "DON'T KNOW"
Q33. City Leadership. Please rate your satisfaction with the following. (without "don't know")

(N=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q33-1. Ease of contacting City's elected officials	22.5%	39.0%	32.9%	3.6%	2.0%
Q33-2. Responsiveness of City's elected officials	23.1%	33.6%	34.1%	4.8%	4.4%

Q34. What is your preferred method of contacting your elected officials?

Q34. What is your preferred method of contacting your elected officials	Number	Percent
Phone	105	25.4 %
Email	193	46.6 %
Mail	12	2.9 %
In person	13	3.1 %
Text message	21	5.1 %
Not provided	70	16.9 %
Total	414	100.0 %

WITHOUT "NOT PROVIDED"

Q34. What is your preferred method of contacting your elected officials? (without "not provided")

Q34. What is your preferred method of contacting your elected officials	Number	Percent
Phone	105	30.5 %
Email	193	56.1 %
Mail	12	3.5 %
In person	13	3.8 %
Text message	21	6.1 %
Total	344	100.0 %

Q37. How long have you been a resident of Maryland Heights? (years)

Q3. How many years have you been a resident of

Maryland Heights	Number	Percent
0-5	87	21.0 %
6-10	42	10.1 %
11-15	32	7.7 %
16-20	46	11.1 %
21-30	79	19.1 %
31+	115	27.8 %
Not provided	13	3.1 %
Total	414	100.0 %

WITHOUT "NOT PROVIDED"
Q37. How long have you been a resident of Maryland Heights? (years) (without "not provided")

Q3. How many years have you been a resident of

Maryland Heights	Number	Percent
0-5	87	21.7 %
6-10	42	10.5 %
11-15	32	8.0 %
16-20	46	11.5 %
21-30	79	19.7 %
31+	115	28.7 %
Total	401	100.0 %

Q37. How long have you been a resident of Maryland Heights? (months)

Q37. How many months have you been a resident of Maryland Heights	Number	Percent
0-5	5	1.2 %
6-10	3	0.7 %
11-15	10	2.4 %
16-20	3	0.7 %
21-30	7	1.7 %
31+	373	90.1 %
Not provided	13	3.1 %
Total	414	100.0 %

WITHOUT "NOT PROVIDED"
Q37. How long have you been a resident of Maryland Heights? (months) (without "not provided")

Q37. How many months have you been a resident of Maryland Heights	Number	Percent
0-5	5	1.2 %
6-10	3	0.7 %
11-15	10	2.5 %
16-20	3	0.7 %
21-30	7	1.7 %
31+	373	93.0 %
Total	401	100.0 %

Q38. Which of the following best describes your household?

Q38. Which following best describes your household	Number	Percent
Own-single family home	355	85.7 %
Own-multifamily unit (condo, apartment, duplex)	38	9.2 %
Rent or lease-single family home	7	1.7 %
Rent-multifamily unit (condo, apartment, duplex)	11	2.7 %
Not provided	3	0.7 %
Total	414	100.0 %

WITHOUT "NOT PROVIDED"

Q38. Which of the following best describes your household? (without "not provided")

Q38. Which following best describes your household	Number	Percent
Own-single family home	355	86.4 %
Own-multifamily unit (condo, apartment, duplex)	38	9.2 %
Rent or lease-single family home	7	1.7 %
Rent-multifamily unit (condo, apartment, duplex)	11	2.7 %
Total	411	100.0 %

Q39. What is your age?

Q39. Your age	Number	Percent
18-34	75	18.1 %
35-44	78	18.8 %
45-54	80	19.3 %
55-64	84	20.3 %
65+	86	20.8 %
Not provided	11	2.7 %
Total	414	100.0 %

WITHOUT "NOT PROVIDED"
Q39. What is your age? (without "not provided")

Q39. Your age	Number	Percent
18-34	75	18.6 %
35-44	78	19.4 %
45-54	80	19.9 %
55-64	84	20.8 %
65+	86	21.3 %
Total	403	100.0 %

Q40. Including yourself, how many people in your household are...

	Mean	Sum
number	2.4	943
Under age 5	0.1	34
Ages 5-9	0.1	57
Ages 10-14	0.1	44
Ages 15-19	0.1	39
Ages 20-24	0.1	38
Ages 25-34	0.3	104
Ages 35-44	0.3	114
Ages 45-54	0.4	153
Ages 55-64	0.4	174
Ages 65-74	0.3	103
Ages 75+	0.2	83

Q41. Would you say your total annual household income is...

