

2015 City of Perryville Community Survey

...helping organizations make better decisions since 1982

Findings
Report

Submitted to the City of Perryville, Missouri by:

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

November 2015





Contents

Executive Summary	i
Section 1: Charts and Graphs	1
Section 2: Benchmarking Analysis	29
Section 3: Importance-Satisfaction Analysis	37
Section 4: Tabular Data	45
Section 5: Survey Instrument	105

2015 DirectionFinder® Survey

Executive Summary Report

Overview and Methodology

During the fall of 2015, ETC Institute administered a community survey for the City of Perryville. The purpose of the survey was to assess resident satisfaction with the delivery of major city services and to help set priorities for the community. This was the second time ETC Institute administered the survey for the City of Perryville; the first survey was conducted in 2010.

The survey and a postage-paid return envelope were mailed to a random sample of households in the City of Perryville. Of the households that received the survey, 687 completed the survey. The results for the random sample of 687 households have a 95% level of confidence with a precision of at least +/- 3.7%.

The percentage of “don’t know” responses has been excluded from many of the graphs and the benchmarking data shown in this report to facilitate valid comparisons between city services. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “who had an opinion.”

This report contains:

- an executive summary of the methodology and major findings
- charts depicting the overall results of the survey
- benchmarking data that show how the survey results compare to the Missouri/Kansas regional average and U.S. national average
- Importance-Satisfaction analysis
- tabular data for all questions on the survey
- a copy of the survey instrument

Major Findings

Residents are very satisfied with the overall quality of services provided by the City. Eighty-three percent (83%) of residents, who had an opinion, were “very satisfied” or “satisfied” with the overall quality of services provided by the City, 14% were neutral and only 3% were dissatisfied.

Most residents feel Perryville is an excellent or good place to live and raise children. Eighty-eight percent (88%) of residents, who had an opinion, rated the City of Perryville as either an “excellent” or “good” place to live, and 86% rated the City as an “excellent” or “good” place to raise children.

Major Categories of City Services

- The City services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: fire services (88%), quality of parks and facilities (85%), police services (80%), and overall quality of customer service received from City employees (77%).
- Based on the sum of their top 4 choices, the City services that residents felt should receive the most emphasis from City leaders: 1) maintenance of streets/infrastructure, 2) stormwater runoff, 3) enforcement of codes and ordinances and 4) effectiveness of City communication with the public.

Parks and Recreation

- The highest levels of satisfaction with parks and recreation services in Perryville, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were with the Bank of Missouri Soccer Complex (87%), walking and biking trails (81%), soccer fields (80%), and City park (80%).

Maintenance Services

- The highest levels of satisfaction with maintenance services in Perryville, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were with the condition of major City streets (78%), the condition of street signs/traffic signals (78%), and the cleanliness of City streets and other public areas (74%).
- Based on the sum of their top two choices, the maintenance services that residents thought should receive the most emphasize over the next two years were: 1) adequacy of street lighting, 2) cleanliness of stormwater drains/creeks in neighborhoods, and 3) cleanliness of City streets/other public areas.

Refuse Services

- The highest levels of satisfaction with refuse services in Perryville, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were with residential trash service (87%), leaf removal (83%), and yardwaste services (81%).

Recycling

- Sixty percent (60%) of residents reported that they currently recycle. Those who indicated that they recycle were asked if they would continue to do so if they had to take their recyclables to a drop off center rather than having it picked up at the curb; 39% reported they would continue to recycle, 59% said they would not continue to recycle and 2% did not have an opinion.

Customer Service

- The customer service items that residents were most satisfied with, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: how easy the City was to contact (82%) and the way they were treated (82%). The customer service ratings for the City of Perryville rated 14% or more above the regional and national averages in all areas that were assessed.

Support for a Smoking Ban in Public Places

- Residents strongly support a ban on smoking in public places. More than three-fourths (78%) of those surveyed were “very supportive” (62%) or “somewhat supportive” (16%) of the ban. Sixteen percent (16%) of those surveyed were not supportive, and 7% did not have an opinion.

Importance of Various Types of Economic Development

- Residents were asked to rate the importance of various types of economic development when planning the city’s future. The types of economic development that residents thought were the most important, based upon a combination of “extremely important”, “very important” and “important” responses among residents who had an opinion, were: attracting high quality jobs (95%), promoting more retail development (86%) and improving downtown Perryville (82%).

Sources of Information

- The most frequently mentioned way that residents get information about the City is through the local newspaper (74%). The other sources that residents use most frequently to get information about the City of Perryville were: television news (36%), local radio (25%), and the City website (25%).

Support for Annexation

- Nearly two-thirds (63%) of those surveyed were “very supportive” (27%) or “somewhat supportive” (36%) of a proposal to have the City begin an annexation program to “grow” its city limits and increase the amount of undeveloped property. About one in seven residents (14%) were not supportive, and 23% did not have an opinion.

Other Findings

- Thirty-seven percent (37%) of residents are very supportive of capital improvement sales tax issue to continue the 3/8th cent sales tax to support the park system’s maintenance and improvement efforts; 33% are somewhat supportive, 14% are not supportive, and 16% indicated “don’t know”.
- Twenty-four percent (24%) of residents are very supportive of having the City adopt a municipal stormwater/parks sales tax of 3/8th cent; 37% are somewhat supportive, 20% are not supportive, and 19% indicated “don’t know”.
- Fifty-two percent (52%) of residents support funding a county-wide tourism position by use of a hotel room tax to be paid by visitors using hotels in Perry County. Forty-two percent (42%) do not support this funding, and 6% did not have an opinion.
- Sixty-four percent (64%) of residents agree with the City’s goal to increase the interconnectivity of neighborhood sidewalks with the eventual goal of having connected sidewalks throughout the town; 13% do not agree, and 23% are “not sure”.
- More than half (56%) of residents indicated they prefer that the City implement smaller rate increases for water, sewer and trash services on a more frequent basis; 6% prefer larger rate increases down less frequently, 37% did not have a preference, and 1% did not have an opinion.
- Two-thirds (66%) of residents believe the City should adopt a policy to complete maintenance inspections on all rental property to ensure minimum life-safety standards are being met each time a rental unit is vacated. Twenty-nine percent (29%) do not think this policy should be adopted, and 5% did not have an opinion.
- Nearly one-third (31%) of residents think the City should increase the level of enforcement of codes and ordinances and issue more citations to violators. Thirty-six percent (36%) believe the level of enforcement should stay about the same; 6% favor reducing the level of enforcement and issuing fewer citations, and more than one-fourth (27%) did not have an opinion.

How Perryville Compares to Other Communities

Overall, Perryville Residents Are More Satisfied with City Services Than Residents in Other Cities. The City of Perryville rated above the U.S. Average in 41 of the 56 City services that were assessed on the survey. Perryville rated significantly above the U.S. average (more than 4%) in 36 of these areas. The City of Perryville rated above the Missouri/Kansas Average in 39 of the 56 City services that were assessed on the survey. Perryville rated significantly above the Missouri/Kansas average (more than 4%) in 32 of these areas.

Perryville Is Setting the Standard for the Overall Quality of Services Provided by the City. Eighty-three percent (83%) of the residents surveyed in the City of Perryville were satisfied (ratings of 4 or 5 on a 5-point scale) with the overall quality of services provided by the City. This is 29% higher than the U.S. Average of 54%, and 27% higher than the Missouri/Kansas Average of 56%.

Perryville Residents Are Significantly More Likely to Think the City Is Moving in the Right Direction Than Residents in Other Cities. Seventy-two percent (72%) of the residents surveyed feel “excellent” or “good” that the City is moving in the right direction. This is 17% higher than the U.S. Average of 55%, and 8% higher than the Missouri/Kansas Average of 64%.

The City of Perryville Is Setting the Standard for the Quality of Customer Service Provided by City Employees. Seventy-seven percent (77%) of the residents surveyed in the City of Perryville were satisfied (ratings of 4 or 5 on a 5-point scale) with the overall quality of customer service provided by city employees. This is 27% higher than the U.S. Average of 50%, and 21% higher than the Missouri/Kansas Average of 56%.

Residents in Perryville Are Significantly More Likely to Think the City Is Managing Growth than Residents in Other Communities. Sixty-two percent (62%) of the residents surveyed in the City of Perryville were satisfied (ratings of 4 or 5 on a 5-point scale) with how well the City is managing growth. This is 18% higher than the U.S. Average of 44%, and 13% higher than the Missouri/Kansas Average of 49%.

Section 2 of this report shows how the results for the City of Perryville compare to the U.S. Average and Missouri/Kansas Average for each of the 56 items that were assessed in this survey.

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 that 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 the Section 3 of this report.

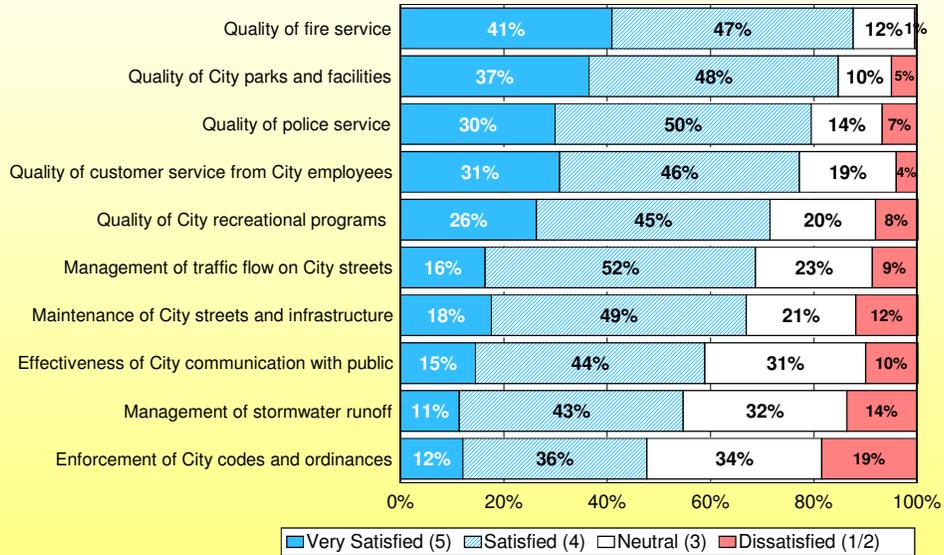
Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

- **Overall Priorities for the City by Major Category.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the 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 in descending order of the Importance-Satisfaction rating:
 - Enforcement of city codes and ordinances (IS Rating=0.1404)
 - Maintenance of City streets and infrastructure (IS Rating= 0.1353)
 - Management of stormwater runoff (IS Rating= 0.1288)
 - Effectiveness of City communication with the public (IS Rating=.1107)
- **Priorities for Maintenance Services.** The second level of analysis reviewed the importance of and satisfaction of maintenance services. This analysis was conducted to help set priorities specifically for maintenance services. Based on the results of this analysis, the services that are recommended as the top priorities for maintenance services over the next two years are listed below:
 - Adequacy of City street lighting (IS Rating=0.0924)
 - Cleanliness of stormwater drains/creeks in neighborhoods (IS Rating=0.0910)

Section 1:
Charts and Graphs

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

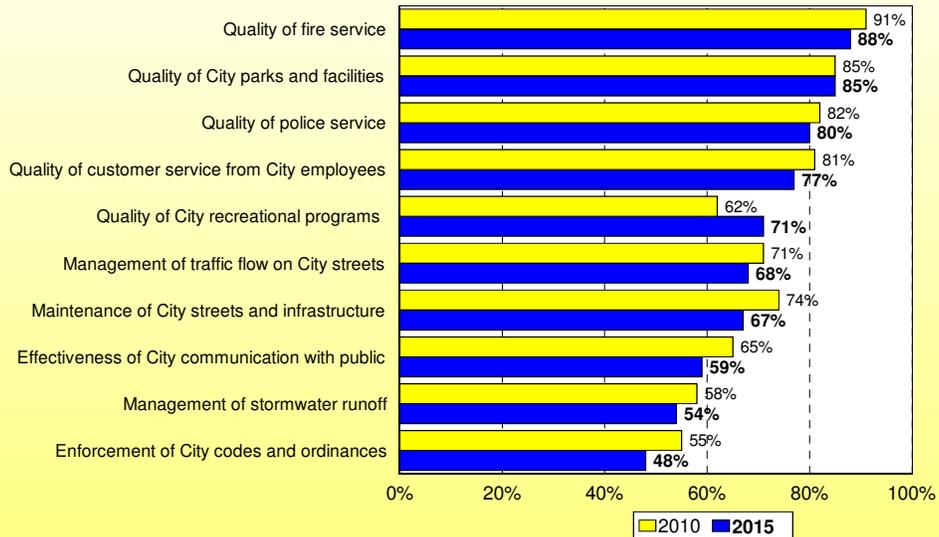
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

TRENDS: Satisfaction with Major Categories of Services Provided by the City of Perryville 2010 vs. 2015

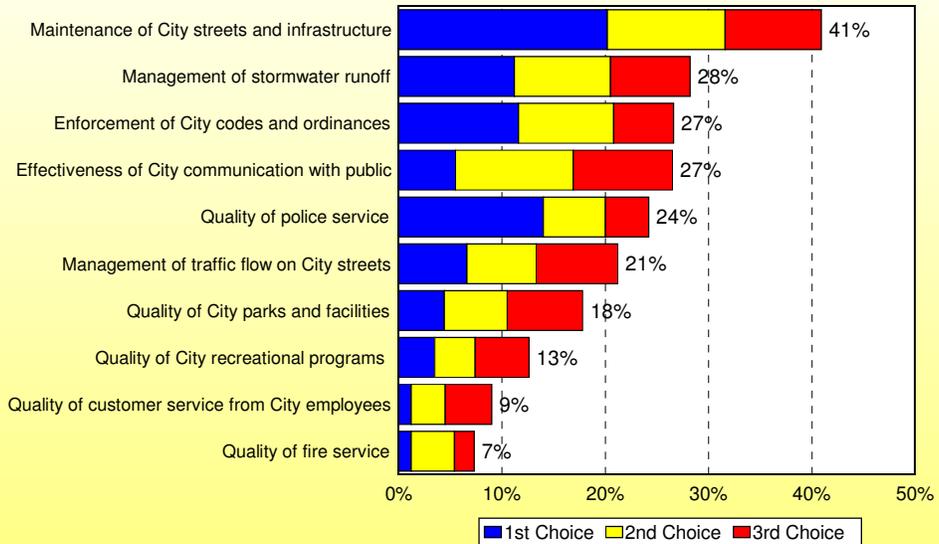
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

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

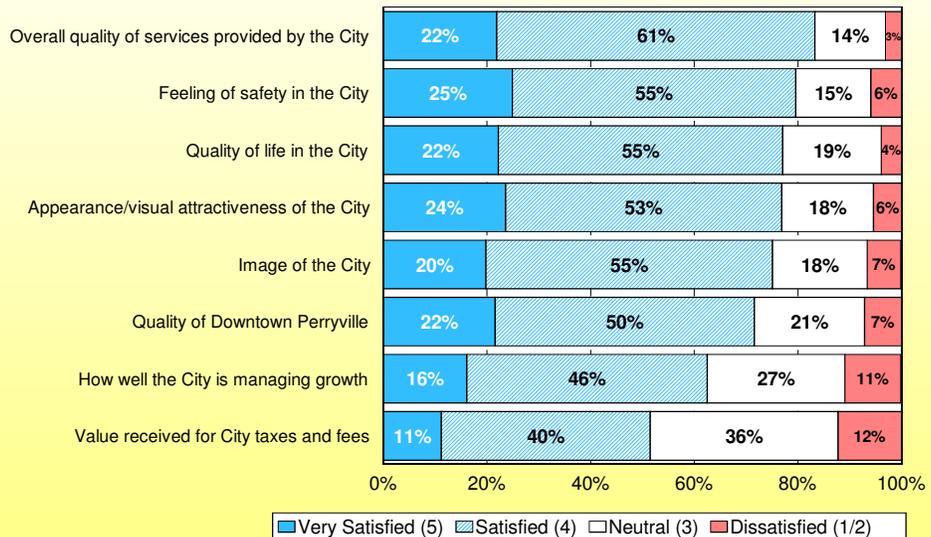
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q3. Satisfaction With Items That May Influence Perceptions of the City of Perryville

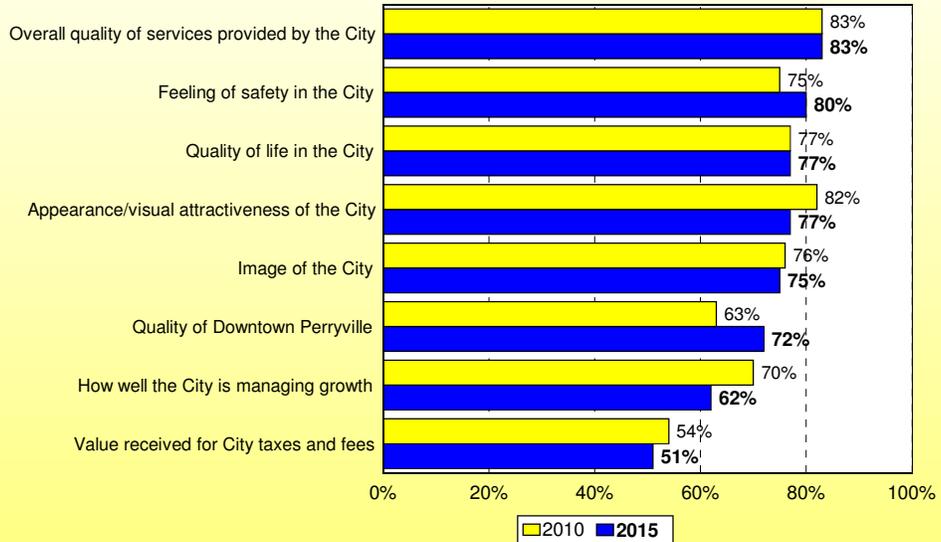
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

TRENDS: Satisfaction With Items That May Influence Perceptions of the City of Perryville
2010 vs. 2015

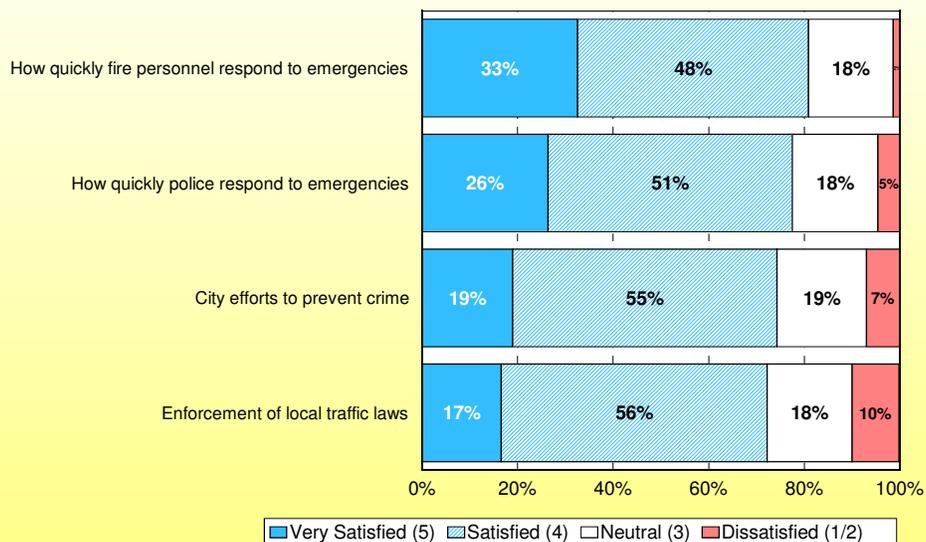
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q4. Satisfaction with Public Safety Services

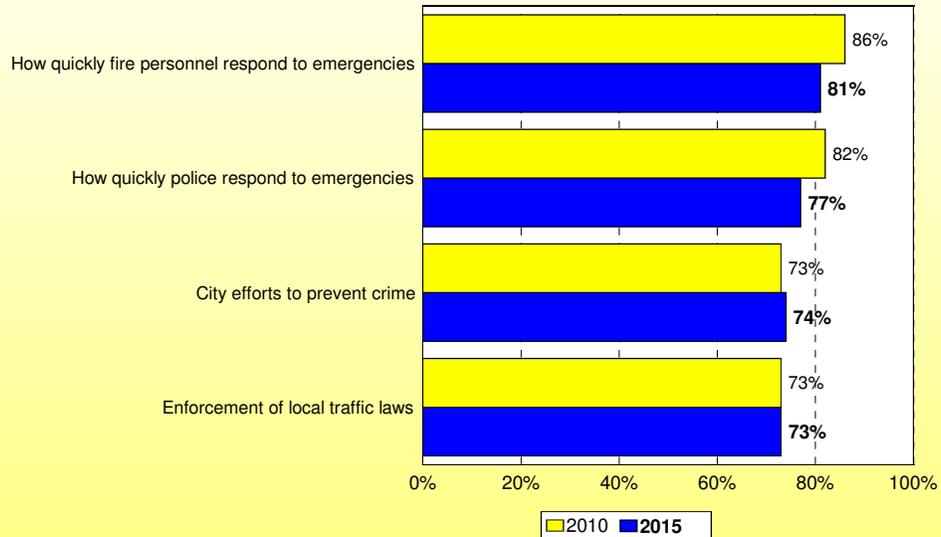
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

