

Section 5:
Survey Instrument



City of Wentzville
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www.wentzvillemo.org

January 2016

Dear Wentzville Resident,

Please help the City of Wentzville plan for the future by completing the 2016 Wentzville Community Survey. Wentzville tries to encourage active resident involvement in City government; your participation in this survey provides a great way to get involved in and impact your community's future.

This survey will help our Board of Aldermen and City staff members to understand our residents' perceptions of the services the City provides. We greatly appreciate your time. We realize that this survey takes several minutes to complete, but every question is important. The time you invest in this survey will influence dozens of decisions that will be made about the City's future. Your responses will also help the Board of Aldermen gauge the success of its efforts to carry out the community's vision for the City of Wentzville and to address the many opportunities and challenges facing our City.

A postage-paid return envelope addressed to ETC Institute has been provided for your convenience. ETC Institute is our partner in this effort, and they will compile the results and present a report to the Board of Aldermen. Your responses to the questions in the survey are anonymous. The sticker on the survey identifies responses from broad geographic areas and helps us know where we might improve our service delivery. You also have the option of completing the survey online at www.wentzville2016communitysurvey.org.

The results of the survey will be presented to the Board of Aldermen in the spring of 2016. A comprehensive report analyzing the survey results will be available at City Hall and posted on the City's website at www.wentzvillemo.org with a summary included in a future issue of the City's newsletter, *The Vision*.

If you have any questions about the survey, please contact Communications Manager Kara Roberson at (636) 327-5101 or Kara.Roberson@wentzvillemo.org. Thank you for helping guide the direction of our community by sharing your input.

Sincerely,

Robert Bartolotta
City Administrator

2016 City of Wentzville Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's ongoing effort to identify and respond to resident priorities. If you have questions, please call (636) 327-5101.

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

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 maintenance of City streets	5	4	3	2	1	9
3. Overall maintenance of City buildings and facilities	5	4	3	2	1	9
4. Overall enforcement of City codes and ordinances for buildings and housing	5	4	3	2	1	9
5. Overall quality of customer service you receive from City employees	5	4	3	2	1	9
6. Overall quality of storm water run off/ storm water management system	5	4	3	2	1	9
7. Overall flow of traffic and congestion management in the City	5	4	3	2	1	9

2. Which **THREE** of the items listed in Question 1 above do you think should receive the most emphasis from City leaders over the next **TWO** years? [In the spaces below write the numbers from the list in Question 1 above or circle 'NONE'.]

1st

2nd

3rd
NONE

3. Several items that may influence your perception of the City of Wentzville are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor":

How would you rate the...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. Overall quality of services provided by the City of Wentzville	5	4	3	2	1	9
2. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
3. Overall image of the City	5	4	3	2	1	9
4. How well the City is planning growth	5	4	3	2	1	9
5. Overall quality of life in the City	5	4	3	2	1	9
6. Overall feeling of safety in the City	5	4	3	2	1	9
7. Quality of residential development in the City	5	4	3	2	1	9
8. Quality of commercial development in the City	5	4	3	2	1	9
9. Appeal as a place to retire	5	4	3	2	1	9
10. Overall appearance of the City	5	4	3	2	1	9

4. **Public Safety:** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

<i>Public Safety</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1.	The visibility of police in neighborhoods	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 Police Dept.	5	4	3	2	1	9
6.	Overall attitude and behavior of Police Department personnel toward citizens	5	4	3	2	1	9
7.	Enforcement of local traffic laws	5	4	3	2	1	9
8.	The City's municipal court	5	4	3	2	1	9

5. Which THREE of the public safety items listed in Question 4 above would you recommend receive the most emphasis from City leaders over the next TWO years? [In the spaces below write the numbers from the list in Question 4 above or circle 'NONE'.]