Q41. Your total annual household income	Number	Percent
Under $30K	40	9.7 %
$30K to $59,999	82	19.8 %
$60K to $99,999	84	20.3 %
$100K to $149,999	72	17.4 %
$150K to $199,999	41	9.9 %
$200K+	18	4.3 %
Prefer not to answer	77	18.6 %
Total	414	100.0 %

WITHOUT "PREFER NOT TO ANSWER"
Q41. Would you say your total annual household income is... (without "prefer not to answer")

Q41. Your total annual household income	Number	Percent
Under $30K	40	11.9 %
$30K to $59,999	82	24.3 %
$60K to $99,999	84	24.9 %
$100K to $149,999	72	21.4 %
$150K to $199,999	41	12.2 %
$200K+	18	5.3 %
Total	337	100.0 %

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

Q42. Your race/ethnicity	Number	Percent
Asian or Asian Indian	11	2.7 %
Black or African American	54	13.0 %
American Indian or Alaska Native	2	0.5 %
White or Caucasian	257	62.1 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Hispanic, Spanish, or Latino/a/x	15	3.6 %
Eastern Indian or Pakistani	49	11.8 %
Prefer not to answer	18	4.3 %
Other	2	0.5 %
Total	409	

WITHOUT "PREFER NOT TO ANSWER"
Q42. Which of the following best describes your race/ethnicity? (without "prefer not to answer")

Q42. Your race/ethnicity	Number	Percent
Asian or Asian Indian	11	2.8 %
Black or African American	54	13.6 %
American Indian or Alaska Native	2	0.5 %
White or Caucasian	257	64.9 %
Native Hawaiian or other Pacific Islander	1	0.3 %
Hispanic, Spanish, or Latino/a/x	15	3.8 %
Eastern Indian or Pakistani	49	12.4 %
Other	2	0.5 %
Total	391	

Q42-9. Self-describe your race/ethnicity:

Q42-9. Self-describe your race/ethnicity	Number	Percent
Bi-racial	1	50.0 %
Mixed	1	50.0 %
Total	2	100.0 %

Q43. Your gender:

Q43. Your gender	Number	Percent
Male	201	48.6 %
Female	210	50.7 %
Other	1	0.2 %
Prefer not to answer	2	0.5 %
Total	414	100.0 %

WITHOUT "PREFER NOT TO ANSWER"
Q43. Your gender: (without "prefer not to answer")

Q43. Your gender	Number	Percent
Male	201	48.8 %
Female	210	51.0 %
Other	1	0.2 %
Total	412	100.0 %

Q43-3. Self-describe your gender:

Q43-3. Self-describe your gender	Number	Percent
Non-binary	1	100.0 %
Total	1	100.0 %

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Survey Instrument

August 2023

Dear Maryland Heights Resident,

The City of Maryland Heights is requesting your help and a few minutes of your time. You have been randomly selected to participate in a survey designed to gather resident opinions and input on city programs and services. The information requested in this survey will be used to improve and expand existing programs and determine the future needs of the residents in the City of Maryland Heights.

We greatly appreciate your participation. We realize that completing this survey will take time, but we have included only questions that are vital to an effective evaluation. The time you invest in this survey will greatly influence decisions made about the City's future.

Please return your completed survey within two weeks of receiving using the postage-paid envelope provided. You have the option of completing the survey online at **MarylandHeightsSurvey.org**. Individual responses to the survey will remain confidential.

The survey data will be compiled and analyzed by ETC Institute, one of the nation's leading governmental research firms.

Please contact Trisha Hall, our Communications Manager, at (314) 738-2497 or thall@marylandheights.com if you have any questions.

Thank you in advance for your participation and help in shaping Maryland Heights' future.

Sincerely,

Mike Moeller

Mike Moeller

Mayor

2023 City of Maryland Heights Citizen's Satisfaction 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 prefer, you can complete the survey online at **MarylandHeightsSurvey.org**.

1. Perceptions. Please rate each of the following.

How would you rate The City of Maryland Heights	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 from City services	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 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

2. 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 police services	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	5	4	3	2	1	9
4. Overall maintenance of City buildings, parks and other facilities	5	4	3	2	1	9
5. Overall enforcement of City codes and ordinances for buildings, housing, and property	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

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

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

4. What best describes your household size? *[Check only one.]*

____(1) Single, living alone
____(2) Single, living with roommates (2-4 people)
____(3) Small family (3-6 people)
____(4) Large family (7+ people)
____(5) Married, living with one other (2 people)
____(6) In a relationship, living with one other (2 people)
____(7) Other (please explain): _____

4a. How would you rate Maryland Heights as a place to live?