TRENDS: Satisfaction with Public Safety Services **2010 vs. 2015**

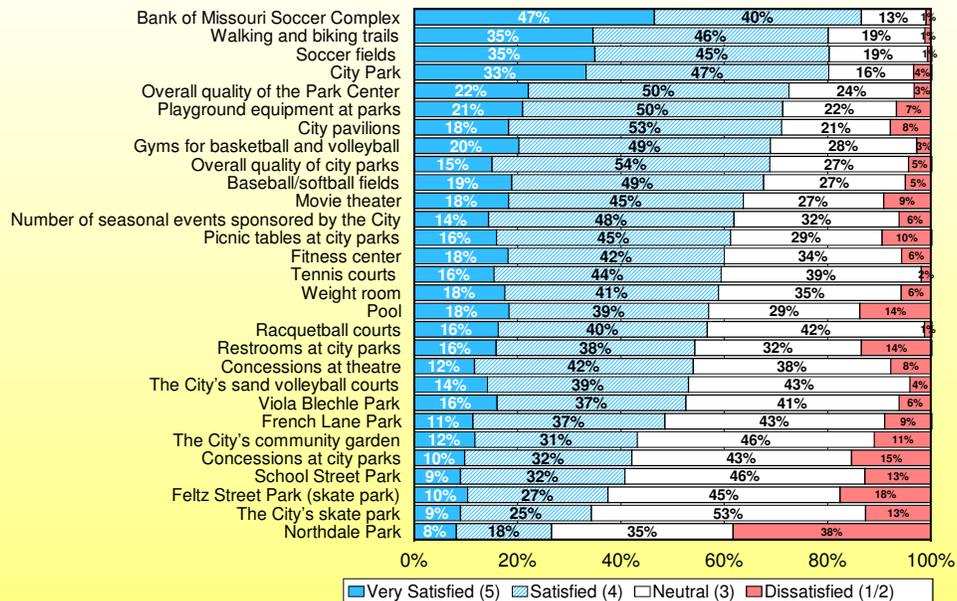
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q5. Satisfaction With Parks and Recreation Services

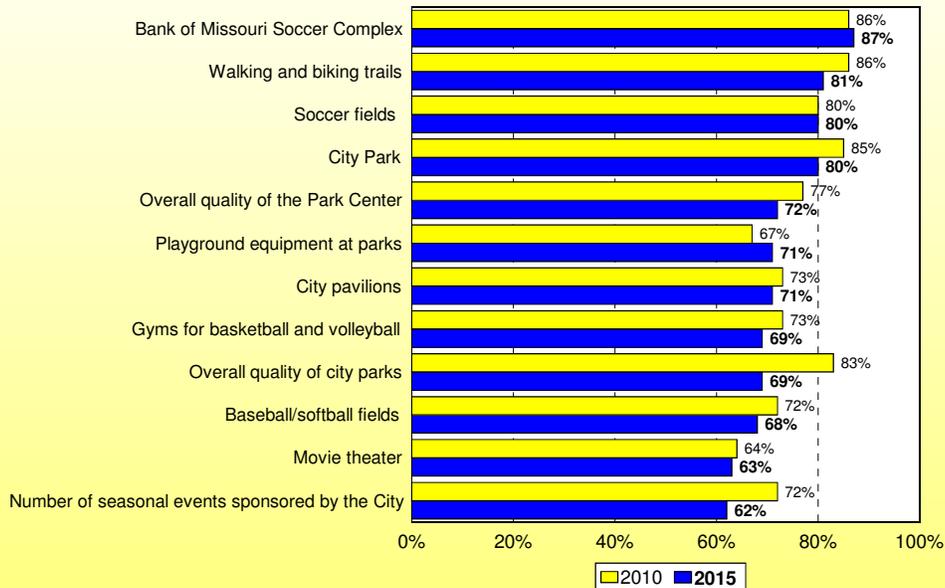
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

**TRENDS: Satisfaction With Parks and Recreation Services
2010 vs. 2015**

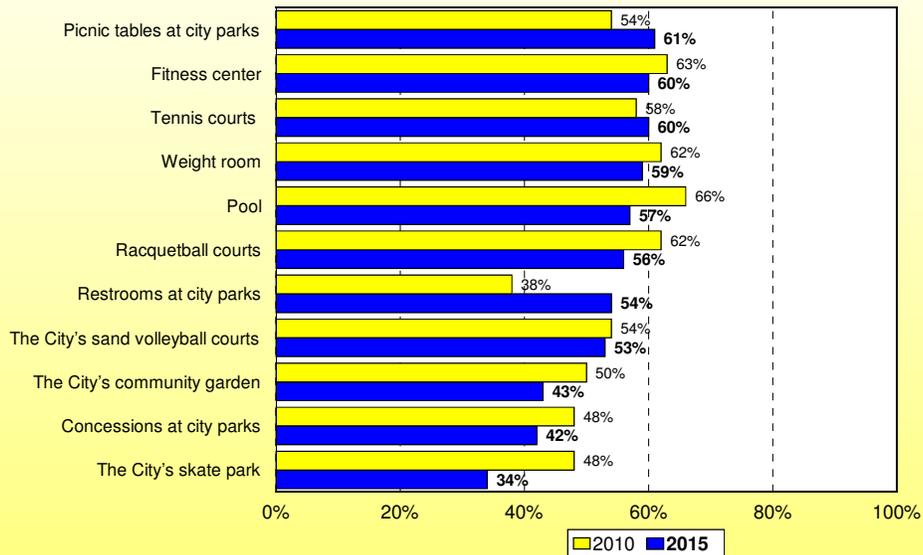
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

**TRENDS: Satisfaction With Parks and Recreation Services (Cont.)
2010 vs. 2015**

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

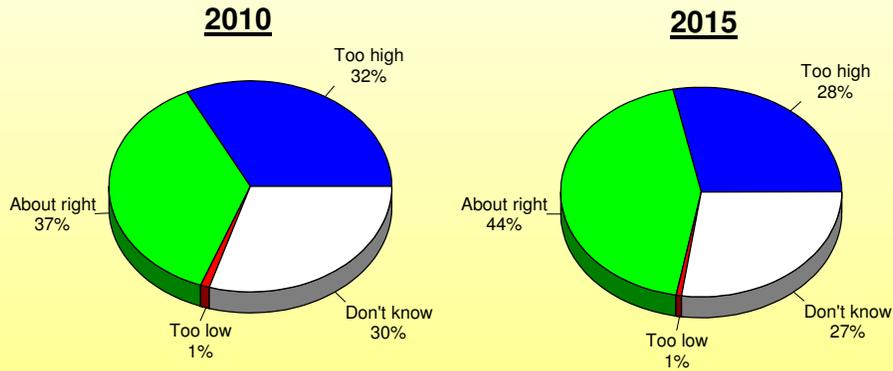


Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q6. Do you think the Usage Fees at the City's Park Center are too high, about right, or too low?

by percentage of respondents

TRENDS

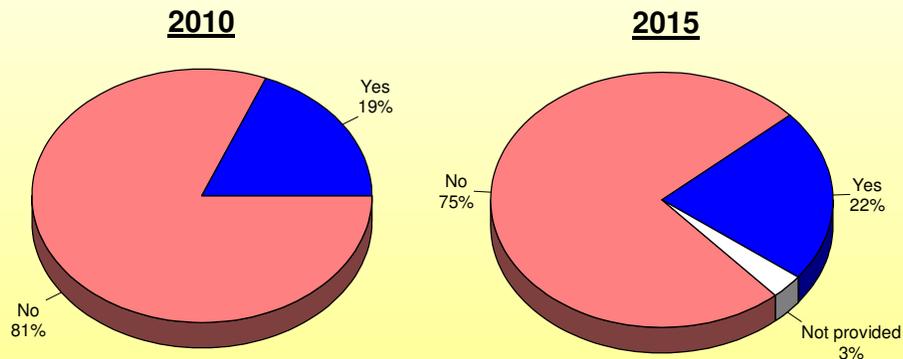


Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q7. Do you have a membership to the City's Park Center?

by percentage of respondents

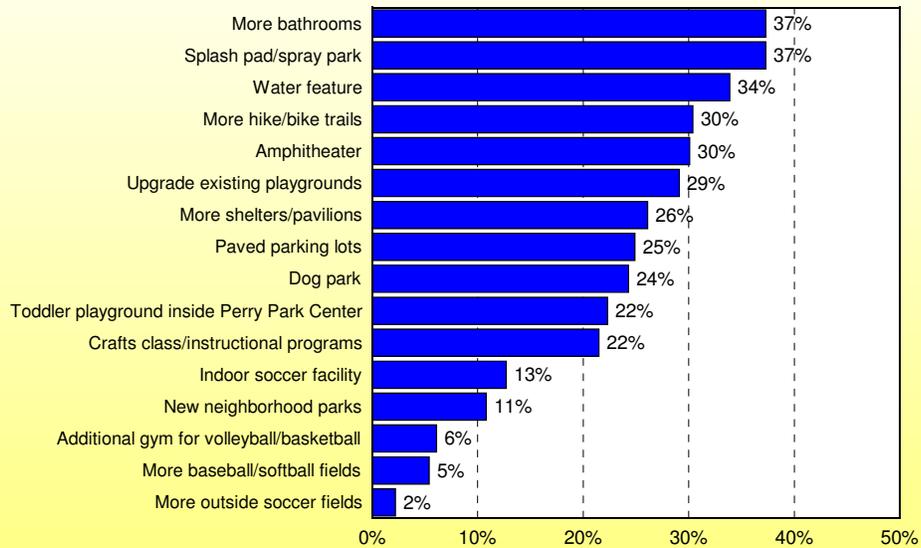
TRENDS



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q8. Park System Amenities That Residents Would Most Like the City to Add in the future

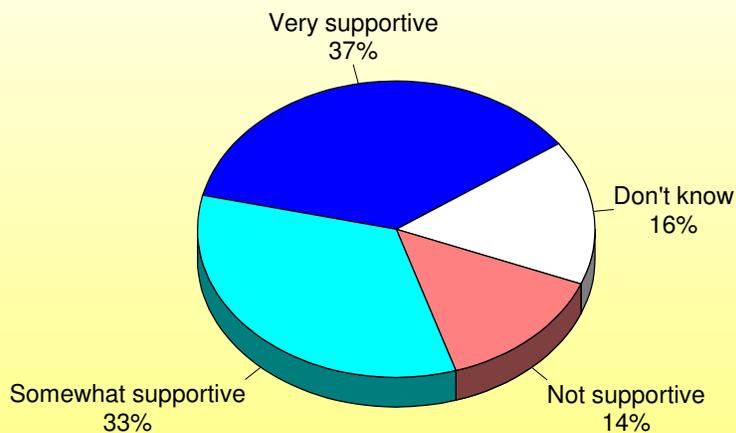
by percentage of respondents (multiple responses allowed)



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q10. How supportive would you be of a capital improvement sales tax issue to continue the 3/8 cent sales tax to support the park system's maintenance and improvement efforts ?

by percentage of respondents

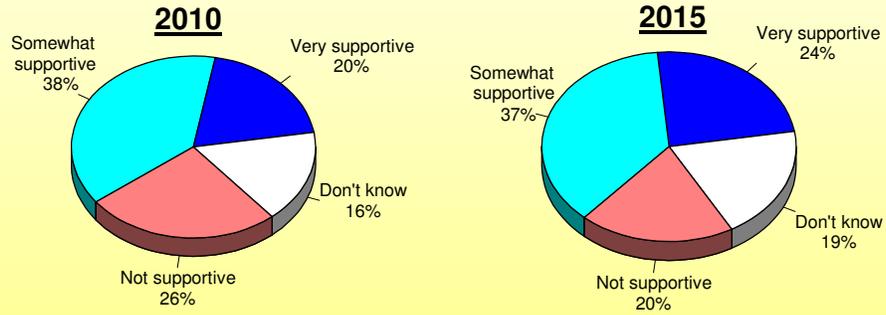


Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q11. How supportive would you be of having the City of Perryville adopt a municipal storm water/parks sales tax?

by percentage of respondents

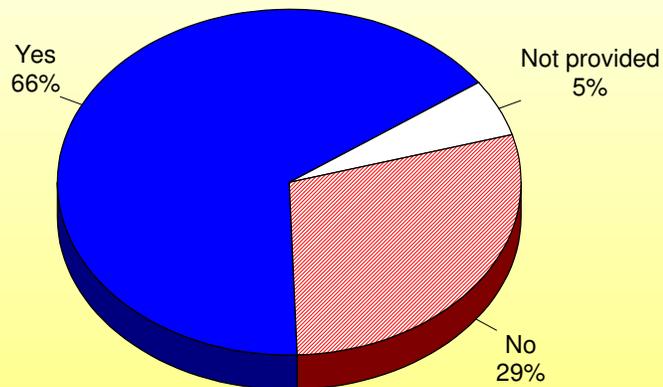
TRENDS



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q12. Should the City of Perryville adopt a policy to complete maintenance inspections on all rental property to ensure minimum life-safety standards are being met each time a rental unit is vacated?

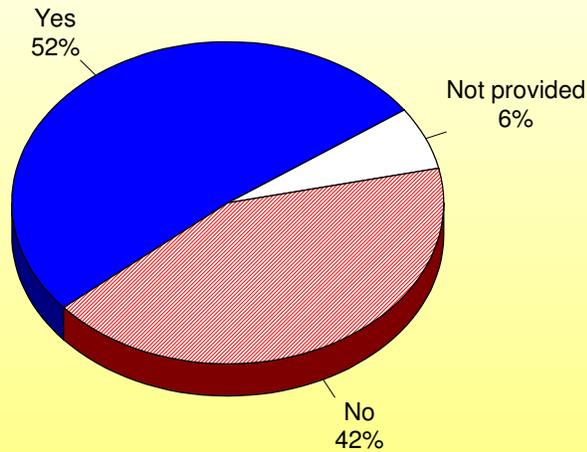
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q13. Would you support funding a county-wide tourism position by use of a hotel room tax to be paid by visitors using hotels in Perry County?

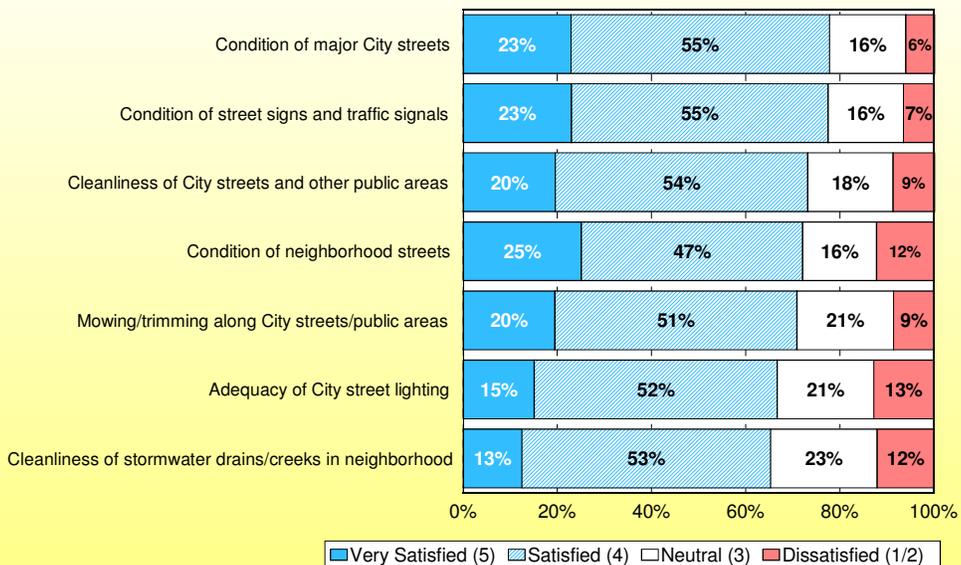
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q14. Satisfaction with Maintenance Services

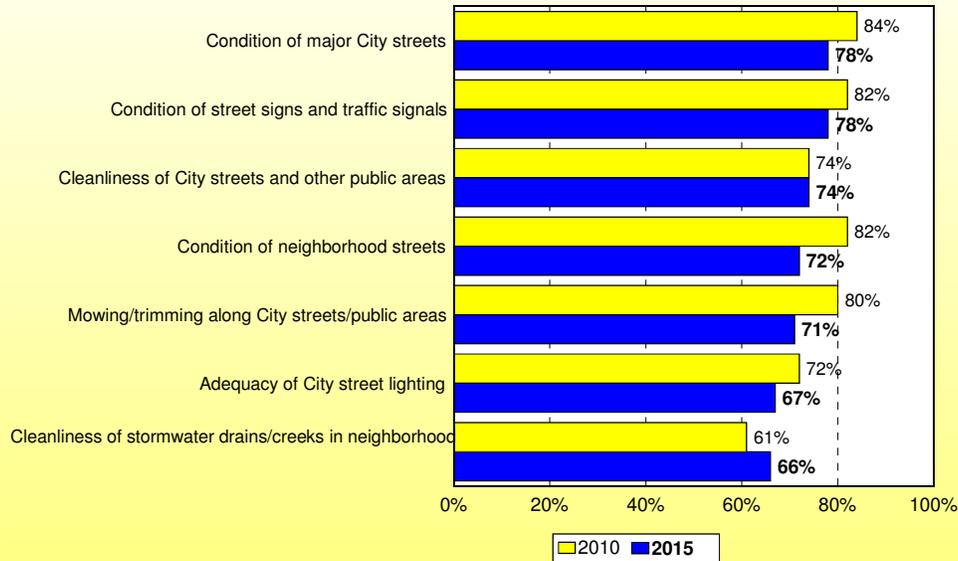
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

TRENDS: Satisfaction with Maintenance Services
2010 vs. 2015

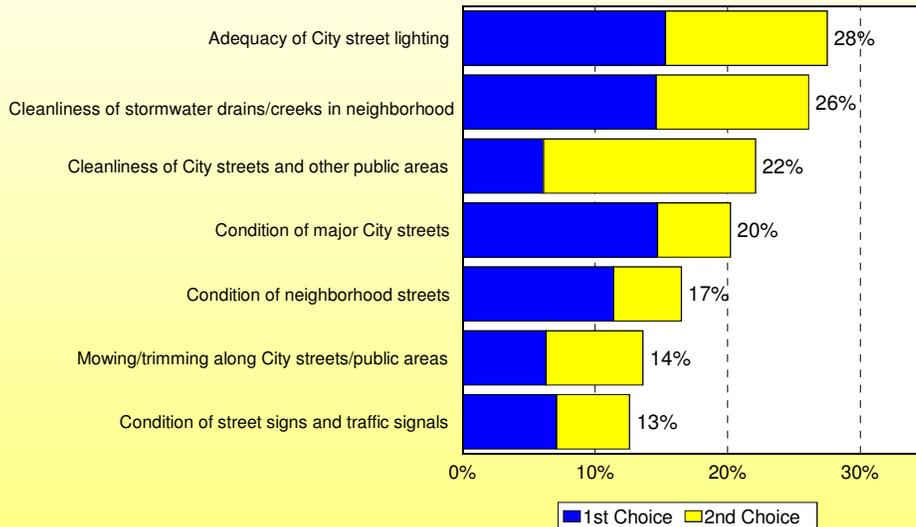
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q15. Maintenance Services That Residents Think Should Receive the Most Emphasis from City Leaders Over the Next Five Years

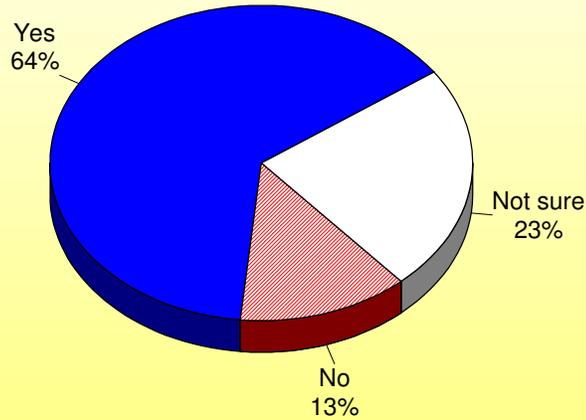
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q16. Do you agree with the City's goal to increase the interconnectivity of neighborhood sidewalks with the eventual goal of having connected sidewalks throughout the town, with the City paying 100% of these costs?