_____ 1st _____ 2nd _____ 3rd NONE

6. Using a scale of 1 to 4 where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

<i>How safe do you feel...</i>		<i>Very Safe</i>	<i>Somewhat Safe</i>	<i>Somewhat Unsafe</i>	<i>Very Unsafe</i>	<i>Don't Know</i>
1.	Walking alone in your neighborhood in general	4	3	2	1	9
2.	Walking alone in your neighborhood after dark	4	3	2	1	9
3.	Walking alone in your neighborhood during the day	4	3	2	1	9
4.	Walking alone in business areas after dark	4	3	2	1	9
5.	Walking alone in business areas during the day	4	3	2	1	9

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

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

8. **Sewer and Water Utilities and Storm Water Management:** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

<i>Sewer and Water Utilities and Storm Water Management</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1.	The clarity and taste of the tap water in your home	5	4	3	2	1	9
2.	Water pressure in your home	5	4	3	2	1	9
3.	Amount charged for water/sewer utilities	5	4	3	2	1	9
4.	How easy your water/sewer bill is to understand	5	4	3	2	1	9
5.	Drainage of rain water off City streets	5	4	3	2	1	9
6.	Drainage of rain water off properties next to your residence	5	4	3	2	1	9
7.	Adequacy of the sanitary sewer collection system	5	4	3	2	1	9
8.	Adequacy of the water system	5	4	3	2	1	9

9. City Maintenance/Public Works: For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

<i>City Maintenance/Public Works</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1.	Maintenance of major City streets	5	4	3	2	1	9
2.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
3.	Maintenance of street signs and traffic signals	5	4	3	2	1	9
4.	Maintenance of City buildings	5	4	3	2	1	9
5.	Snow removal on major City streets	5	4	3	2	1	9
6.	Snow removal on neighborhood streets	5	4	3	2	1	9
7.	Overall cleanliness of streets/other public areas	5	4	3	2	1	9
8.	Adequacy of City street lighting	5	4	3	2	1	9
9.	Condition of City sidewalks	5	4	3	2	1	9
10.	Landscaping of public areas along streets	5	4	3	2	1	9
11.	Quality of street sweeping services	5	4	3	2	1	9
12.	Mowing and Trimming of City Parks	5	4	3	2	1	9

10. Which THREE of the public works items listed in Question 9 above do you think should receive the most emphasis from City leaders over the next TWO Years? [In the spaces below write the numbers from the list in Question 9 above or circle 'NONE'.]

_____ 1st
_____ 2nd
_____ 3rd
NONE

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

<i>Trash Service</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1.	Residential trash collection services	5	4	3	2	1	9
2.	Recycling services	5	4	3	2	1	9
3.	Yard waste removal services	5	4	3	2	1	9

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

<i>City Communications</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
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 social media, i.e. Facebook, Twitter, LinkedIn, etc.	5	4	3	2	1	9
5.	The quality of the City's website	5	4	3	2	1	9
6.	The content of the City's newsletter	5	4	3	2	1	9
7.	How well the City's communications meet your needs	5	4	3	2	1	9

13. What are your primary sources for information about community activities and services?

- | | |
|---|---|
| <input type="checkbox"/> (1) Bimonthly Newsletter (<i>Vision</i>) | <input type="checkbox"/> (5) Signage/printed material from City |
| <input type="checkbox"/> (2) www.wentzvillemo.org | <input type="checkbox"/> (6) Neighborhood/Ward meetings |
| <input type="checkbox"/> (3) Monthly insert in utility bill (<i>Noteworthy</i>) | <input type="checkbox"/> (7) Parks & Recreation brochure (<i>Fun Times</i>) |
| <input type="checkbox"/> (4) Social media/Facebook | <input type="checkbox"/> (8) Other: _____ |

14. City Property Maintenance Codes: For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

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 (exterior of homes)	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

15. Economic Development: Using a five-point scale where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the City's current pace of development in each of the following areas.

Pace of Economic Development		Much Too Slow	Too Slow	Just Right	Too Fast	Much Too Fast	Don't Know
1.	Office development	5	4	3	2	1	9
2.	Retail development	5	4	3	2	1	9
3.	Single-family residential development	5	4	3	2	1	9
4.	Downtown redevelopment	5	4	3	2	1	9
5.	Multi-family residential development	5	4	3	2	1	9

16. Which of the following goods and services do you typically purchase outside of Wentzville?

- | | | |
|---|--|---|
| <input type="checkbox"/> (1) Clothing | <input type="checkbox"/> (5) Groceries | <input type="checkbox"/> (8) Technology Equipment |
| <input type="checkbox"/> (2) Home furnishings | <input type="checkbox"/> (6) Dine out/restaurants | <input type="checkbox"/> (9) Personal grooming |
| <input type="checkbox"/> (3) Banking | <input type="checkbox"/> (7) Entertainment/
Movies; theater | |
| <input type="checkbox"/> (4) Sporting goods | | |

17. Which of the following types of businesses would you like to see more of in Wentzville?

- (Check all that apply.)
- | | |
|--|--|
| <input type="checkbox"/> (1) Restaurants | <input type="checkbox"/> (4) Live Music Venues |
| <input type="checkbox"/> (2) Retail | <input type="checkbox"/> (5) Performing Arts/Theater |
| <input type="checkbox"/> (3) Office | <input type="checkbox"/> (6) Manufacturing |

18. Several reasons for deciding where to live are listed below. On a scale of 1 to 4, where 4 is "Very Important" and 1 is "Not Important," how important was each reason in your decision to live in Wentzville?