____(4) Excellent   ____(2) Fair   ____(9) Don't know, no answer
____(3) Good   ____(1) Poor

5. **Compared to five years ago, would you say Maryland Heights is a better place in which to live, a worse place to live, or is it about the same?**

____(5) Much better   ____(3) About the same   ____(1) Much worse
____(4) Somewhat better   ____(2) Somewhat worse   ____(9) Don't know, no answer

6. **Looking to the future, say five years from now, do you think Maryland Heights will be a better place to live than it is now, a worse place to live, or will it be about the same?**

____(5) Much better   ____(3) About the same   ____(1) Much worse
____(4) Somewhat better   ____(2) Somewhat worse   ____(9) Don't know, no answer

7. **How confident are you that the residential property values in Maryland Heights are keeping pace with those in other parts of St. Louis County?**

____(5) Extremely confident   ____(3) Somewhat confident   ____(1) Not at all confident
____(4) Very confident   ____(2) Not very confident   ____(9) Don't know, no answer

8. <u>**Public Safety.**</u> **Please rate your satisfaction with the quality of the following.**

Public Safety	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The visibility of police in my neighborhood	5	4	3	2	1	9
2. The visibility of police in retail areas	5	4	3	2	1	9
3. The City's efforts to prevent crime	5	4	3	2	1	9
4. How quickly police respond to emergencies	5	4	3	2	1	9
5. Overall competency of the Maryland Heights Police Department	5	4	3	2	1	9
6. Overall treatment of citizens by the Maryland Heights Police Department	5	4	3	2	1	9
7. Responsiveness of the Police Dept. in enforcing local traffic laws	5	4	3	2	1	9
8. Fairness of the Police Department's practices in enforcing local traffic laws	5	4	3	2	1	9
9. Police Department engagement within the community (Citizen's Academy, Youth Academy, Open House, Coffee with a Cop, Maryland Heights Night Out, etc.)	5	4	3	2	1	9

9. **Which THREE items from the list in Question 8 do you think City leaders should PRIORITIZE over the next TWO years?** *[Write in your answers below using the numbers from the list in Question 8.]*

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

10. <u>**Feeling of Safety in Various Situations.**</u> **Please rate each of the following.**

How Safe do you Feel:	Very Safe	Somewhat Safe	Neutral	Somewhat Unsafe	Very Unsafe	Don't Know
1. Walking alone in your neighborhood during the day	5	4	3	2	1	9
2. Walking alone in your neighborhood after dark	5	4	3	2	1	9
3. Walking alone in business/retail areas during the day	5	4	3	2	1	9
4. Walking alone in business/retail areas after dark	5	4	3	2	1	9
5. As a pedestrian crossing streets	5	4	3	2	1	9

11. **In the past 12 months, were you or anyone in your household the victim of any crime in Maryland Heights?**

____(1) Yes *[Answer Q11a-c.]* ____(2) No *[Go to Q12.]* ____(9) Don't know *[Go to Q12.]*

    11a. **If "Yes," were the crimes reported to the police?**

        ____(1) Yes *[Answer Q11b.]* ____(2) No *[Go to Q11c.]* ____(9) Don't know *[Go to Q11c.]*

    11b. **If "Yes," how would you rate the timeliness and contact with the police?**

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

    11c. **If "Yes," what type of crime was committed?** _____

    _____

12. <u>**City Maintenance/Public Works.**</u> **Please rate your satisfaction with the quality of the following.**

City Maintenance/Public Works	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Maintenance of streets (ex. most residential and collector streets in Maryland Heights)	5	4	3	2	1	9
2. Maintenance of street signs and traffic signals	5	4	3	2	1	9
3. Maintenance of City buildings	5	4	3	2	1	9
4. Snow removal on City streets	5	4	3	2	1	9
5. Stormwater control	5	4	3	2	1	9
6. Condition of City sidewalks	5	4	3	2	1	9
7. Landscaping/appearance of public areas along City streets	5	4	3	2	1	9
8. Satisfaction with tree trimming/replacement program	5	4	3	2	1	9
9. Adequacy of residential street lighting	5	4	3	2	1	9