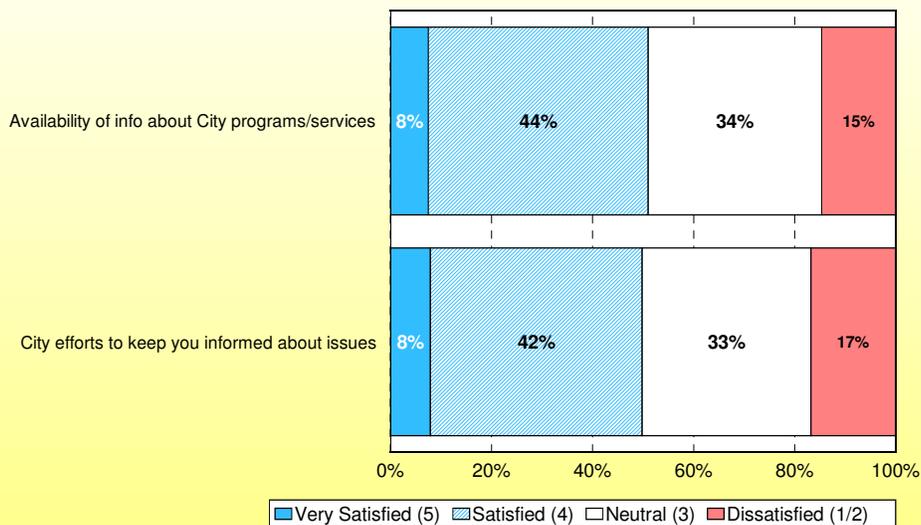
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q17. Satisfaction with City Communication

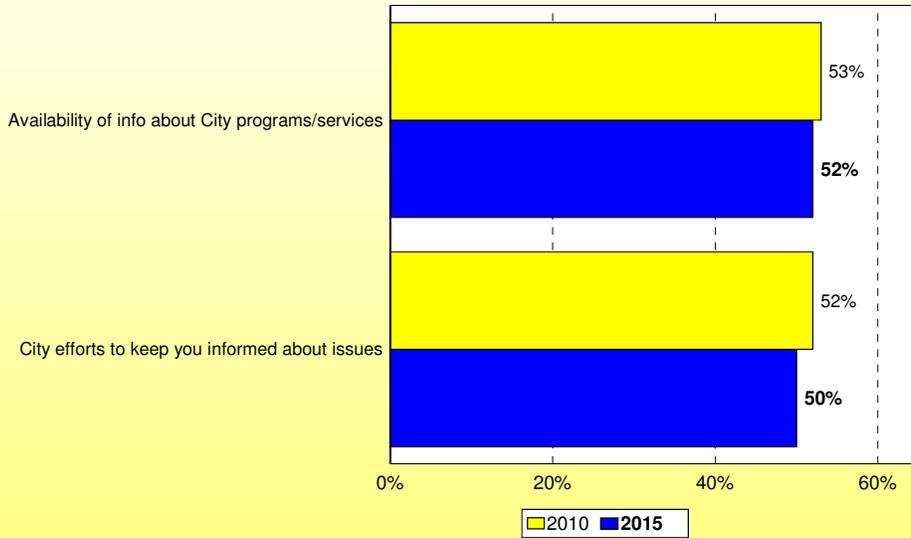
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

**TRENDS: Satisfaction with Communication Services
2010 vs. 2015**

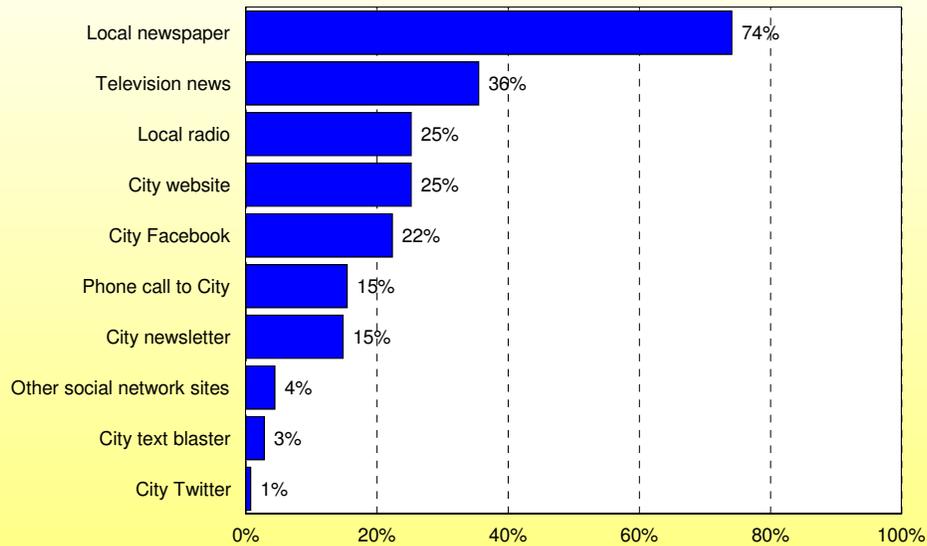
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q18. Which of the following do you use to get information about the City of Perryville?

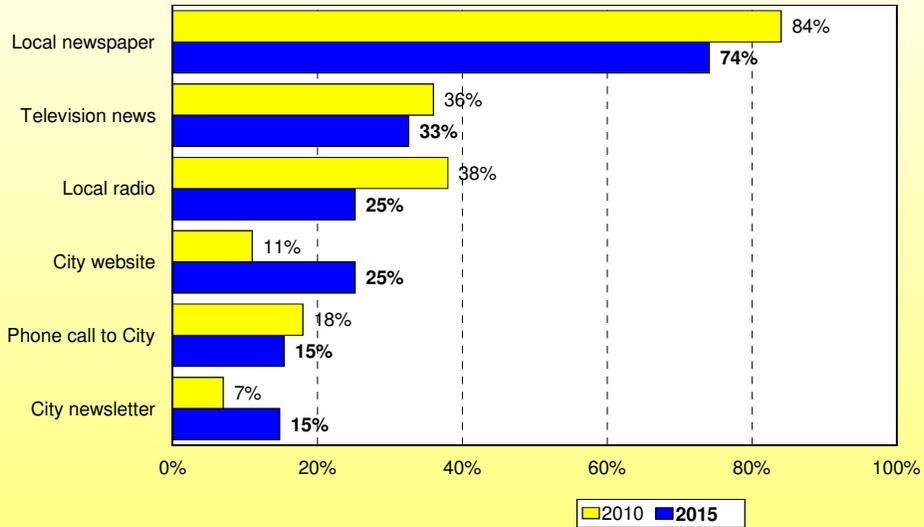
by percentage of respondents (multiple responses allowed)



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

TRENDS: Which of the following do you use to get information about the City of Perryville?
2010 vs. 2015

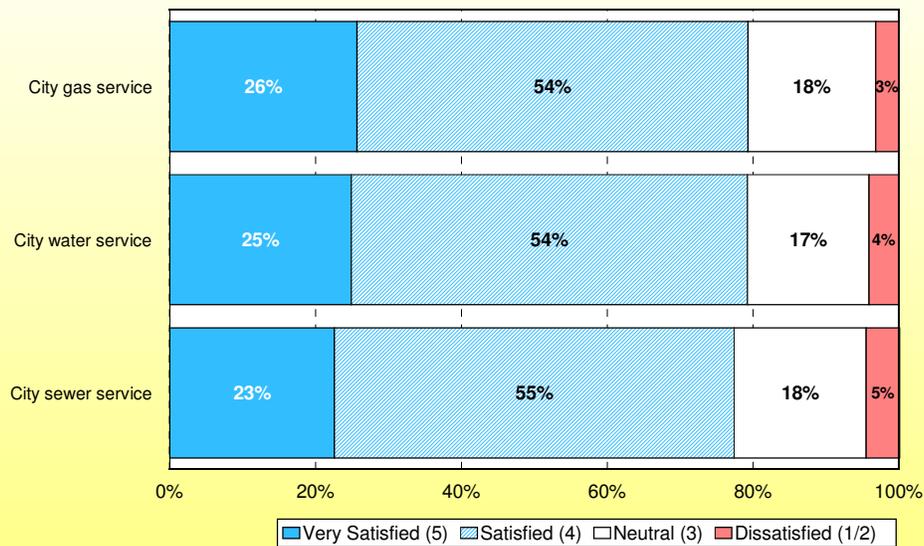
by percentage of respondents (multiple responses allowed)



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q19. Satisfaction with City Utility Services

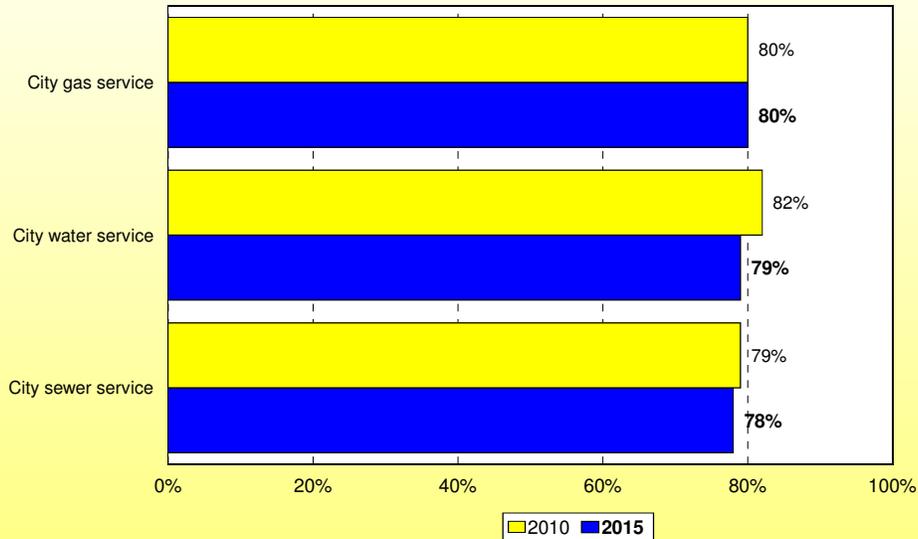
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

TRENDS: Satisfaction with City Utility Services
2010 vs. 2015

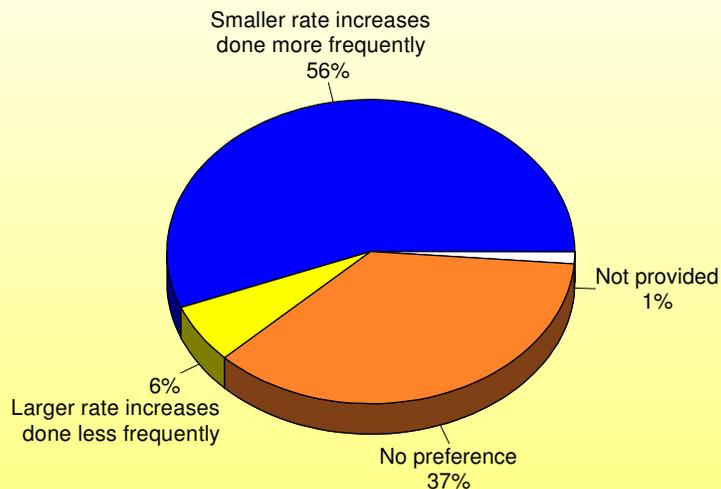
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q20. Going forward, would you prefer the City to implement smaller rate increases for water/sewer/trash on a more frequent basis, or larger increases on a less frequent basis?

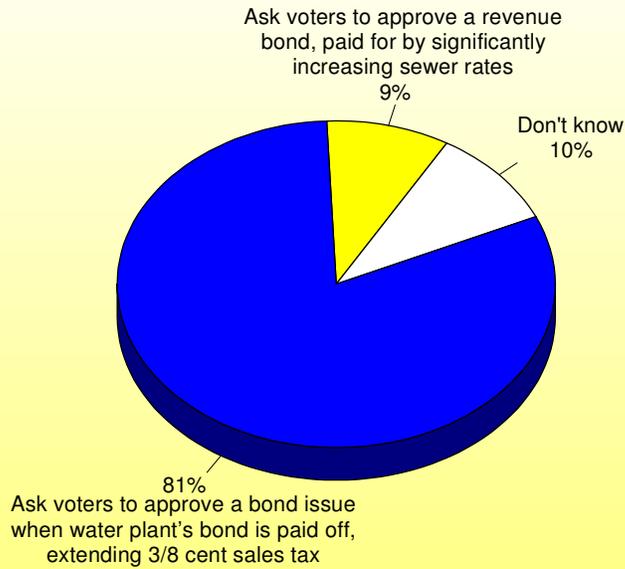
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q21. Would you rather the city:

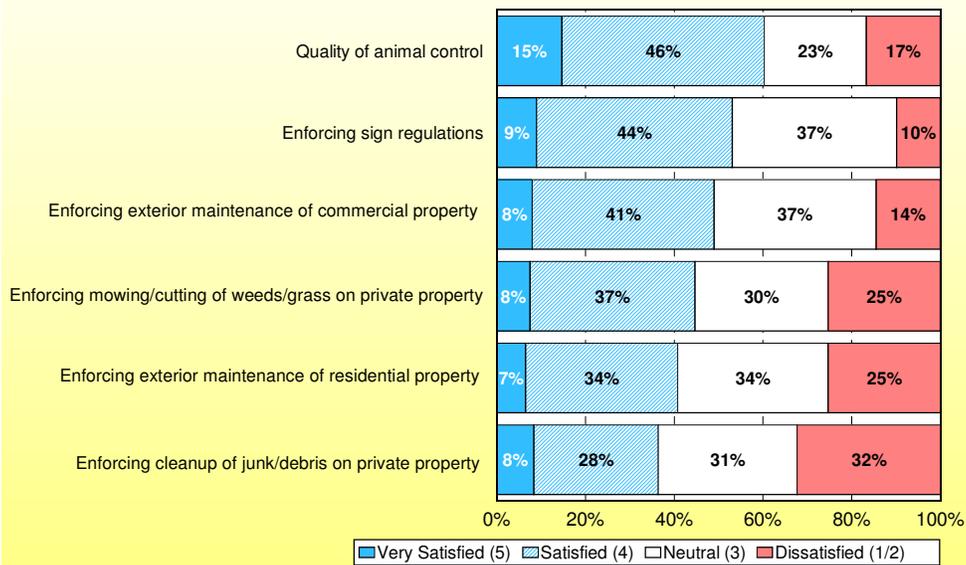
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q22. Satisfaction With Code Enforcement Services

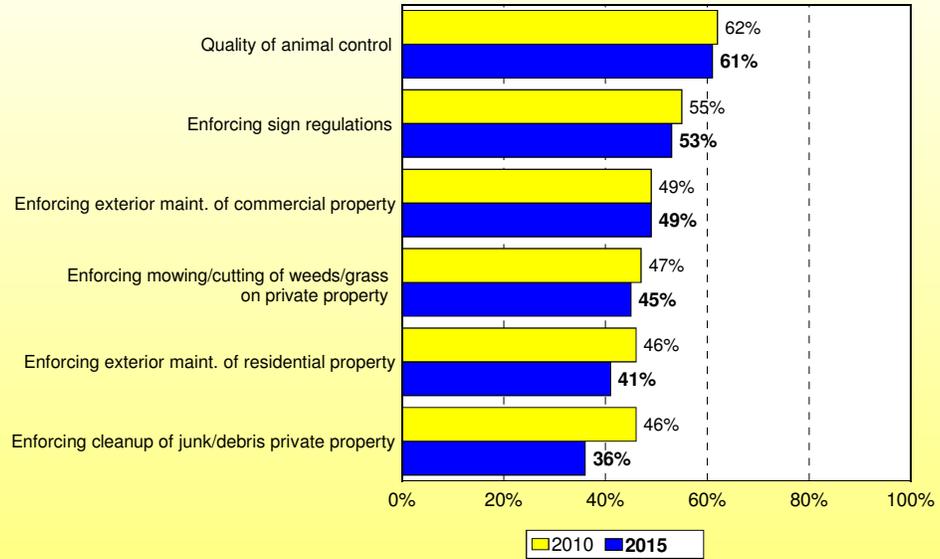
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

TRENDS: Satisfaction With Code Enforcement Services
2010 vs. 2015

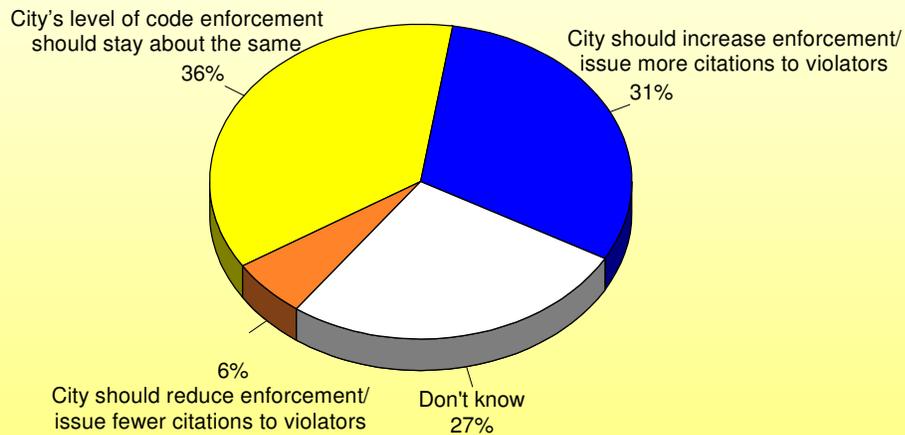
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q23. Which of the following best describes how you think the level of code enforcement by the City of Perryville should change?

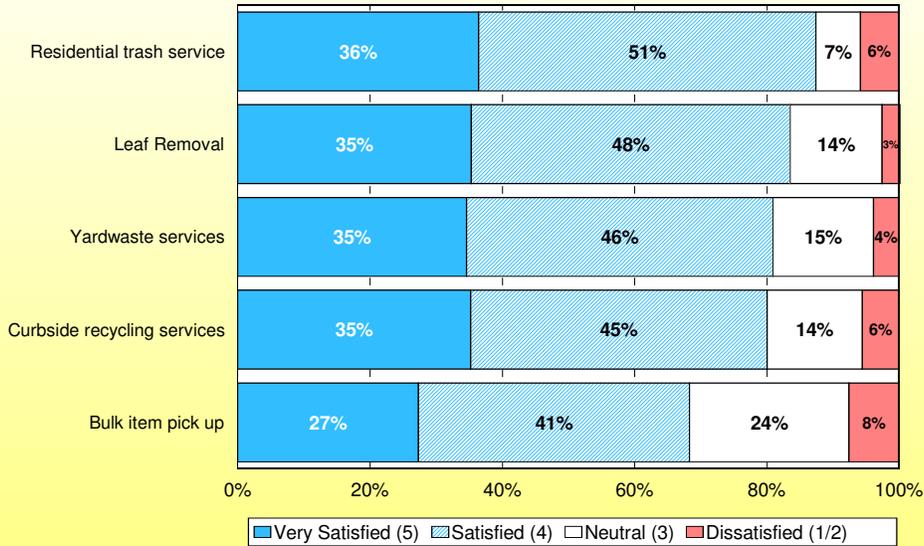
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q24. Satisfaction with Refuse Services

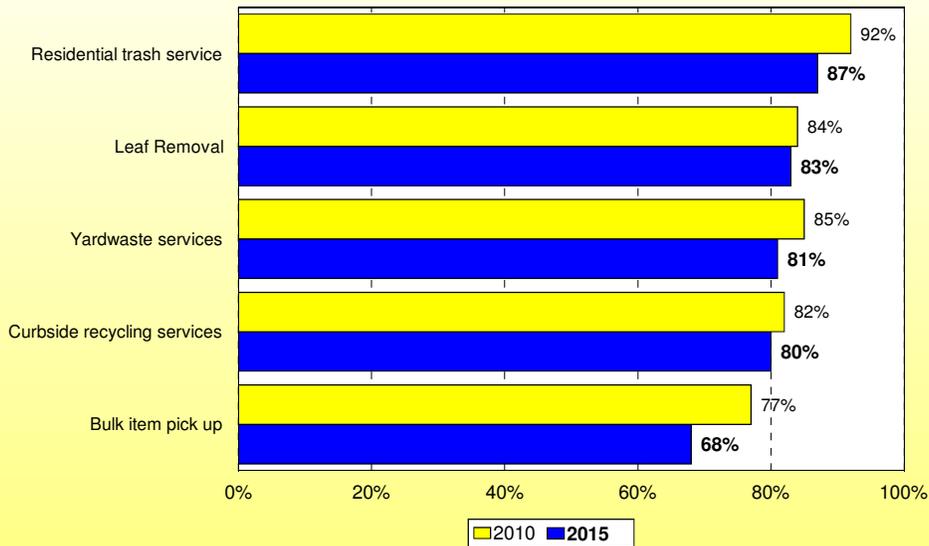
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

TRENDS: Satisfaction With Refuse Services 2010 vs. 2015

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

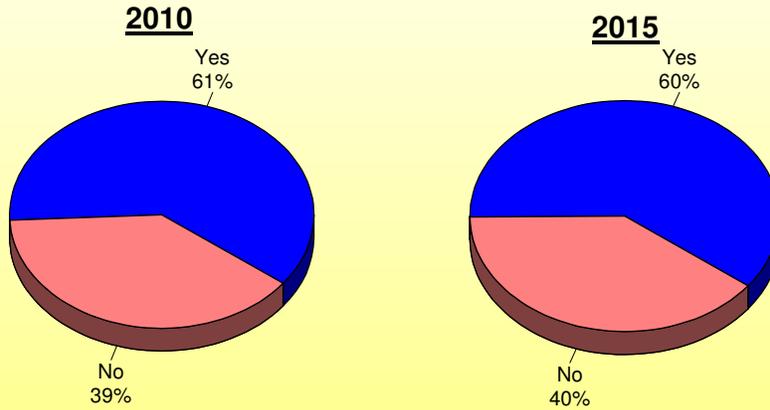


Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q25. Do you currently recycle?