<i>Reasons to Live in Wentzville</i>		<i>Very Important</i>	<i>Somewhat Important</i>	<i>Not sure</i>	<i>Not Important</i>
1.	Sense of community	4	3	2	1
2.	Quality of public schools	4	3	2	1
3.	Employment opportunities	4	3	2	1
4.	Types of housing	4	3	2	1
5.	Quality of housing	4	3	2	1
6.	Access to quality shopping	4	3	2	1
7.	Proximity to where I work	4	3	2	1
8.	Availability of parks/recreation opportunities	4	3	2	1
9.	Proximity to family or friends	4	3	2	1
10.	Safety and security	4	3	2	1
11.	Central location	4	3	2	1
12.	Cost of housing	4	3	2	1
13.	Accessibility	4	3	2	1

19. Which THREE of the reasons listed in Question 18 above were the most important to you in choosing to live in Wentzville? [In the spaces below write the letters from the list in Question 18 above or circle 'NONE'.]

 1st
 2nd
 3rd
NONE

20. **Customer Service:** Have you contacted the City with a question, problem or complaint during the past year? _____ (1) Yes [Answer Q20-2 and Q20-3.] _____ (2) No [Go to Q21]

20-2. Which City department did you contact most recently? _____

20-3. Several factors that might influence your perception of the quality of customer service you receive from City employees are listed below.

Using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with the customer service you received from the City department you listed in Q20-2.

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

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

<i>How satisfied are you with:</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
1.	Maintenance of City parks	5	4	3	2	1	9
2.	Number of City parks	5	4	3	2	1	9
3.	Walking and biking trails in the City	5	4	3	2	1	9
4.	City swimming pools	5	4	3	2	1	9
5.	Indoor recreation facilities	5	4	3	2	1	9
6.	Outdoor recreation facilities	5	4	3	2	1	9
7.	Special events	5	4	3	2	1	9
8.	The Senior Center (Green Lantern)	5	4	3	2	1	9
9.	The City's recreation programs and classes	5	4	3	2	1	9
10.	The City's adult sports programs	5	4	3	2	1	9
11.	The City's youth sports programs	5	4	3	2	1	9
12.	City's senior programs	5	4	3	2	1	9
13.	Recreation classes offered for kids	5	4	3	2	1	9
14.	Ease of registering for programs	5	4	3	2	1	9
15.	Fees charged for recreation programs	5	4	3	2	1	9
16.	Ease of reserving a field/facility	5	4	3	2	1	9
17.	Safety at the City's Parks and Rec Facilities	5	4	3	2	1	9

22. Which THREE of the parks and recreation items listed in Question 21 above do you think should receive the most emphasis from City leaders over the next TWO years? [In the spaces below write the numbers from the list in Question 21 above or circle 'NONE'.]

^{1st} ^{2nd} ^{3rd} NONE

23. The City is interested in learning if Wentzville residents support historic preservation efforts in Downtown Wentzville. How supportive would you be of this future initiative?

- | | |
|--|---|
| <input type="text"/> (1) Very supportive | <input type="text"/> (3) Not sure |
| <input type="text"/> (2) Somewhat supportive | <input type="text"/> (4) Not supportive |

24. The City would like to gauge resident interest regarding a year-round, all-inclusive yard-waste program. If launched, this program would provide yard-waste services year-round to all residents for \$4 a month (\$48 a year). Currently the program is offered 10 months a year only to residents who opt-in and the cost is \$9 a month (\$90 a year). How supportive would you be of this program?

- | | |
|--|---|
| <input type="text"/> (1) Very supportive | <input type="text"/> (3) Not sure |
| <input type="text"/> (2) Somewhat supportive | <input type="text"/> (4) Not supportive |

24-2. Do you currently purchase the 10 month Yard Waste Service?

- (1) Yes
 (2) No