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

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

14. **Please rate your satisfaction with the quality of roads managed by St. Louis County located within the City of Maryland Heights.**

Condition of County Roads	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Condition of St. Louis County roads in the City (ex. Dorsett, Page, Marine, Prichard Farm)	5	4	3	2	1	9

15. **How would you rate the solid waste services (e.g., trash, recycling) provided to most residential properties (single family homes and some condos) free of charge by the City?**

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

16. **How would you rate pedestrian accessibility throughout the City of Maryland Heights (e.g., sidewalks and crosswalks)?**

____(4) Excellent ____(2) Fair ____(9) Don't know, no answer
____(3) Good ____(1) Poor

17. <u>**Enforcement of Property Maintenance Codes.**</u> **Please rate your satisfaction with each of the following.**

Property Maintenance Codes	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	5	4	3	2	1	9
4. Enforcing the maintenance of business property	5	4	3	2	1	9
5. Enforcing codes designed to protect public safety	5	4	3	2	1	9

18. <u>**Maryland Heights Parks and Recreation Facilities.**</u> **Which facilities do you or other members of your household visit?** *[Check ALL that apply.]*

____(01) Aquaport
____(02) Dogport
____(03) Eise Park
____(04) Quiet Hollow Park
____(05) Maryland Heights Community Center

____(06) Parkwood Park
____(07) Vago Park
____(08) McKelvey Woods Park
____(09) Fee Fee Greenway
____(10) Centene Community Ice Center

19. **How often do you visit Parks and Recreation facilities?**

____(1) Daily
____(2) A few times a week
____(3) At least 1 time per week

____(4) A few times a month
____(5) A few times a year
____(6) Once a year

____(7) Seldom/Never

20. <u>**Parks and Recreation Programs and Events.**</u> **Do our programs and events accommodate your needs and interests?**

____(5) Completely accommodates
____(4) Accommodates

____(3) Neutral
____(2) Doesn't accommodate

____(1) Doesn't accommodate at all
____(9) Don't know

21. **Please mark the types of programs you or someone from your household participates in.** *[Check ALL that apply.]*

____(01) Preschool programs
____(02) Aquatic programs
____(03) Senior programs
____(04) Camp programs

____(05) Special events
____(06) Family programs
____(07) Youth sport programs
____(08) Adult sport programs

____(09) Day trips
____(10) Fitness programs

22. **Please list programs or events you would like to see offered that the department is not currently providing.**

_____

23. **Please rate your satisfaction with the following aspects of Recreation Programs and Events.**

Recreation Programs and Events	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Fees charged for recreation programs and events	5	4	3	2	1	9
2. Ease of registration for recreation programs and services	5	4	3	2	1	9

24. **Have you visited Aquaport this last season?**

____(1) Yes *[Go to Q25.]*   ____(2) No *[Answer Q24a.]*   ____(9) Don't know *[Answer Q24a.]*

24a.   If "No," why not?   _____

25. **The Centene Community Ice Center opened in September of 2019. Which of the following best describes your use of the Center?**

____(1) I have used the facility for: _____
____(2) I have not used the facility, but I plan to in the future
____(3) I have not used the facility, and I don't plan to in the future

26. **The City of Maryland Heights receives most of its general revenues from three sources: gaming taxes, sales tax, and taxes on utilities. It does not have a property tax. The property bill that residents pay go to other jurisdictions, such as school and fire protection districts. Knowing this and considering the services that you receive from the City of Maryland Heights; do you think the City is effectively spending the money received?**

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

27. **How would you rate the City of Maryland Heights government in listening to citizens?**

____(4) Excellent   ____(3) Good   ____(2) Fair   ____(1) Poor   ____(9) Don't know, no answer

28. **The City creates and distributes a bimonthly newsletter "MH Life" to all residential addresses in Maryland Heights. Please select your top THREE choices of city information you are most interested in reading about.**

____(1) Parks and Recreation events and programs
____(2) Police events, programs, and safety tips
____(3) Economic development and construction projects
____(4) Articles about featured topics (e.g., flood plain management, deer population)
____(5) City Council meeting activity
____(6) Special events (Electronic recycling, paper shredding, Citizen's Academy)
____(7) Non-City events occurring within Maryland Heights (e.g., Amphitheatre concerts, Westport Plaza events, soccer and hockey tournaments)
____(8) Other (please explain): _____