by percentage of respondents

TRENDS

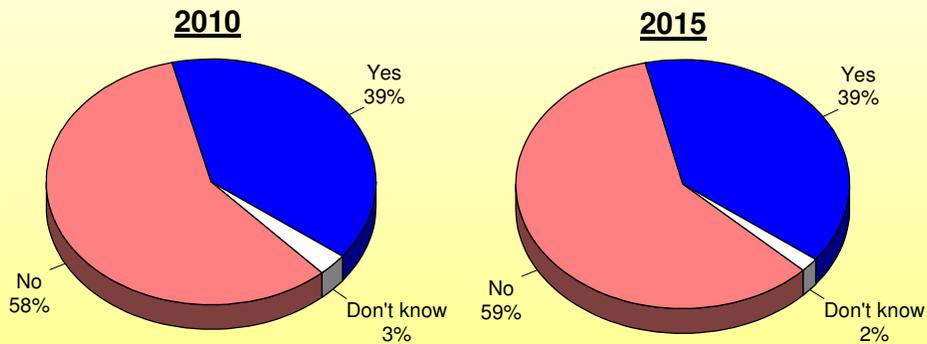


Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q25a. Would you continue to recycle if you had to take your recyclable materials to a drop-off recycling center instead of having it picked up at your curb?

by percentage of respondents who currently recycle

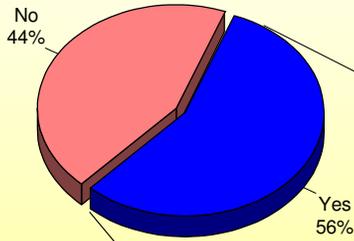
TRENDS



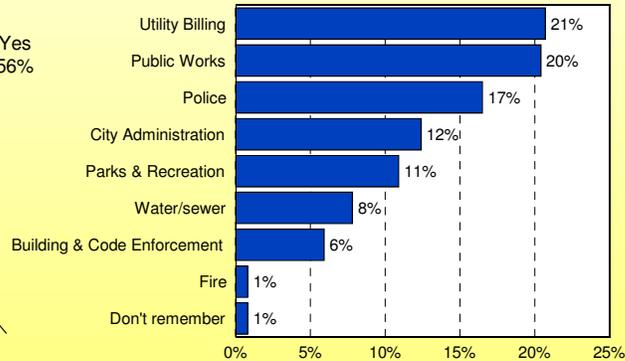
Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q26. Have you contacted the City of Perryville during the past year?

by percentage of respondents



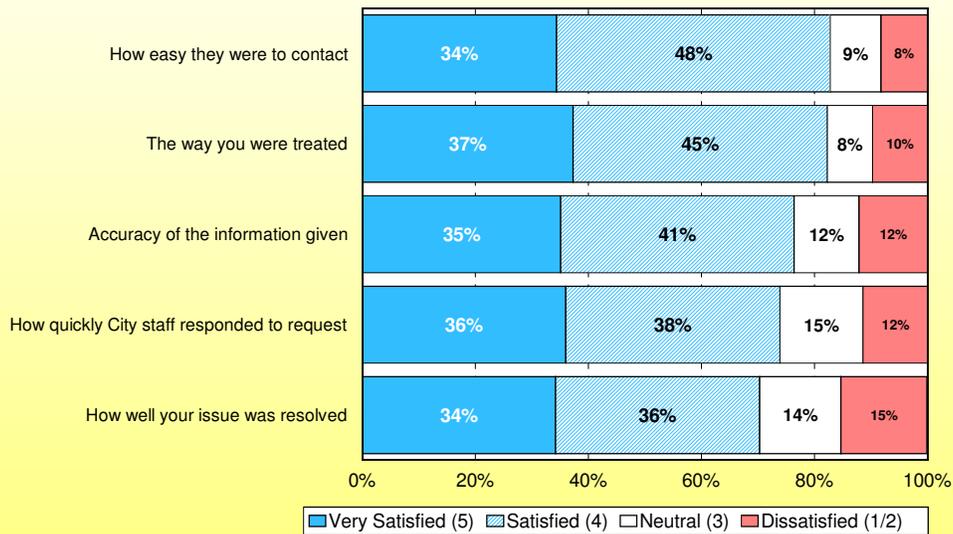
Q26a. Which City department did you contact most recently?



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q26b-f. Satisfaction with Customer Service Provided by City Employees

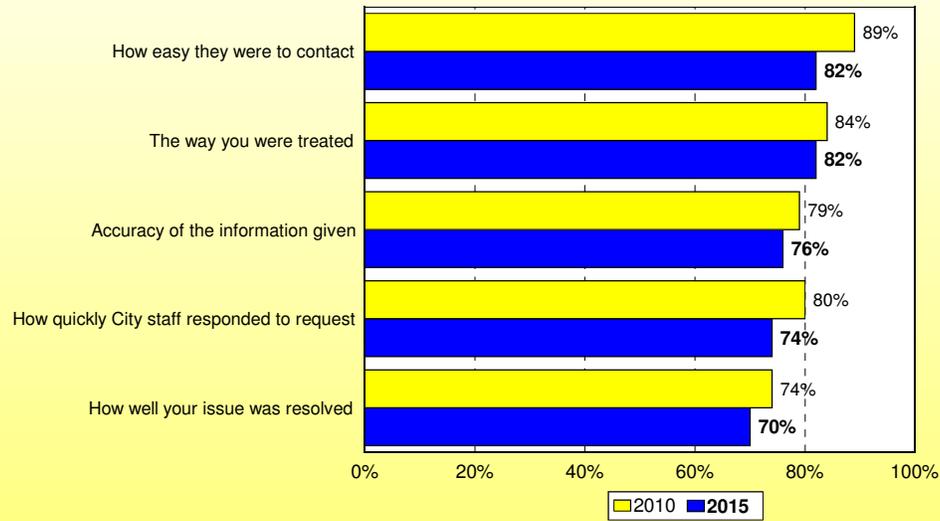
by percentage of respondents who had contacted the City during the past year (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

TRENDS: Satisfaction with Customer Service Provided by City Employees
2010 vs. 2015

by percentage of respondents who contacted the City during the past year and rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

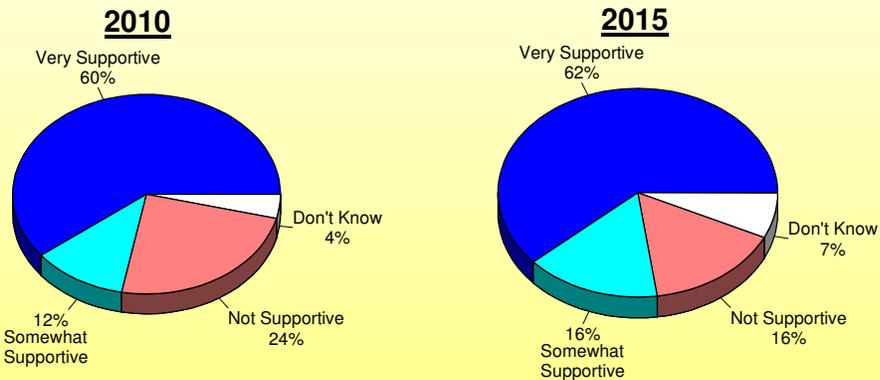


Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q27. How supportive would you be of having the City of Perryville adopt an ordinance that would ban smoking in public places, such as restaurants?

by percentage of respondents

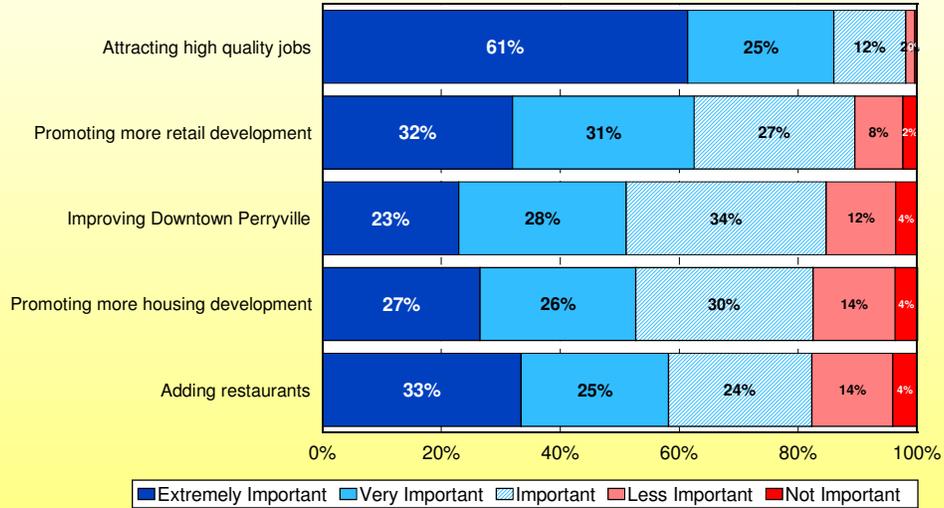
TRENDS



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q28. Importance that Residents Place on Various Types of Economic Development When Planning the City's Future

by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

TRENDS: Importance that Residents Place on Various Types of Economic Development When Planning the City's Future 2010 vs. 2015

by percentage of respondents who indicated the item was important (excluding don't knows)

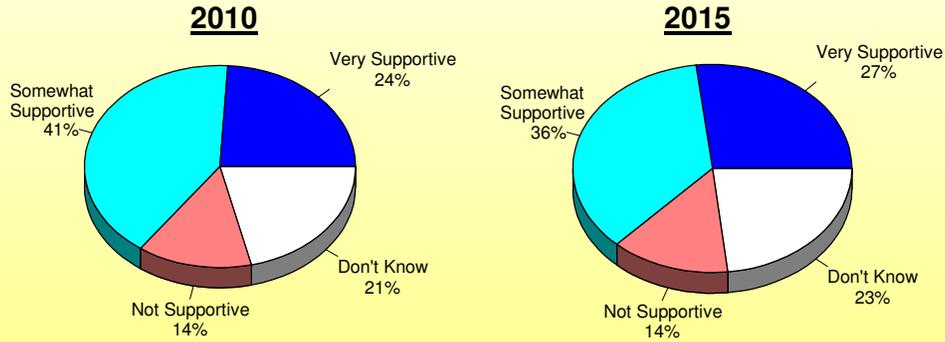


Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q29. How supportive would you be of having the City begin an annexation program to “grow” its City limits and increase the amount of undeveloped property?

by percentage of respondents

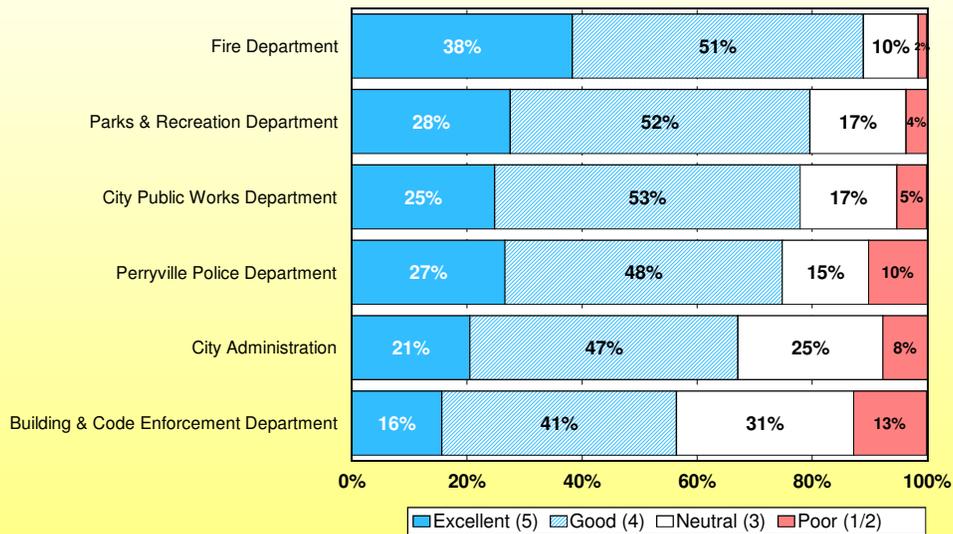
TRENDS



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q30. How Residents Rate the Image of the Following City Departments:

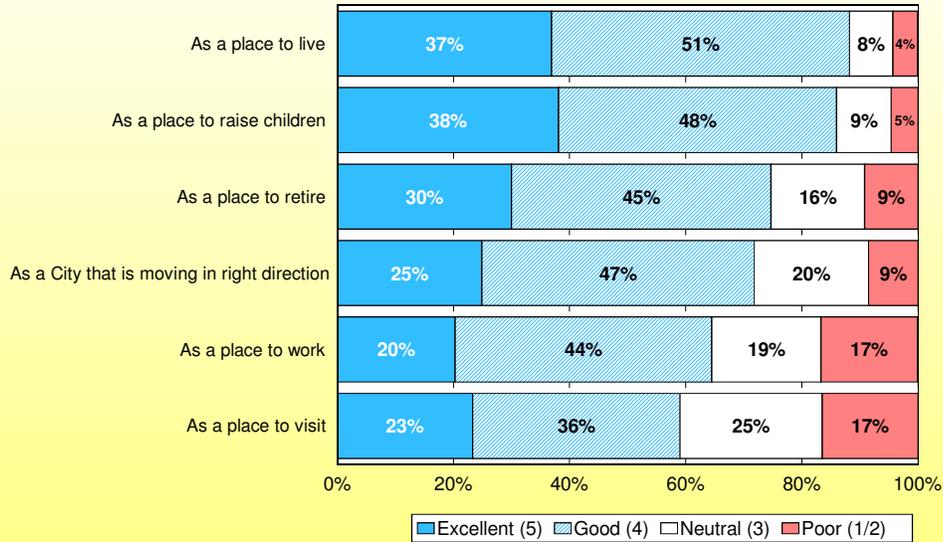
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q31. How Residents Rate the City of Perryville:

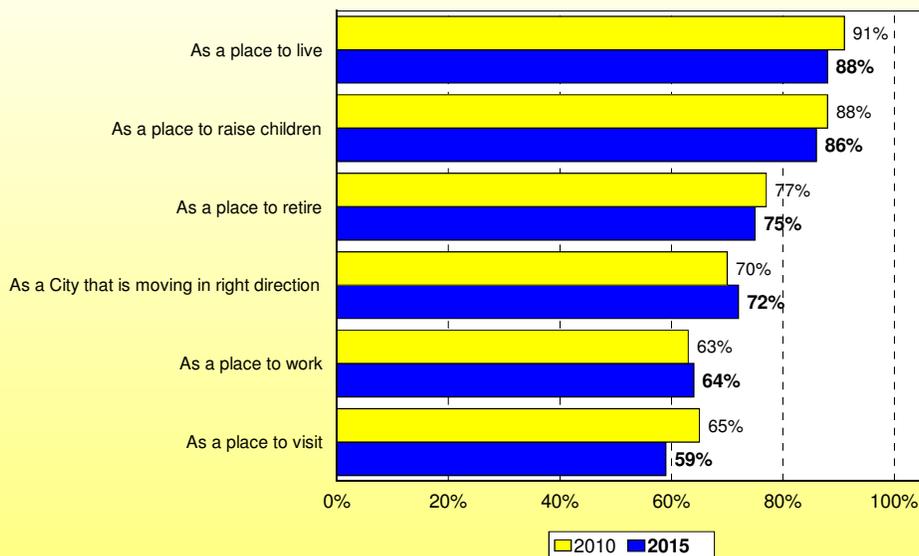
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

TRENDS: How Residents Rate the City of Perryville: 2010 vs. 2015

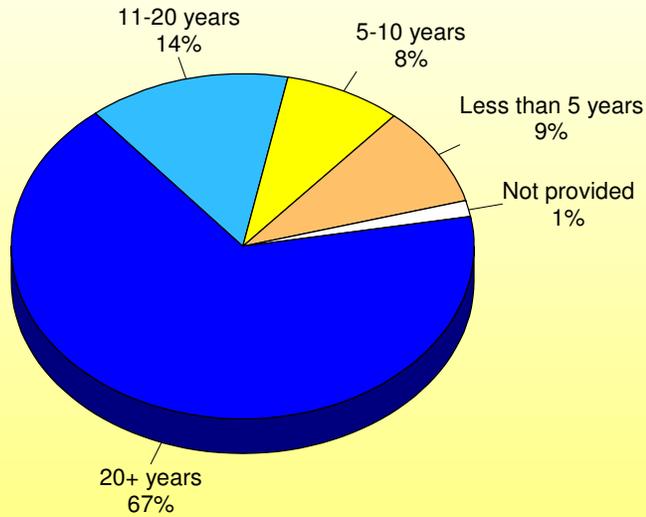
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q32. Demographics: Approximately how many years have you lived in Perryville?

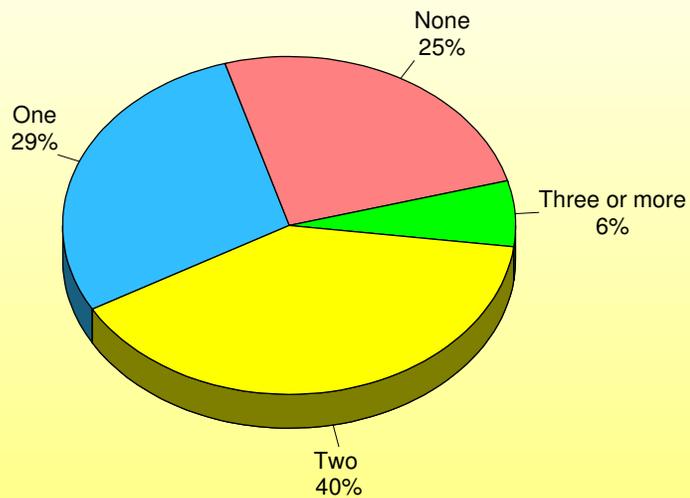
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q33. Demographics: How many adults age 18+ are employed in your household?

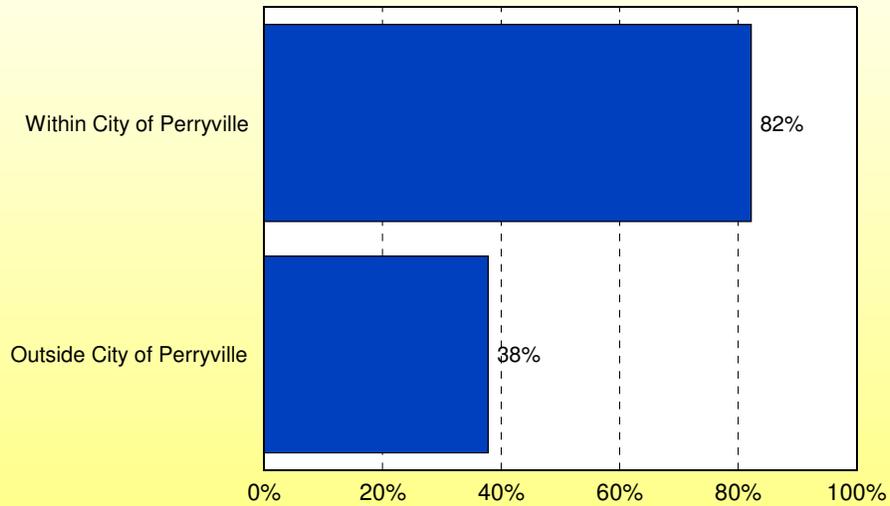
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q33a-d. Demographics: Where Each Adult is Employed

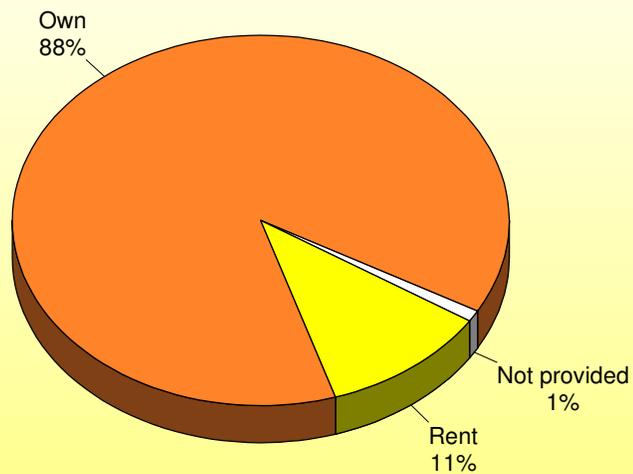
by percentage of adults who are employed (multiple selections could be made)



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q34. Demographics: Do you own or rent your home?

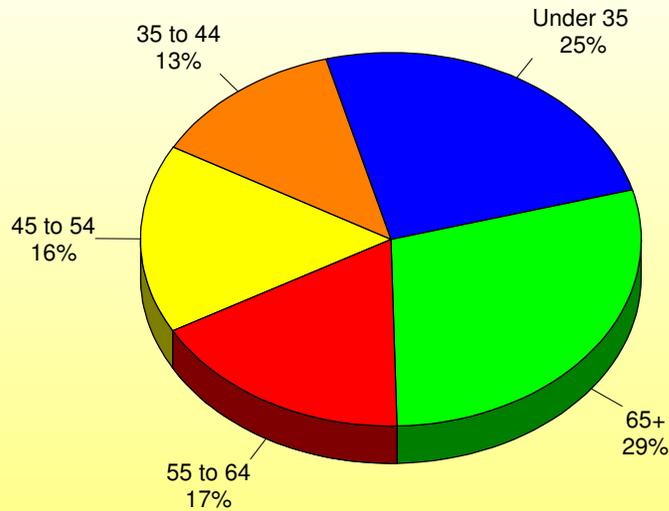
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q35. Demographics: Age of Respondent

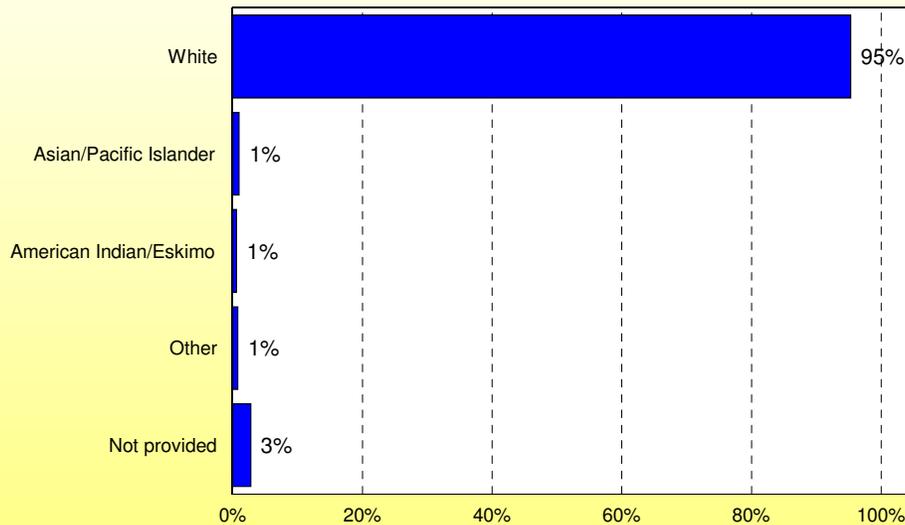
by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q36. Demographics: Which of the following best describes your race/ethnicity?

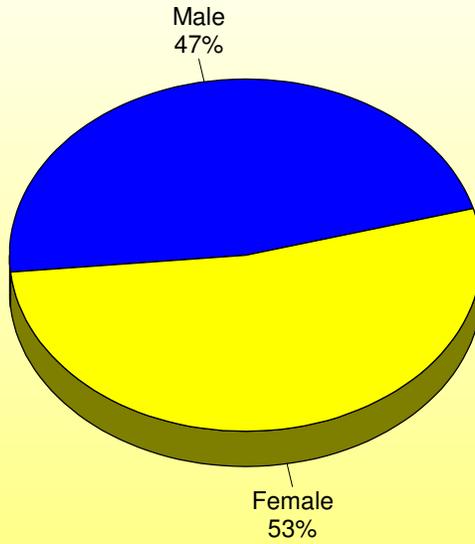
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Q37. Demographics: Gender

by percentage of respondents



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

Section 2:
Benchmarking Analysis

2015 DirectionFinder[®] Survey

Benchmarking Summary Report

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 230 cities and counties in 43 states. Most participating cities 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 2014 to a random sample of more than 4,000 residents across the United States and (2) a regional survey that was administered during the fall of 2014 to a random sample of more than 400 residents in Kansas and Missouri.

Interpreting the Charts

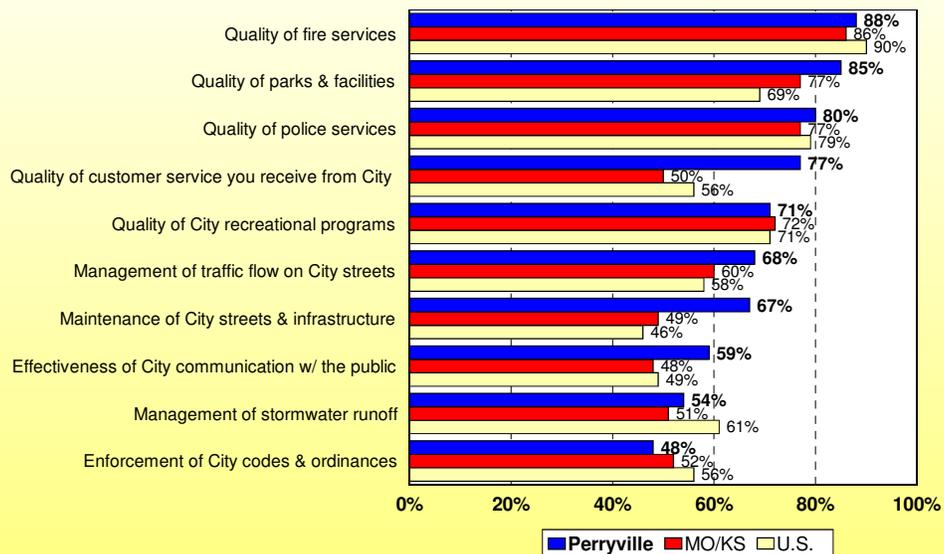
The charts on the following pages show how the overall results for Perryville compare to the a U.S. national and regional averages based on the results of the 2014 survey that was administered by ETC Institute to a random sample of more than 4,000 residents across the United States, and the regional survey administered to more than 400 residents living in communities throughout Missouri and Kansas. The City of Perryville's results are shown in blue, the Missouri/Kansas averages are shown in red, and the national averages are shown in yellow in the charts on the following pages.

National Benchmarks

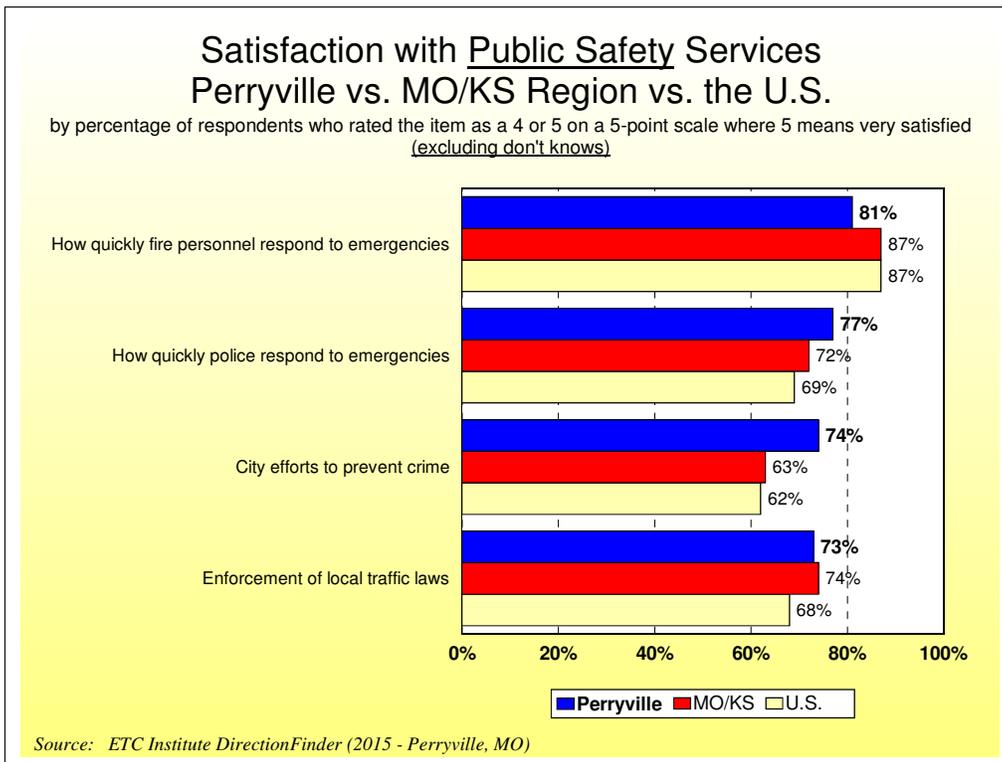
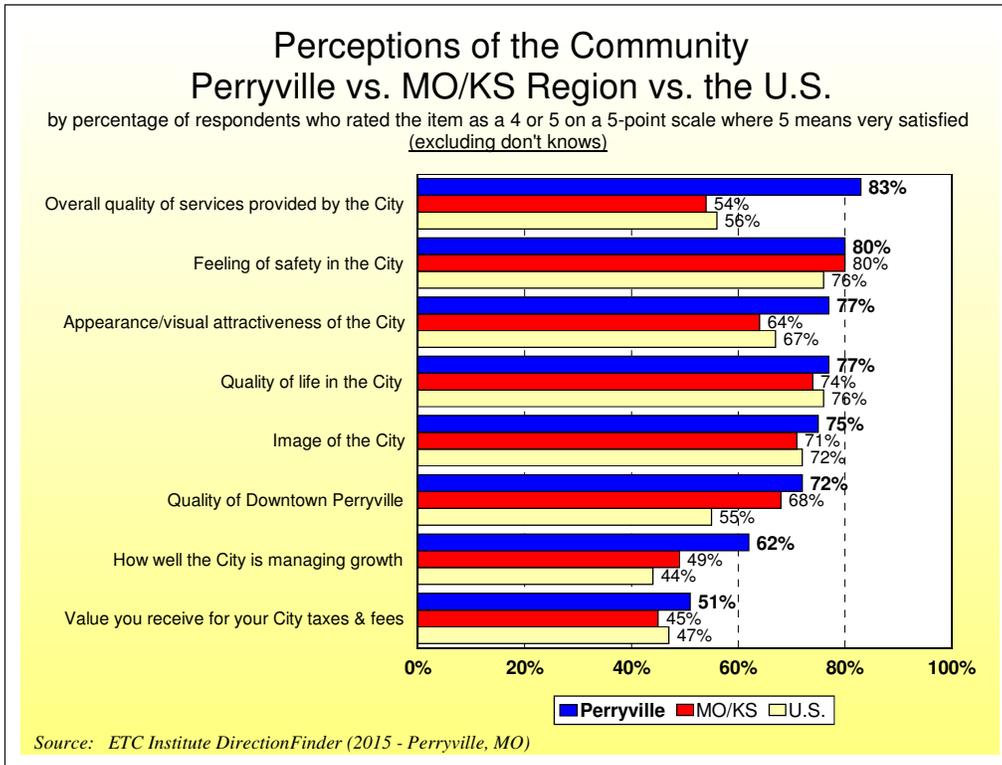
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Perryville, Missouri is not authorized without written consent from ETC Institute.

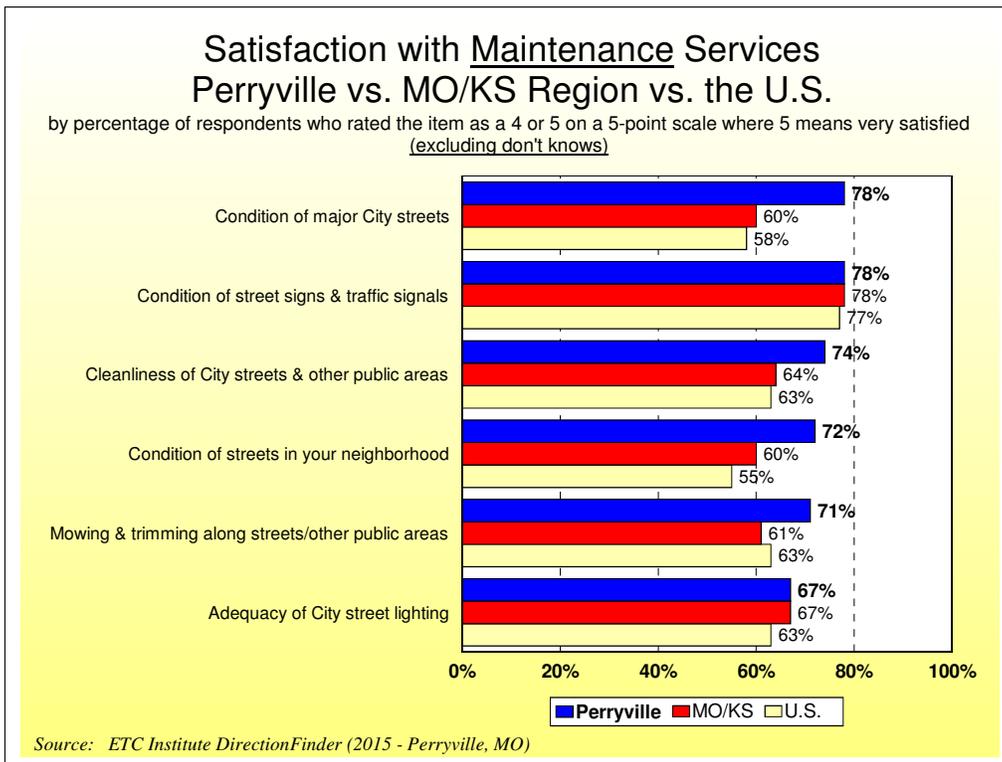
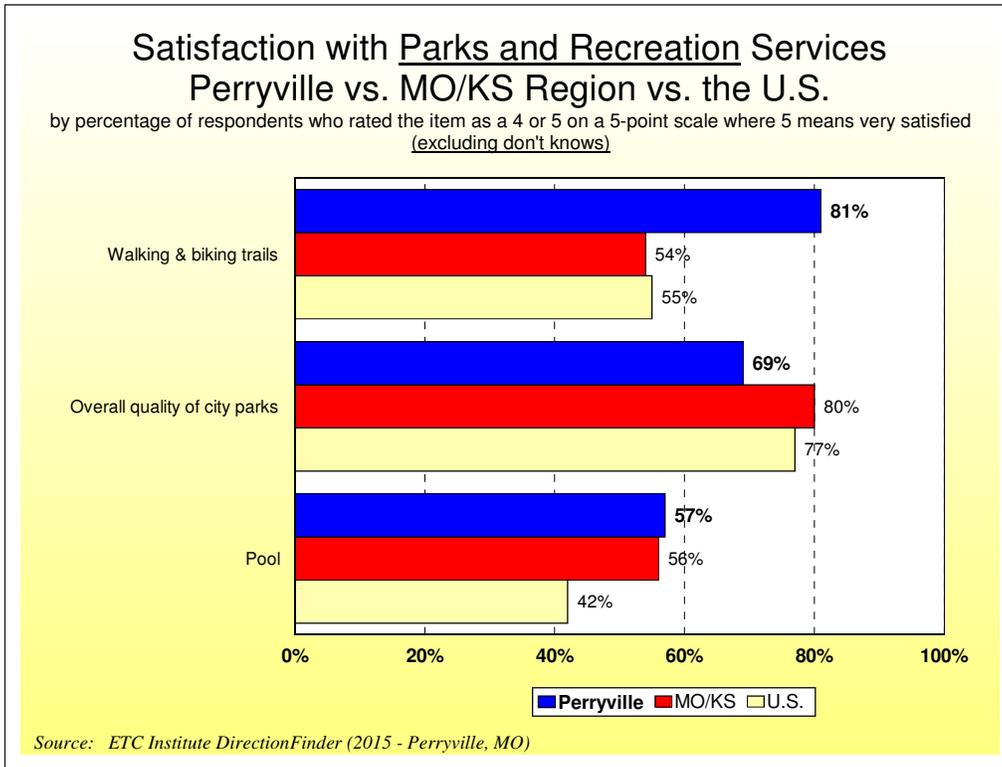
Satisfaction with Major Categories of Services Perryville vs. MO/KS Region vs. the U.S.

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means very satisfied (excluding don't knows)



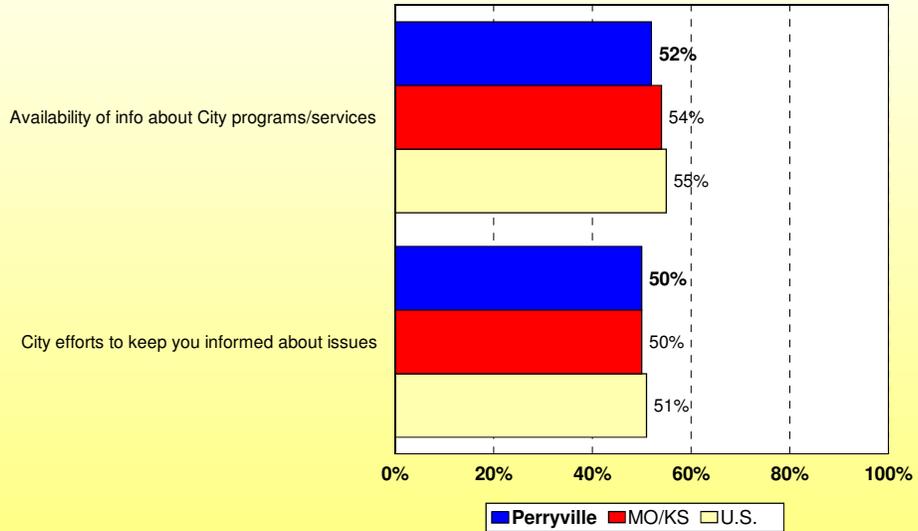
Source: ETC Institute DirectionFinder (2015 - Perryville, MO)





Satisfaction with Communication Services Perryville vs. MO/KS Region vs. the U.S.

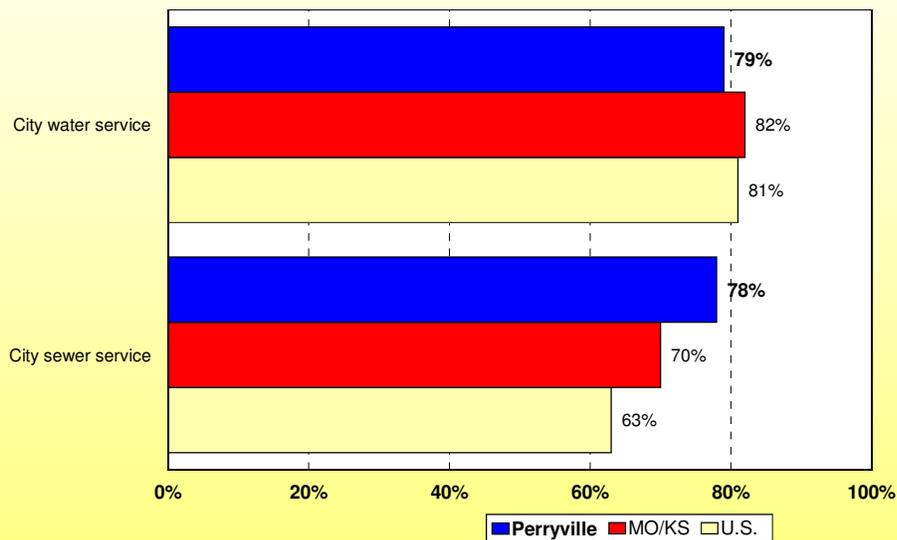
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means very satisfied
(excluding don't knows)