29. **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
01. The City website, www.marylandheights.com	5	4	3	2	1	5	4	3	2	1
02. City newsletter	5	4	3	2	1	5	4	3	2	1
03. Parks and Recreation guide	5	4	3	2	1	5	4	3	2	1
04. E-communications (Emails and surveys)	5	4	3	2	1	5	4	3	2	1
05. Facebook (City of Maryland Heights, Maryland Heights Parks and Rec, MHPD, Aquaport)	5	4	3	2	1	5	4	3	2	1
06. Instagram (City of Maryland Heights, Aquaport)	5	4	3	2	1	5	4	3	2	1
07. Twitter (City of Maryland Heights, Maryland Heights Parks and Rec., MHPD, Aquaport)	5	4	3	2	1	5	4	3	2	1
08. Nextdoor	5	4	3	2	1	5	4	3	2	1
09. Parks and Recreation App (MHParks)	5	4	3	2	1	5	4	3	2	1
10. Neighbors by Ring	5	4	3	2	1	5	4	3	2	1

30. **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
7. ADA Accessibility	5	4	3	2	1	9

31. **Which THREE of the items below do you most frequently look at on the City's website?** *[Write your answers for your top 3 choices using the numbers from the list below. For example, if "Police Department" is your 1st Choice, enter "7" into the space next to "1st" below.]*

1. Special events and meetings
2. Parks and Recreation program registration
3. Newsletter and other general information
4. Contact information for departments and/or staff
5. Permits (building, container, special event, etc.)
6. Licenses (business, hunting, solicitors)

7. Police Department
8. Facility information (ex. Aquaport, Community Center, Dogport)
9. City ordinances and regulatory information
10. Report a Problem (ex. pothole, code enforcement complaint, damaged tree, etc.)

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

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

____(1) Yes *[Answer Q32a.]*   ____(2) No *[Go to Q33.]*

32a. **Which City department or division did you contact most recently?** *[ex. Trash, Building Permits, Police Department, Parks]*

_____

32b. **Please rate your experience with contacting the City of Maryland Heights.**

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

33. **City Leadership. Please rate your satisfaction with the following.**

City Leadership	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Ease of contacting the City's elected officials	5	4	3	2	1	9
2. The responsiveness of the City's elected officials	5	4	3	2	1	9

34. **What is your preferred method of contacting your elected officials?**

____(1) Phone   ____(2) Email   ____(3) Mail   ____(4) In person   ____(5) Text Message

35. **What do you like most about Maryland Heights?**

_____

36. **What do you dislike most about Maryland Heights?**

_____

Demographics

37. **How long have you been a resident of Maryland Heights?** _____ years and/or _____ months

37a. **If you have lived in Maryland Heights for less than 10 years, from where did you move?**

City: _____   State: _____

38. **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)

39. **What is your age?** _____ years *[Please fill in.]*

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

Under age 5: ____	Ages 20-24: ____	Ages 55-64: ____
Ages 5-9: ____	Ages 25-34: ____	Ages 65-74: ____
Ages 10-14: ____	Ages 35-44: ____	Ages 75+: ____
Ages 15-19: ____	Ages 45-54: ____	

41. **Would you say your total annual household income is...**

____(1) Under $30,000   ____(4) $100,000 to $149,999   ____(7) Prefer not to answer
____(2) $30,000 to $59,999   ____(5) $150,000 to $199,999
____(3) $60,000 to $99,999   ____(6) $200,000 or more

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

____(01) Asian or Asian Indian   ____(06) Hispanic, Spanish, or Latino/a/x
____(02) Black or African American   ____(07) Eastern Indian or Pakistani
____(03) American Indian or Alaska Native   ____(88) Prefer not to answer
____(04) White or Caucasian   ____(99) Other: _____
____(05) Native Hawaiian or other Pacific Islander

43. **Your gender:**

____(1) Male   ____(3) Other: _____
____(2) Female   ____(4) Prefer not to answer

44. **Interest in a Focus Group or Online Panel. If you would be willing to participate in a focus group/online panel sponsored by the City of Maryland Heights to discuss some of the issues addressed on this survey, please provide your contact information below.**

Name: _____

E-Mail: _____

Phone: _____

45. **Would you be willing to participate in future survey sponsored by the City of Maryland Heights?**

____(1) Yes *[Please answer Q45a.]*   ____(2) No

45a. **Please provide your contact information.**

Mobile Phone Number: _____

Email Address: _____

This concludes the survey. Thank you for your time!
Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061