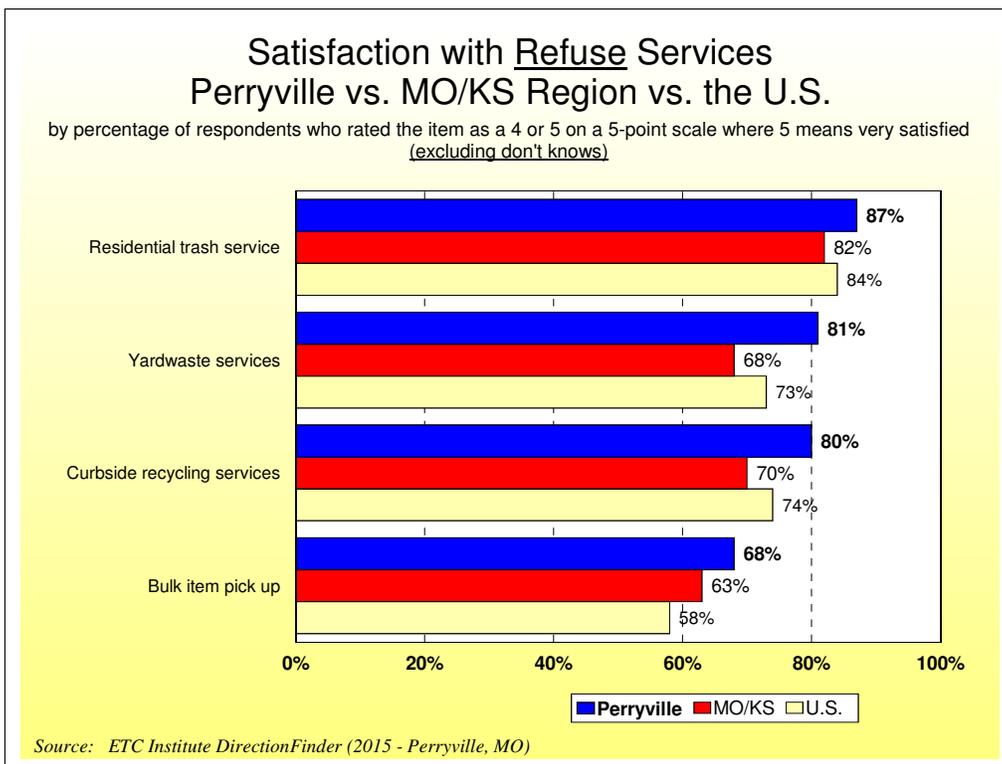
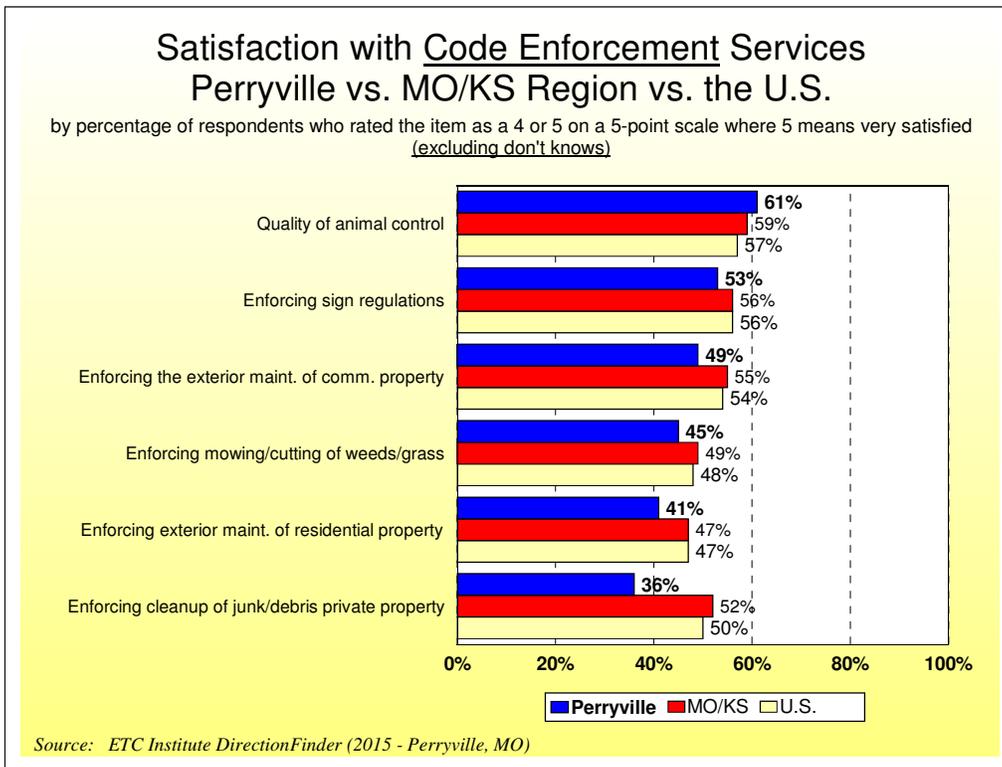
Source: ETC Institute DirectionFinder (2015 - Perryville, MO)

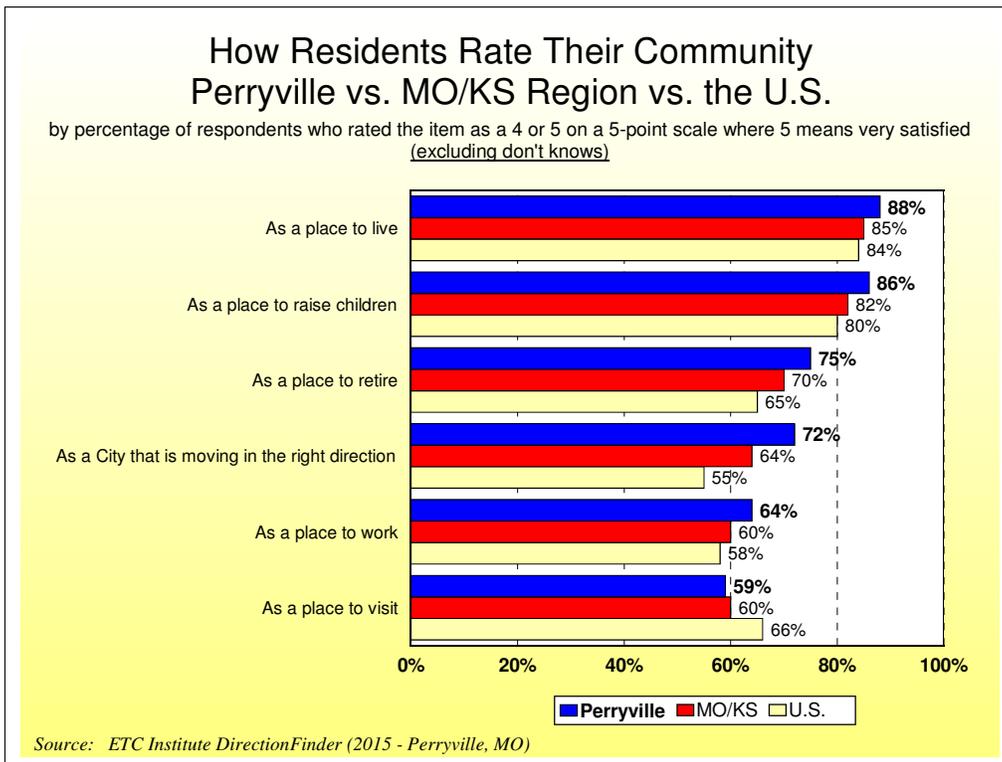
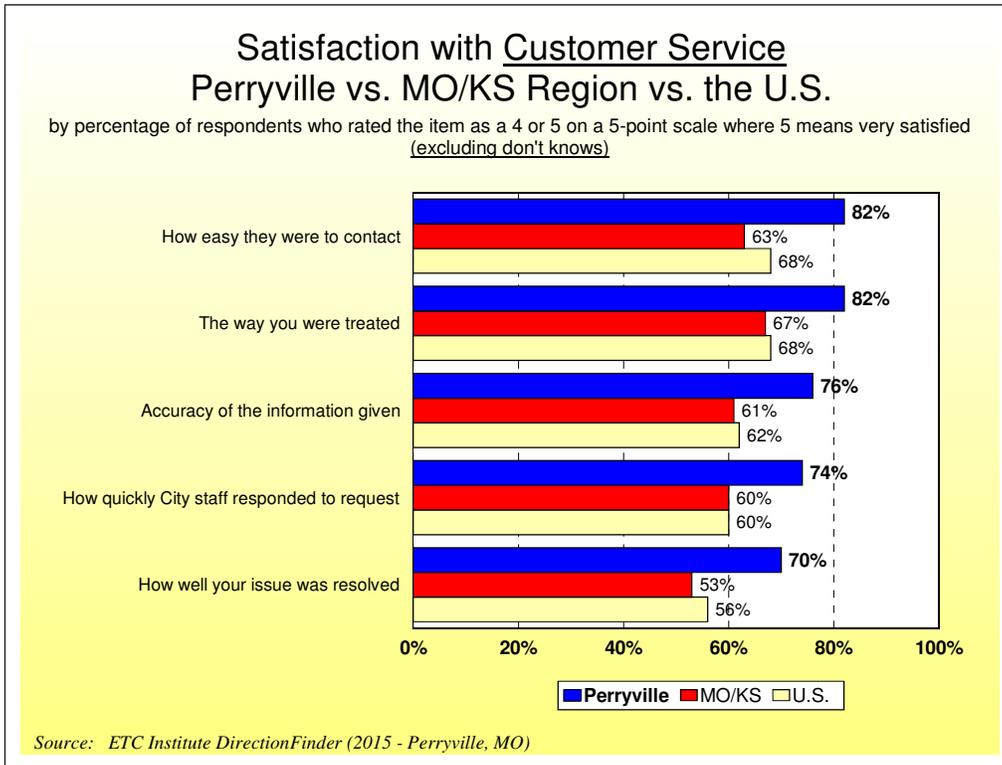
Satisfaction with Utility Services Perryville vs. MO/KS Region vs. the U.S.

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means very satisfied
(excluding don't knows)



Source: ETC Institute DirectionFinder (2015 - Perryville, MO)





Section 3:
Importance-Satisfaction
Analysis



Importance-Satisfaction Analysis

Perryville, Missouri

Overview

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

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

Methodology

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

Example of the Calculation. Respondents were asked to identify the city services they thought were most important for the City to emphasize over the next two years. Forty-one percent (41%) of respondents selected the *maintenance of City streets and infrastructure* as one of the most important services for the City to emphasize over the next two years.



With regard to satisfaction, *maintenance of City streets and infrastructure* was ranked 7th, with 67% rating it as a “4” or “5” on a 5-point scale, excluding “don't know” responses. The I-S rating for the *maintenance of City streets and infrastructure* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 41% was multiplied by 33% (1-0.67). This calculation yielded an I-S rating of **0.1353**, which was ranked 2nd out of the 10 major city services that were assessed on the survey.

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

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

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

Interpreting the Ratings

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

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

The results for the City of Perryville are provided on the following pages. Only one of the items rated was classified as a “high priority,” which indicates the City is doing a good job meeting the expectations of residents given the relative importance that residents place on each service.

Importance-Satisfaction Rating

City of Perryville, Missouri

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Enforcement of City codes and ordinances	27%	3	48%	10	0.1404	1
Maintenance of City streets and infrastructure	41%	1	67%	7	0.1353	2
Management of stormwater runoff	28%	2	54%	9	0.1288	3
Effectiveness of City communication with public	27%	4	59%	8	0.1107	4
Medium Priority (IS <.10)						
Management of traffic flow on City streets	21%	6	68%	6	0.0672	5
Quality of police service	24%	5	80%	3	0.0480	6
Quality of City recreational programs	13%	8	71%	5	0.0377	7
Quality of City parks and facilities	18%	7	85%	2	0.0270	8
Quality of customer service from City employees	9%	9	77%	4	0.0207	9
Quality of fire service	7%	10	88%	1	0.0084	10

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating

City of Perryville, Missouri

Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Adequacy of City street lighting	28%	1	67%	6	0.0924	1
Cleanliness of stormwater drains/creeks in neighborho	26%	2	65%	7	0.0910	2
Cleanliness of City streets and other public areas	22%	3	73%	3	0.0594	3
Condition of neighborhood streets	17%	5	72%	4	0.0476	4
Condition of major City streets	20%	4	78%	1	0.0440	5
Mowing/trimming along City streets/public areas	14%	6	71%	5	0.0406	6
Condition of street signs and traffic signals	13%	7	78%	2	0.0286	7

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

Most Important %:

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

Satisfaction %:

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



Importance-Satisfaction Matrix Analysis

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

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

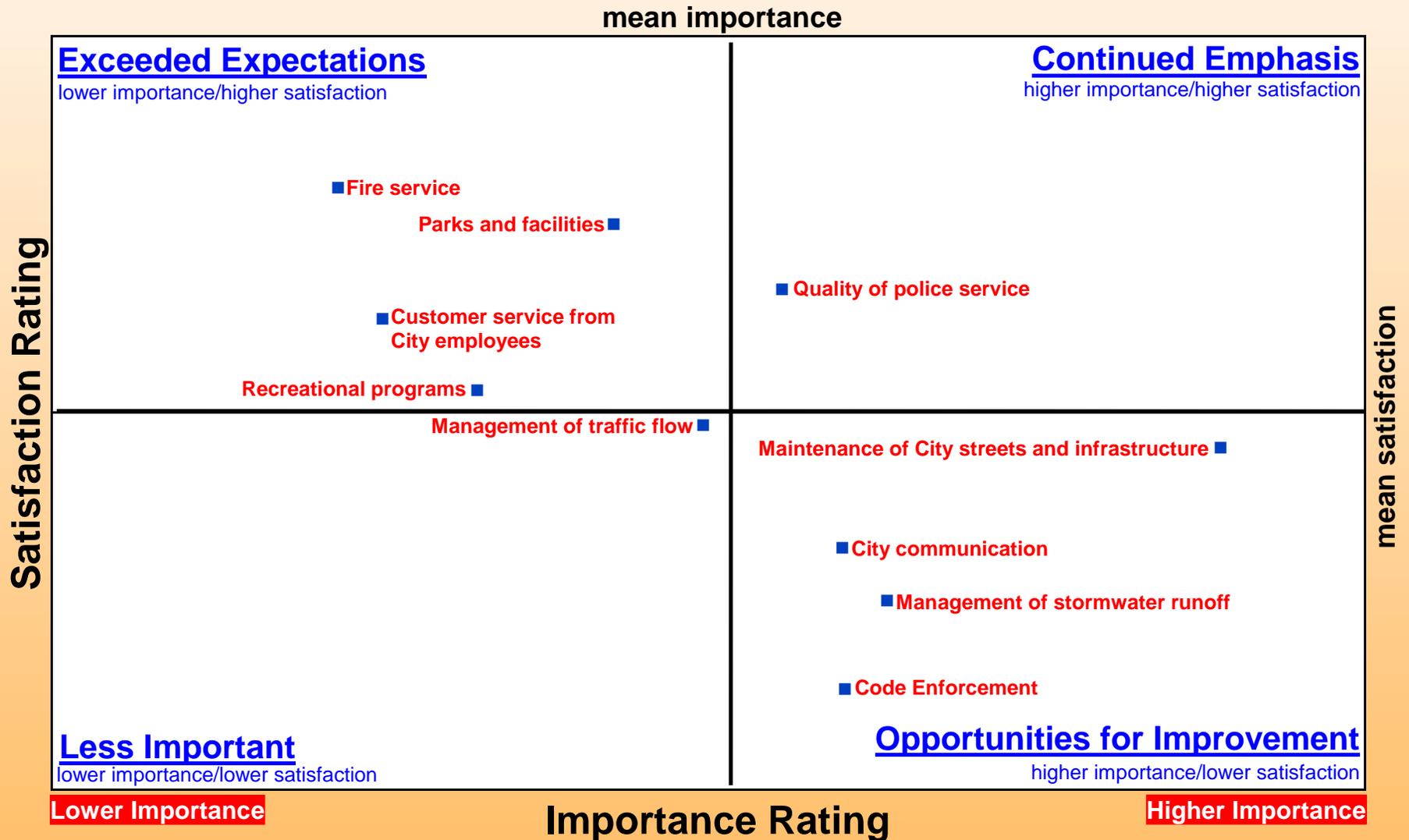
- *Continued Emphasis (above average importance and above average satisfaction).* This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

The matrices showing the results for the City of Perryville are provided on the following pages.

2015 City of Perryville DirectionFinder Importance-Satisfaction Assessment Matrix

-Overall-

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

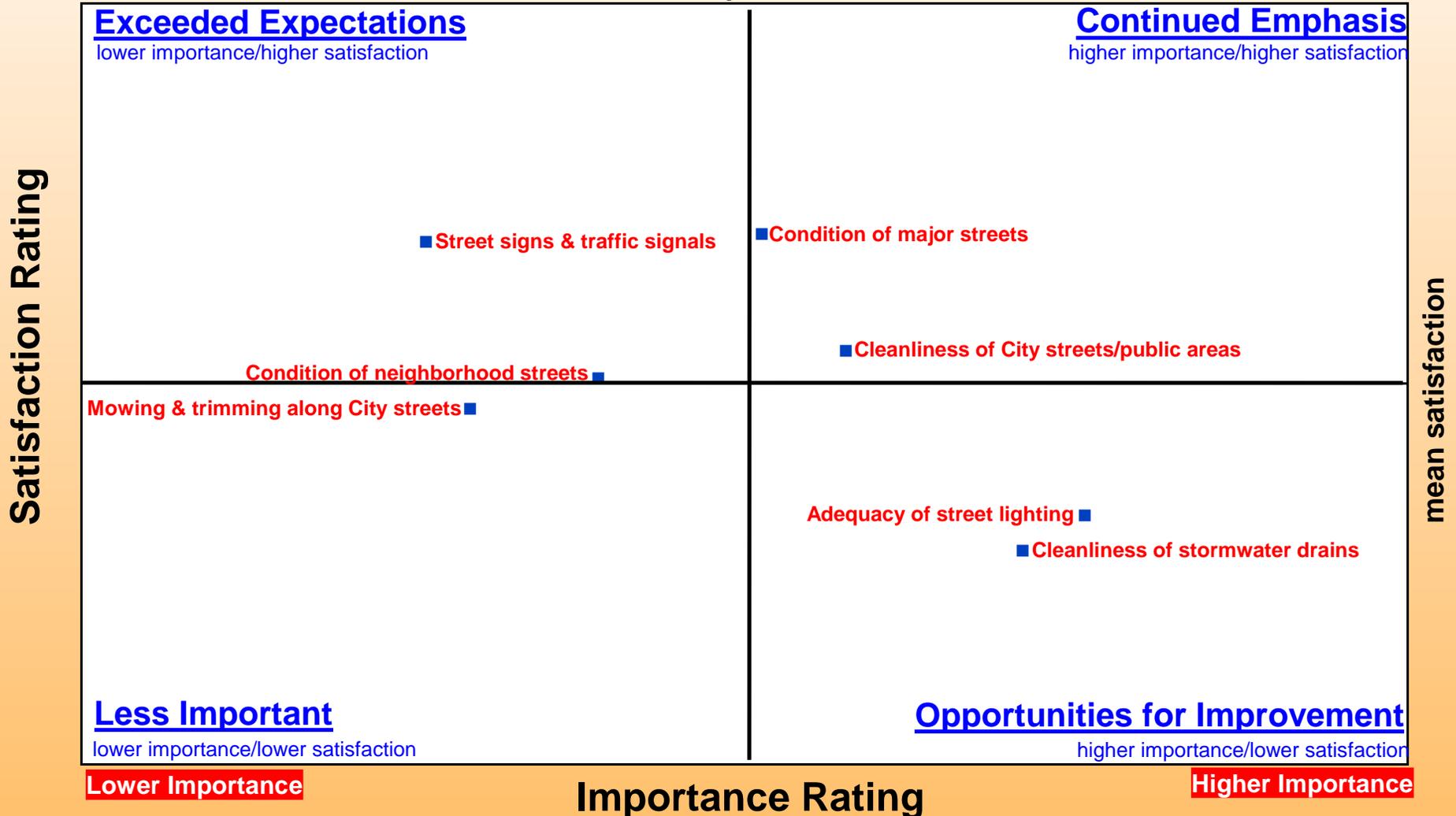


2015 City of Perryville DirectionFinder Importance-Satisfaction Assessment Matrix

-Maintenance-

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

mean importance



Section 4:
Tabular Data

Q1. Major categories of services provided by the City of Perryville are listed below. Please rate each item on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=687)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a. Quality of police service	28.7%	47.6%	13.1%	4.1%	2.5%	4.1%
Q1b. Quality of fire service	37.0%	42.2%	10.8%	0.4%	0.0%	9.6%
Q1c. Quality of City parks & facilities	35.1%	46.3%	9.9%	4.1%	0.7%	3.9%
Q1d. Quality of City recreational programs	23.9%	41.0%	18.5%	6.6%	0.9%	9.2%
Q1e. Maintenance of City streets & infrastructure	17.3%	48.5%	20.8%	9.8%	2.0%	1.6%
Q1f. Enforcement of City codes & ordinances	11.2%	33.0%	31.3%	12.5%	4.7%	7.3%
Q1g. Quality of customer service you receive from City employees	30.0%	45.1%	18.2%	2.2%	1.7%	2.8%
Q1h. Effectiveness of City communication with public	13.8%	42.5%	29.7%	6.8%	2.8%	4.4%
Q1i. Management of traffic flow on City streets	16.0%	50.9%	22.0%	7.0%	1.5%	2.6%
Q1j. Management of stormwater runoff	10.8%	40.8%	29.8%	8.7%	4.1%	5.8%

WITHOUT DON'T KNOW

Q1. Major categories of services provided by the City of Perryville are listed below. Please rate each item on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=687)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Quality of police service	29.9%	49.6%	13.7%	4.2%	2.6%
Q1b. Quality of fire service	40.9%	46.7%	11.9%	0.5%	0.0%
Q1c. Quality of City parks & facilities	36.5%	48.2%	10.3%	4.2%	0.8%
Q1d. Quality of City recreational programs	26.3%	45.2%	20.4%	7.2%	1.0%
Q1e. Maintenance of City streets & infrastructure	17.6%	49.3%	21.2%	9.9%	2.1%
Q1f. Enforcement of City codes & ordinances	12.1%	35.6%	33.8%	13.5%	5.0%
Q1g. Quality of customer service you receive from City employees	30.8%	46.4%	18.7%	2.2%	1.8%
Q1h. Effectiveness of City communication with public	14.5%	44.4%	31.1%	7.2%	2.9%
Q1i. Management of traffic flow on City streets	16.4%	52.3%	22.6%	7.2%	1.5%
Q1j. Management of stormwater runoff	11.4%	43.3%	31.7%	9.3%	4.3%

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

Q2. Top choice	Number	Percent
Quality of police service	96	14.0 %
Quality of fire service	8	1.2 %
Quality of City parks & facility	30	4.4 %
Quality of City recreational programs	24	3.5 %
Maintenance of City streets & infrastructure	139	20.2 %
Enforcement of City codes & ordinances	80	11.6 %
Quality of customer service you receive from City employees	8	1.2 %
Effectiveness of City communication with public	38	5.5 %
Management of traffic flow on City streets	45	6.6 %
Management of stormwater runoff	77	11.2 %
None chosen	142	20.7 %
Total	687	100.0 %

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

Q2. 2nd choice	Number	Percent
Quality of police service	41	6.0 %
Quality of fire service	29	4.2 %
Quality of City parks & facility	42	6.1 %
Quality of City recreational programs	27	3.9 %
Maintenance of City streets & infrastructure	78	11.4 %
Enforcement of City codes & ordinances	63	9.2 %
Quality of customer service you receive from City employees	23	3.3 %
Effectiveness of City communication with public	78	11.4 %
Management of traffic flow on City streets	46	6.7 %
Management of stormwater runoff	64	9.3 %
None chosen	196	28.5 %
Total	687	100.0 %

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

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police service	29	4.2 %
Quality of fire service	13	1.9 %
Quality of City parks & facility	50	7.3 %
Quality of City recreational programs	36	5.2 %
Maintenance of City streets & infrastructure	64	9.3 %
Enforcement of City codes & ordinances	40	5.8 %
Quality of customer service you receive from City employees	31	4.5 %
Effectiveness of City communication with public	66	9.6 %
Management of traffic flow on City streets	54	7.9 %
Management of stormwater runoff	53	7.7 %
<u>None chosen</u>	<u>251</u>	<u>36.5 %</u>
Total	687	100.0 %

Q2. Which THREE of these items listed in Question 1 do you think should receive the most emphasis from City leaders over the next two years? (top 3)

<u>Q2. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Quality of police service	166	24.2 %
Quality of fire service	50	7.3 %
Quality of City parks & facility	122	17.8 %
Quality of City recreational programs	87	12.7 %
Maintenance of City streets & infrastructure	281	40.9 %
Enforcement of City codes & ordinances	183	26.6 %
Quality of customer service you receive from City employees	62	9.0 %
Effectiveness of City communication with public	182	26.5 %
Management of traffic flow on City streets	145	21.1 %
Management of stormwater runoff	194	28.2 %
<u>None chosen</u>	<u>142</u>	<u>20.7 %</u>
Total	1614	

Q3. Items that may influence your perception of the City of Perryville are listed below. Please rate each item on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=687)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3a. Overall quality of services provided by City	21.3%	59.7%	13.2%	2.3%	0.7%	2.8%
Q3b. Appearance/visual attractiveness of City	23.1%	52.3%	17.3%	4.4%	1.0%	1.9%
Q3c. Image of City	19.2%	53.6%	17.8%	5.2%	1.0%	3.2%
Q3d. How well City is managing growth	15.4%	44.4%	25.5%	8.6%	1.7%	4.4%
Q3e. Quality of life in City	21.7%	53.6%	18.5%	2.3%	1.5%	2.5%
Q3f. Feeling of safety in City	24.5%	53.7%	14.3%	4.5%	1.3%	1.7%
Q3g. Quality of Downtown Perryville	21.1%	48.9%	20.8%	5.1%	1.9%	2.2%
Q3h. Value you receive for your City taxes & fees	10.8%	38.9%	35.1%	7.7%	4.1%	3.5%

WITHOUT DON'T KNOW

Q3. Items that may influence your perception of the City of Perryville are listed below. Please rate each item on a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=687)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3a. Overall quality of services provided by City	21.9%	61.4%	13.6%	2.4%	0.7%
Q3b. Appearance/visual attractiveness of City	23.6%	53.3%	17.7%	4.5%	1.0%
Q3c. Image of City	19.8%	55.3%	18.3%	5.4%	1.1%
Q3d. How well City is managing growth	16.1%	46.4%	26.6%	9.0%	1.8%
Q3e. Quality of life in City	22.2%	54.9%	19.0%	2.4%	1.5%
Q3f. Feeling of safety in City	24.9%	54.7%	14.5%	4.6%	1.3%
Q3g. Quality of Downtown Perryville	21.6%	50.0%	21.3%	5.2%	1.9%
Q3h. Value you receive for your City taxes & fees	11.2%	40.3%	36.3%	8.0%	4.2%

Q4. Public Safety. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=687)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q4a. City efforts to prevent crime	18.2%	52.8%	17.9%	4.8%	1.9%	4.4%
Q4b. Enforcement of local traffic laws	16.2%	54.0%	17.3%	6.6%	3.1%	2.9%
Q4c. How quickly police respond to emergencies	23.1%	44.8%	15.7%	2.8%	1.3%	12.2%
Q4d. How quickly fire personnel respond to emergencies	26.5%	39.3%	14.4%	1.0%	0.1%	18.6%

WITHOUT DON'T KNOW

Q4. Public Safety. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items: (without "don't know")

(N=687)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4a. City efforts to prevent crime	19.0%	55.3%	18.7%	5.0%	2.0%
Q4b. Enforcement of local traffic laws	16.6%	55.6%	17.8%	6.7%	3.1%
Q4c. How quickly police respond to emergencies	26.4%	51.1%	17.9%	3.2%	1.5%
Q4d. How quickly fire personnel respond to emergencies	32.6%	48.3%	17.7%	1.3%	0.2%

Q5. Parks and Recreation. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=687)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q5a. Movie theater	15.7%	39.0%	23.3%	5.5%	2.3%	14.1%
Q5b. Gyms for basketball & volleyball	15.9%	38.0%	22.1%	2.0%	0.1%	21.8%
Q5c. Weight room	12.4%	29.0%	24.7%	3.5%	0.6%	29.8%
Q5d. Fitness center	13.0%	29.8%	24.5%	3.1%	1.0%	28.7%
Q5e. Pool	15.1%	31.7%	24.0%	9.0%	2.3%	17.8%
Q5f. Racquetball courts	10.3%	25.6%	26.6%	0.4%	0.4%	36.5%
Q5g. Overall quality of Park Center	19.9%	45.4%	21.8%	2.3%	0.6%	9.9%
Q5h. City Park	31.1%	43.8%	15.3%	2.8%	0.4%	6.6%
Q5i. Bank of Missouri Soccer Complex	40.2%	34.5%	10.8%	0.3%	0.6%	13.7%
Q5j. Feltz Street Park (skate park)	6.6%	17.0%	28.2%	7.7%	3.3%	37.1%
Q5k. School Street Park	5.4%	19.1%	27.8%	5.2%	2.5%	40.0%
Q5l. Viola Blechle Park	9.9%	22.4%	25.3%	2.6%	1.2%	38.6%
Q5m. Northdale Park	5.4%	12.1%	23.0%	12.5%	12.5%	34.5%
Q5n. French Lane Park	7.0%	22.7%	26.1%	3.3%	2.2%	38.7%
Q5o. Overall quality of City parks	13.4%	47.7%	23.9%	3.3%	0.6%	11.1%
Q5p. City pavilions	16.2%	46.6%	18.5%	5.8%	1.2%	11.8%
Q5q. Restrooms at City parks	13.5%	32.6%	27.4%	8.7%	2.8%	15.0%
Q5r. Playground equipment at parks	17.9%	42.9%	18.8%	5.1%	0.6%	14.7%
Q5s. Tennis courts	10.5%	29.7%	26.2%	1.2%	0.1%	32.3%
Q5t. Picnic tables at City parks	13.7%	38.7%	25.0%	7.0%	1.2%	14.4%
Q5u. City's community garden	7.0%	18.6%	27.2%	3.6%	2.9%	40.6%

Q5. Parks and Recreation. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q5v. Concessions at City parks	6.6%	21.7%	28.5%	8.6%	1.7%	32.9%
Q5w. Concessions at theatre	8.7%	31.6%	28.5%	4.1%	1.7%	25.3%
Q5x. Baseball/softball fields	14.8%	38.3%	21.5%	3.3%	0.6%	21.4%
Q5y. Walking & biking trails	29.7%	39.0%	16.0%	1.0%	0.0%	14.3%
Q5-1. City's skate park	5.1%	14.3%	29.8%	4.4%	2.8%	43.7%
Q5-2. City's sand volleyball courts	8.6%	23.6%	25.9%	1.6%	0.9%	39.4%
Q5-3. Soccer fields	27.1%	35.1%	14.7%	0.3%	0.3%	22.6%
Q5-4. Number of seasonal events sponsored by City	12.2%	40.3%	27.1%	3.8%	1.5%	15.1%

WITHOUT DON'T KNOW

Q5. Parks and Recreation. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items: (without "don't know")

(N=687)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5a. Movie theater	18.3%	45.4%	27.1%	6.4%	2.7%
Q5b. Gyms for basketball & volleyball	20.3%	48.6%	28.3%	2.6%	0.2%
Q5c. Weight room	17.6%	41.3%	35.3%	5.0%	0.8%
Q5d. Fitness center	18.2%	41.8%	34.3%	4.3%	1.4%
Q5e. Pool	18.4%	38.6%	29.2%	11.0%	2.8%
Q5f. Racquetball courts	16.3%	40.4%	42.0%	0.7%	0.7%
Q5g. Overall quality of Park Center	22.1%	50.4%	24.2%	2.6%	0.6%
Q5h. City Park	33.3%	46.9%	16.4%	3.0%	0.5%
Q5i. Bank of Missouri Soccer Complex	46.5%	40.0%	12.5%	0.3%	0.7%
Q5j. Feltz Street Park (skate park)	10.4%	27.1%	44.9%	12.3%	5.3%
Q5k. School Street Park	9.0%	31.8%	46.4%	8.7%	4.1%
Q5l. Viola Blechle Park	16.1%	36.5%	41.2%	4.3%	1.9%
Q5m. Northdale Park	8.2%	18.4%	35.1%	19.1%	19.1%
Q5n. French Lane Park	11.4%	37.1%	42.5%	5.5%	3.6%
Q5o. Overall quality of City parks	15.1%	53.7%	26.8%	3.8%	0.7%
Q5p. City pavilions	18.3%	52.8%	21.0%	6.6%	1.3%
Q5q. Restrooms at City parks	15.9%	38.4%	32.2%	10.3%	3.3%
Q5r. Playground equipment at parks	21.0%	50.3%	22.0%	6.0%	0.7%
Q5s. Tennis courts	15.5%	43.9%	38.7%	1.7%	0.2%
Q5t. Picnic tables at City parks	16.0%	45.2%	29.3%	8.2%	1.4%
Q5u. City's community garden	11.8%	31.4%	45.8%	6.1%	4.9%

WITHOUT DON'T KNOW

Q5. Parks and Recreation. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items: (without "don't know")

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5v. Concessions at City parks	9.8%	32.3%	42.5%	12.8%	2.6%
Q5w. Concessions at theatre	11.7%	42.3%	38.2%	5.5%	2.3%
Q5x. Baseball/softball fields	18.9%	48.7%	27.4%	4.3%	0.7%
Q5y. Walking & biking trails	34.6%	45.5%	18.7%	1.2%	0.0%
Q5-1. City's skate park	9.0%	25.3%	53.0%	7.8%	4.9%
Q5-2. City's sand volleyball courts	14.2%	38.9%	42.8%	2.6%	1.4%
Q5-3. Soccer fields	35.0%	45.3%	19.0%	0.4%	0.4%
Q5-4. Number of seasonal events sponsored by City	14.4%	47.5%	31.9%	4.5%	1.7%

Q6. Do you think the usage fees at the City's Park Center are Too High, About Right, or Too Low?

Q6. Usage fees at City's Park Center	Number	Percent
Too high	193	28.1 %
About right	303	44.1 %
Too low	4	0.6 %
Don't know	187	27.2 %
Total	687	100.0 %

Q7. Do you have a membership to the City's Park Center?

Q7. Membership to City's Park Center	Number	Percent
Yes	150	21.8 %
No	515	75.0 %
Not provided	22	3.2 %
Total	687	100.0 %

Q8. The City is in the process of putting together a Master Plan for its park system. What amenities would you most like the city to add in the future?

Q8. What amenities would you most like City to add in the future	Number	Percent
More bathrooms	256	37.3 %
Splash pad/spray park	256	37.3 %
Water feature	233	33.9 %
More hike/bike trails	209	30.4 %
Amphitheater	207	30.1 %
Upgrade existing playgrounds	200	29.1 %
More shelters/pavilions	179	26.1 %
Paved parking lots	171	24.9 %
Dog park	167	24.3 %
Toddler playground inside Perry Park Center	153	22.3 %
Crafts class/instructional programs	148	21.5 %
Indoor soccer facility	87	12.7 %
New neighborhood parks	74	10.8 %
Additional gym for volleyball/basketball	42	6.1 %
More baseball/softball fields	37	5.4 %
More outside soccer fields	15	2.2 %
Other	99	14.4 %
None chosen	70	10.2 %
Total	2603	

Q9. What other improvements would you suggest the City make to its park system?

- Police force - better officers.
- More lighted areas.
- Lighting on entire walking trail.
- Another pool. Return phone calls.
- More water fountains.
- Improved policing, nicer restrooms.
- More stuff to do.
- Have some programs for seniors.
- More playgrounds.
- Keep ponds and lakes better stocked with fish.
- Lighting at 2nd men's softball field isn't even. Too many dark areas.
- An outdoor pool.
- Outdoor pool.
- The play equipment is broken, old and dangerous.
- Need an outside pool or lake. No fees. Clean up lake by Labella Vista.
- Make repairs to Park Center.
- Maintain the pool, fix the heating/cooling problem.
- 24/7 Park Center access to the weight room.
- Clean up leaves, limbs, dying trees, replant trees.
- More parking, not only on streets.
- Taking much better care of baseball fields, Park Center, children play areas.
- Walking trail needs to be cleaned off , wet and muddy , very slick to walk on.
- More electrical outlets.
- Park system should include a city 18 hole golf course.
- More children stuff.
- Provide concession stand for all baseball games, more shade for new fields, more bathrooms.
- Outdoor rentals for Frisbee golf after park center hours.
- Dog Park!
- Add more programs other than sports.
- Have all fields numbered; very visibly confusing.
- Splash pad.
- Fix floor in Park Center workout rooms.
- Put in a stage for bands to perform.
- Lower the price of day passes and membership fees to Park Center.
- Fill in all the holes, trim trees, don't mow when grass is wet.
- Special low rate for Seniors at community center. Veterans discount.
- More exercise programs for seniors in afternoon.
- Have a free access day once per year.
- Restroom open in winter for walkers.
- More hiking/biking trails.
- Indoor roller hockey.
- Johnny on Spot must be eliminated. Dusty parking lots paved. Update lawnmowers.
- The skate park should be monitored by police due to use of drugs and late night partying. Also for speed bumps on Felt Street.
- Outdoor water park.
- Acquire property for growth.

Q9. What other improvements would you suggest the City make to its park system? (cont.)

- Park benches around playground at soccer park.
- More job openings.
- Change movie often and have fun movies that adults would go see, not all for children.
- More lights around trail in park for walking after dark.
- Lower the inside walking track fee to \$2.
- Outdoor pool.
- More parking at Park Center for events.
- Access to the PPC should be 24/7.
- Stop dope at the park. Feltz.
- Pave parking lots.
- Improvements and upgrades to current equipment, pavilions, tables.
- Swings and toddler equipment at the soccer complex, please.
- Reduce thru traffic.
- Turn Feltz park into a nice neighborhood park for playing catch/soccer/etc.
- Outdoor pool.
- Outdoor pool.
- Park Center to become a 24/7 facility.
- Viola park is great but almost too secluded. You don't feel safe.
- Paved parking, lawn care of city park.
- More sidewalks.
- Upgrade all picnic tables.
- Make as many amenities handicap accessible as possible.
- Large shaded sand box for kids.
- Add lighting on walking paths.
- Need better Christmas decorations.
- More movie options for all ages.
- A bike route that is safe.
- The parks are getting dirty, trashy and lack attention. Trim more, add more mulch in old playgrounds, pick up trash.
- Trees to shade playgrounds, ice rink in winter.
- Police may patrol more often.
- Mowers that do not pile grass.
- Make a playground area like Melaina's playground in Cape, increase attention to sensory needs.
- Make Park Center more affordable.
- Pool.
- New management.
- I think Biola Park has lots of potential. I hope more gets done there. I wish the pool had a bubble instead of a roof.
- Cameras for the kids play area and lighting for night walkers.
- Cleanup and update maintenance buildings, mow and clean up city park areas.
- Appearance as far as mowing, weed eating along paths and around buildings.
- Please use larger numbers on ball fields, improve directions.
- Ball fields could look nicer.
- Cleaner bathrooms.
- Improve baseball fields/keep field unlocked, repair scoreboard, more maintenance people to keep up with the mowing in the park.
- Keep grass mowed nicely. Stop planting random trees and bushes.
- No improvements should be made until the maintenance budget is able to keep up with the present infrastructure.

Q9. What other improvements would you suggest the City make to its park system? (cont.)

- PPC 24 hour availability with scan in.
- Small pond with benches always nice.
- Stop giving away free memberships to all city and county employees and family.
- A soft running trail.
- I think the work shed at the Perry Park Center needs to be kept clean on the outside.
- More bathrooms by each field.
- Northdale Park should be drained soon in high water.
- Archery events and range.
- Have a fountain or a lake at each park.
- Would like for seniors on Medicare and insurance to be able to use the inside pool.
- More definition as to where private property starts and park ends- signs or bushes.
- No parking areas.
- Handicap accessible.
- Open all ball fields to public use cost free.
- More paved lots and more police patrol.
- Trails/paths.
- More seats.
- Horseshoe pits.

Q10. In 2017, the finance bond for the Perry Park Center will expire (3/8 cent sales tax). The once new building will be 18-years-old with substantial maintenance needs (e.g. Dectron (climate control for the pool), pool decking, HVAC, flooring, etc.). How supportive would you be of a capital improvement sales tax issue to continue the 3/8 cent sales tax to support the park system's maintenance and improvement efforts, along with the rehabilitation and improvement of the Perryville County Courthouse and administration building? (The current sales tax of 3/8 cents levy would stay the same but the revenue would now pay for maintenance and improvements instead of the Park Center's construction loan.)

Q10. How supportive would you be of a capital improvement sales tax issue

	Number	Percent
Very Supportive	252	36.7 %
Somewhat Supportive	229	33.3 %
Not Supportive	99	14.4 %
Don't Know	107	15.6 %
Total	687	100.0 %

Q11. Sales Tax. How supportive would you be of having the City of Perryville adopt a municipal Storm Water/Parks Sales Tax of 3/8 cent if the funds were used to improve the City's storm water infrastructure through activities to prevent sewer backflows, improve and maintain sinkholes and limit the potential for flooding? The funds could also be used to improve the City's parks system, including restrooms, playground equipment, and field lighting and maintenance.

Q11. How supportive would you be of having City adopt a Municipal Storm Water/Parks Sales Tax of 3/8 cent

	Number	Percent
Very Supportive	164	23.9 %
Somewhat Supportive	255	37.1 %
Not Supportive	135	19.7 %
Don't Know	133	19.4 %
Total	687	100.0 %

Q12. Often times, renters contact the City expressing concerns with the condition of the home/apartment they are renting. At other times, landlords have expressed concern that renters are damaging their property. Should the City of Perryville adopt a policy to complete maintenance inspections on all rental property to ensure minimum life-safety standards are being met each time a rental unit is vacated?

Q12. Should City adopt a policy to complete maintenance inspections on all rental property	Number	Percent
Yes	452	65.8 %
No	198	28.8 %
Not provided	37	5.4 %
Total	687	100.0 %

Q13. Would you support funding a county-wide tourism position by use of a hotel room tax to be paid by visitors using hotels in Perry County?

Q13. Would you support funding a county-wide tourism position	Number	Percent
Yes	354	51.5 %
No	289	42.1 %
Not provided	44	6.4 %
Total	687	100.0 %

Q14. Maintenance. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=687)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q14a. Condition of major City streets	22.6%	54.1%	16.0%	4.8%	1.2%	1.3%
Q14b. Condition of streets in your neighborhood	24.7%	46.3%	15.4%	8.3%	3.8%	1.5%
Q14c. Condition of street signs & traffic signals	22.6%	53.4%	15.7%	4.8%	1.6%	1.9%
Q14d. Mowing & trimming along City streets & other public areas	19.1%	50.4%	20.1%	6.8%	1.6%	2.0%
Q14e. Adequacy of City street lighting	14.7%	50.1%	19.9%	10.5%	1.9%	2.9%
Q14f. Cleanliness of City streets & other public areas	19.2%	52.7%	17.8%	6.8%	1.7%	1.7%
Q14g. Cleanliness of stormwater drains & creeks in your neighborhood	11.6%	49.1%	21.0%	8.2%	3.1%	7.1%

WITHOUT DON'T KNOW

Q14. Maintenance. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items: (without "don't know")

(N=687)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q14a. Condition of major City streets	22.9%	54.9%	16.2%	4.9%	1.2%
Q14b. Condition of streets in your neighborhood	25.1%	47.0%	15.7%	8.4%	3.8%
Q14c. Condition of street signs & traffic signals	23.0%	54.5%	16.0%	4.9%	1.6%
Q14d. Mowing & trimming along City streets & other public areas	19.5%	51.4%	20.5%	7.0%	1.6%
Q14e. Adequacy of City street lighting	15.1%	51.6%	20.5%	10.8%	1.9%
Q14f. Cleanliness of City streets & other public areas	19.6%	53.6%	18.1%	7.0%	1.8%
Q14g. Cleanliness of stormwater drains & creeks in your neighborhood	12.5%	52.8%	22.6%	8.8%	3.3%

Q15. Which TWO of the maintenance items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next five years?

Q15. Top choice	Number	Percent
Condition of major City streets	101	14.7 %
Condition of streets in your neighborhood	78	11.4 %
Condition of street signs & traffic signals	49	7.1 %
Mowing & trimming along City streets & other public areas	43	6.3 %
Adequacy of City street lighting	105	15.3 %
Cleanliness of City streets & other public areas	42	6.1 %
Cleanliness of stormwater drains & creeks in your neighborhood	100	14.6 %
None chosen	169	24.6 %
Total	687	100.0 %

Q15. Which TWO of the maintenance items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next five years?

Q15. 2nd choice	Number	Percent
Condition of major City streets	38	5.5 %
Condition of streets in your neighborhood	35	5.1 %
Condition of street signs & traffic signals	38	5.5 %
Mowing & trimming along City streets & other public areas	50	7.3 %
Adequacy of City street lighting	84	12.2 %
Cleanliness of City streets & other public areas	110	16.0 %
Cleanliness of stormwater drains & creeks in your neighborhood	79	11.5 %
None chosen	253	36.8 %
Total	687	100.0 %

Q15. Which TWO of the maintenance items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next five years? (top 2)

Q15. Sum of Top 2 Choices	Number	Percent
Condition of major City streets	139	20.2 %
Condition of streets in your neighborhood	113	16.4 %
Condition of street signs & traffic signals	87	12.7 %
Mowing & trimming along City streets & other public areas	93	13.5 %
Adequacy of City street lighting	189	27.5 %
Cleanliness of City streets & other public areas	152	22.1 %
Cleanliness of stormwater drains & creeks in your neighborhood	179	26.1 %
None chosen	169	24.6 %
Total	1121	

Q16. The City hopes to budget money each year to add sidewalks to the transportation system. The goal is to increase the interconnectivity of neighborhood sidewalks with the eventual goal of having connected sidewalks throughout town. It is expected the City will pay 100% of these costs. Do you agree with this goal?

Q16. Do you agree with this goal	Number	Percent
Yes	438	63.8 %
No	89	13.0 %
Not Sure	160	23.3 %
Total	687	100.0 %

Q17. Communication. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=687)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q17a. Availability of information about City programs & services	7.0%	40.6%	32.0%	11.4%	2.5%	6.6%
Q17b. City efforts to keep you informed about local issues	7.4%	39.6%	31.6%	11.8%	4.1%	5.5%

WITHOUT DON'T KNOW

Q17. Communication. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items: (without "don't know")

(N=687)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q17a. Availability of information about City programs & services	7.5%	43.5%	34.3%	12.1%	2.6%
Q17b. City efforts to keep you informed about local issues	7.9%	41.9%	33.4%	12.5%	4.3%

Q18. Which of the following do you use to get information about the City of Perryville?

Q18. What do you use to get information about

City	Number	Percent
Local newspaper	509	74.1 %
Television news	224	32.6 %
City website	173	25.2 %
Local radio	173	25.2 %
City Facebook	153	22.3 %
Phone call to City	106	15.4 %
City newsletter	102	14.8 %
Other social network sites	30	4.4 %
City text blaster	19	2.8 %
City Twitter	5	0.7 %
Other	59	8.6 %
None chosen	30	4.4 %
Total	1583	

Q19. City Utility Services. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=687)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q19a. City gas service	21.8%	45.6%	14.8%	1.3%	1.5%	15.0%
Q19b. City water service	24.0%	52.4%	16.2%	2.9%	1.0%	3.5%
Q19c. City sewer service	21.8%	52.8%	17.5%	3.1%	1.3%	3.5%

WITHOUT DON'T KNOW

Q19. City Utility Services. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items: (without "don't know")

(N=687)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q19a. City gas service	25.7%	53.6%	17.5%	1.5%	1.7%
Q19b. City water service	24.9%	54.3%	16.7%	3.0%	1.1%
Q19c. City sewer service	22.6%	54.8%	18.1%	3.2%	1.4%

Q20. The City last increased water rates in 2002, sewer rates in 2005, and trash rates in 2012. At some point, rate increases will again be necessary. Going forward, would you prefer the City to implement smaller increases on a more frequent basis or larger increases on a less frequent basis?

Q20. Would you prefer City to implement smaller increases on a more frequent basis or larger increases on a less frequent basis

	Number	Percent
Smaller rate increases done more frequently	384	55.9 %
Larger rates increases done less frequently	44	6.4 %
No preference	251	36.5 %
Not provided	8	1.2 %
Total	687	100.0 %

Q21. The City's sewer plant dates back to 1977 and the City is facing a substantial investment of \$12-20 million to modernize the plant in an effort to simply comply with increasing state and federal regulations. The City is currently evaluating its options for continued compliance through the engineering firm Donohue and Associates. The solution will undoubtedly require additional revenue and support from the users. Would you rather the city:

	Number	Percent
Ask voters to approve a revenue bond which would be paid for by significantly increasing sewer rates	62	9.0 %
Ask voters to approve a bond issue when water plant's bond is paid off which would essentially extend 3/8 cent sales tax that was used to pay for water plant	557	81.1 %
Don't know	68	9.9 %
Total	687	100.0 %

Q22. Code Enforcement: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=687)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q22a. Enforcing cleanup of junk & debris on private property	7.7%	25.8%	28.8%	20.8%	9.0%	7.9%
Q22b. Enforcing mowing & cutting of weeds & grass on private property	7.0%	34.6%	27.9%	15.7%	7.7%	7.0%
Q22c. Enforcing exterior maintenance of residential property	6.0%	31.4%	31.0%	17.0%	6.1%	8.4%
Q22d. Enforcing exterior maintenance of commercial property	7.1%	36.7%	32.6%	8.4%	4.5%	10.6%
Q22e. Enforcing sign regulations	7.9%	38.4%	32.2%	5.7%	2.9%	13.0%
Q22f. Quality of animal control	13.5%	41.9%	21.1%	10.2%	5.1%	8.2%

WITHOUT DON'T KNOW

Q22. Code Enforcement: Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items: (without "don't know")

(N=687)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q22a. Enforcing cleanup of junk & debris on private property	8.4%	28.0%	31.3%	22.6%	9.8%
Q22b. Enforcing mowing & cutting of weeds & grass on private property	7.5%	37.2%	30.0%	16.9%	8.3%
Q22c. Enforcing exterior maintenance of residential property	6.5%	34.3%	33.9%	18.6%	6.7%
Q22d. Enforcing exterior maintenance of commercial property	8.0%	41.0%	36.5%	9.4%	5.0%
Q22e. Enforcing sign regulations	9.0%	44.1%	37.0%	6.5%	3.3%
Q22f. Quality of animal control	14.7%	45.6%	23.0%	11.1%	5.5%

Q23. Which of the following BEST describes how you think the level of code enforcement by the City of Perryville should change?

Q23. How should level of code enforcement by City change	Number	Percent
City should increase enforcement & issue more citations to violators	211	30.7 %
City's level of code enforcement should stay about the same	249	36.2 %
City should reduce enforcement & issue fewer citations to violators	42	6.1 %
Don't know	185	26.9 %
Total	687	100.0 %

Q24. Refuse Services. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

(N=687)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q24a. Residential trash service	35.4%	49.6%	6.6%	3.4%	2.3%	2.8%
Q24b. Curbside recycling services	31.0%	39.4%	12.7%	2.8%	2.2%	11.9%
Q24c. Bulk item pick up	22.1%	33.2%	19.5%	4.7%	1.5%	19.1%
Q24d. Yardwaste service (grass clippings & limbs)	31.7%	42.5%	14.0%	1.7%	1.7%	8.3%
Q24e. Leaf removal	31.1%	42.5%	12.2%	0.9%	1.5%	11.8%

WITHOUT DON'T KNOW

Q24. Refuse Services. Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items: (without "don't know")

(N=687)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q24a. Residential trash service	36.4%	51.0%	6.7%	3.4%	2.4%
Q24b. Curbside recycling services	35.2%	44.8%	14.4%	3.1%	2.5%
Q24c. Bulk item pick up	27.3%	41.0%	24.1%	5.8%	1.8%
Q24d. Yardwaste service (grass clippings & limbs)	34.6%	46.3%	15.2%	1.9%	1.9%
Q24e. Leaf removal	35.3%	48.2%	13.9%	1.0%	1.7%

Q25. Do you currently recycle?

Q25. Do you currently recycle	Number	Percent
Yes	415	60.4 %
No	272	39.6 %
Total	687	100.0 %

Q25a. (If YES to Question 25) Would you continue to recycle if you had to take your recyclable materials to a drop-off recycling center instead of having it picked up at your curb?

Q25a. Would you continue to recycle	Number	Percent
Yes	161	38.8 %
No	246	59.3 %
Not provided	8	1.9 %
Total	415	100.0 %

Q26. Have you contacted the City of Perryville during the past year?

<u>Q26. Have you contacted City during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	387	56.3 %
No	300	43.7 %
Total	687	100.0 %

Q26a. (If YES to Question 26) Which City department did you contact most recently?

<u>Q26a. Which City department</u>	<u>Number</u>	<u>Percent</u>
Utility Billing	80	20.7 %
Public Works	79	20.4 %
Police	64	16.5 %
City Administration	48	12.4 %
Parks & Recreation	42	10.9 %
Water/Sewer	30	7.8 %
Building & Code Enforcement	23	5.9 %
Fire	3	0.8 %
Other	15	3.9 %
Not provided	3	0.8 %
Total	387	100.0 %

Q26b-f. (If YES to Question 26) Using a 5-point scale where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the employees in the City Department you contacted most recently (in Question 26a) with regard to the following:

(N=387)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q26b. How easy they were to contact	33.6%	47.3%	8.8%	5.7%	2.3%	2.3%
Q26c. The way you were treated	35.9%	43.4%	7.8%	4.4%	4.9%	3.6%
Q26d. Accuracy of information you were given	33.9%	39.8%	11.1%	5.9%	5.7%	3.6%
Q26e. How quickly City staff responded to your request	34.9%	36.7%	14.2%	6.5%	4.7%	3.1%
Q26f. How well your issue was resolved	32.6%	34.4%	13.7%	7.5%	7.0%	4.9%

WITHOUT DON'T KNOW

Q26b-f. (If YES to Question 26) Using a 5-point scale where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the employees in the City Department you contacted most recently (in Question 26a) with regard to the following: (without "don't know")

(N=387)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q26b. How easy they were to contact	34.4%	48.4%	9.0%	5.8%	2.4%
Q26c. The way you were treated	37.3%	45.0%	8.0%	4.6%	5.1%
Q26d. Accuracy of information you were given	35.1%	41.3%	11.5%	6.2%	5.9%
Q26e. How quickly City staff responded to your request	36.0%	37.9%	14.7%	6.7%	4.8%
Q26f. How well your issue was resolved	34.2%	36.1%	14.4%	7.9%	7.3%

Q27. Smoking Ban. How supportive would you be of having the City of Perryville adopt an ordinance that would ban smoking in public places, such as restaurants?

Q27. How supportive would you be of having City adopt an ordinance	Number	Percent
Very Supportive	426	62.0 %
Somewhat Supportive	108	15.7 %
Not Supportive	107	15.6 %
Don't Know	46	6.7 %
Total	687	100.0 %

Q28. Economic Development. Please indicate how important each of the following types of economic development should be when planning the City's future using a scale from 5 to 1, where 5 is "Extremely Important" and 1 is "Not Important."

(N=687)

	Extremely important	Very Important	Important	Less Important	Not Important	Don't Know
Q28a. Adding restaurants	32.3%	24.0%	23.3%	13.1%	3.9%	3.3%
Q28b. Promoting more retail development	30.9%	29.4%	26.1%	7.9%	2.3%	3.5%
Q28c. Attracting high quality jobs	59.7%	23.9%	11.8%	1.5%	0.4%	2.8%
Q28d. Improving Downtown Perryville	22.1%	27.2%	32.5%	11.4%	3.5%	3.3%
Q28e. Promoting more housing development	25.6%	25.3%	28.8%	13.4%	3.6%	3.2%

WITHOUT DON'T KNOW

Q28. Economic Development. Please indicate how important each of the following types of economic development should be when planning the City's future using a scale from 5 to 1, where 5 is "Extremely Important" and 1 is "Not Important." (without "don't know")

(N=687)

	Extremely important	Very Important	Important	Less Important	Not Important
Q28a. Adding restaurants	33.4%	24.8%	24.1%	13.6%	4.1%
Q28b. Promoting more retail development	32.0%	30.5%	27.0%	8.1%	2.4%
Q28c. Attracting high quality jobs	61.4%	24.6%	12.1%	1.5%	0.4%
Q28d. Improving Downtown Perryville	22.9%	28.2%	33.6%	11.7%	3.6%
Q28e. Promoting more housing development	26.5%	26.2%	29.8%	13.8%	3.8%

Q29. Annexation. The City of Perryville is nearing its current capacity for residential growth within the city limits. To help facilitate additional growth, it has been suggested the City begin an annexation program to "grow" its city limits and increase the amount of undeveloped property. If we do this, the City would be required to deliver our traditional residential services such as trash, water and sewer. How supportive would you be of having the City begin such a program?

Q29. How supportive would you be of having City begin annexation program	Number	Percent
Very supportive	184	26.8 %
Somewhat supportive	249	36.2 %
Not supportive	94	13.7 %
Don't Know	160	23.3 %
Total	687	100.0 %

Q30. Image of City Departments. Using a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor," please rate the image of the following City Departments:

(N=687)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q30a. Perryville Police Department	25.9%	46.9%	14.6%	7.3%	2.6%	2.8%
Q30b. City Public Works Department	23.6%	50.5%	16.0%	3.6%	1.3%	4.9%
Q30c. Parks & Recreation Department	25.6%	48.6%	15.6%	2.6%	0.9%	6.7%
Q30d. City Administration	19.1%	43.2%	23.4%	4.4%	2.8%	7.1%
Q30e. Building & Code Enforcement Department	13.5%	35.4%	26.6%	7.1%	3.9%	13.4%
Q30f. Fire Department	35.8%	47.3%	8.9%	1.2%	0.3%	6.6%

WITHOUT DON'T KNOW

Q30. Image of City Departments. Using a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor," please rate the image of the following City Departments: (without "don't know")

(N=687)

	Excellent	Good	Neutral	Below Average	Poor
Q30a. Perryville Police Department	26.6%	48.2%	15.0%	7.5%	2.7%
Q30b. City Public Works Department	24.8%	53.1%	16.8%	3.8%	1.4%
Q30c. Parks & Recreation Department	27.5%	52.1%	16.7%	2.8%	0.9%
Q30d. City Administration	20.5%	46.6%	25.2%	4.7%	3.0%
Q30e. Building & Code Enforcement Department	15.6%	40.8%	30.8%	8.2%	4.5%
Q30f. Fire Department	38.3%	50.6%	9.5%	1.2%	0.3%

Q31. Overall Ratings of the City. Using a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor," please rate the City of Perryville with regard to the following:

(N=687)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q31a. As a place to live	36.4%	50.7%	7.4%	3.5%	0.7%	1.3%
Q31b. As a place to raise children	37.3%	46.9%	9.2%	3.3%	1.2%	2.2%
Q31c. As a place to work	19.5%	42.5%	18.0%	11.9%	4.1%	3.9%
Q31d. As a place to retire	28.8%	42.9%	15.4%	5.1%	3.8%	3.9%
Q31e. As a place to visit	22.7%	34.8%	23.9%	12.8%	3.3%	2.5%
Q31f. As a City that is moving in right direction	23.9%	45.0%	18.9%	5.8%	2.3%	4.1%

WITHOUT DON'T KNOW

Q31. Overall Ratings of the City. Using a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor," please rate the City of Perryville with regard to the following: (without "don't know")

(N=687)

	Excellent	Good	Neutral	Below Average	Poor
Q31a. As a place to live	36.9%	51.3%	7.5%	3.5%	0.7%
Q31b. As a place to raise children	38.1%	47.9%	9.4%	3.4%	1.2%
Q31c. As a place to work	20.3%	44.2%	18.8%	12.4%	4.2%
Q31d. As a place to retire	30.0%	44.7%	16.1%	5.3%	3.9%
Q31e. As a place to visit	23.3%	35.7%	24.5%	13.1%	3.4%
Q31f. As a City that is moving in right direction	24.9%	46.9%	19.7%	6.1%	2.4%

Q32. Approximately how many years have you lived in Perryville?

<u>Q32. How many years have you lived in Perryville</u>	<u>Number</u>	<u>Percent</u>
Less than 5 years	65	9.5 %
5-10 years	57	8.3 %
11-20 years	96	14.0 %
20+ years	459	66.8 %
Not provided	10	1.5 %
Total	687	100.0 %

Q33. How many adults age 18 and older are employed in your household?

<u>Q33. How many adults age 18+ are employed in your household</u>	<u>Number</u>	<u>Percent</u>
0	174	25.3 %
1	197	28.7 %
2	274	39.9 %
3+	42	6.1 %
Total	687	100.0 %

Q33a-d. Please indicate where each adult is employed below:

<u>Q33a. Adults</u>	<u>Number</u>	<u>Percent</u>
Within City of Perryville	565	82.2 %
Outside City of Perryville	260	37.8 %
Total	825	

Q34. Do you own or rent your home?

<u>Q34. Do you own or rent your home</u>	<u>Number</u>	<u>Percent</u>
Own	603	87.8 %
Rent	77	11.2 %
Not provided	7	1.0 %
Total	687	100.0 %

Q35. What is your age?

<u>Q35. Your age</u>	<u>Number</u>	<u>Percent</u>
Under 35 years	171	24.9 %
35-44 years	88	12.8 %
45-54 years	111	16.2 %
55-64 years	119	17.3 %
65+ years	198	28.8 %
Total	687	100.0 %

Q36. Which of the following best describes your race/ethnicity?

<u>Q36. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian/Pacific Islander	7	1.0 %
White/Caucasian	655	95.3 %
American Indian/Eskimo	4	0.6 %
Black/African American	1	0.1 %
Other	5	0.7 %
Not provided	19	2.8 %
Total	691	

Q37. What is your gender?

<u>Q37. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	325	47.3 %
Female	362	52.7 %
Total	687	100.0 %

Q38. What is your single favorite thing about living in Perryville?

- Small town feel.
- Accessibility of essentials.
- Safety/security.
- Good neighbors.
- Safety.
- Low crime.
- My dad.
- Small town feel.
- Park Center activities.
- Close to family.
- Easy access to gas, shopping. Friendly police force.
- It's home.
- Close to major cities.
- Close to relations.
- Privacy, living conditions.
- Small and safe.
- Not a lot of traffic.
- Lived here all my life.
- Close to family.
- Friendly place.
- People.
- Quiet, pretty town.
- Being close to everything.
- Quiet.
- Small town.
- Family and friends.
- Quiet.
- Park Center.
- Close to church, stores, hospital.
- Peace and quiet.
- There is usually something to do.
- Quiet.
- Friendly people.
- Friendly.
- Friendly people.
- Quiet.
- Not much crime.
- Friendly people.
- The people.
- Going to café.
- Not too much.
- Small town feel.
- Proximity of services.
- Everything you need within 5 mins.
- Community.
- People, environment.

Q38. What is your single favorite thing about living in Perryville? (cont.)

- Condition of roads.
- Low housing costs.
- Small town feel.
- Relaxed.
- Town is beautiful and peaceful.
- Safety/community.
- Small town atmosphere.
- It is a small town.
- Quiet.
- Quiet.
- Downtown events.
- Safety.
- The people.
- Friendly.
- Location and size.
- Christian community.
- Community is supportive of each other.
- Small town.
- Close to work.
- Youth programs.
- Fitness dept.
- Good friends.
- Volunteering.
- Safety.
- Taxes.
- Atmosphere.
- Friendly people.
- Friendliness.
- Nice, easy going community.
- The generosity of the people.
- Good traffic flow.
- Have always lived here.
- Close to Cape and I-55.
- Safety.
- Small town.
- People.
- People.
- Thrift stores and Wal-Mart.
- Small town feel.
- Cleanliness.
- Family is here.
- Quiet town, very low crime rate.
- Safety
- Good people live here.
- It's a great town.
- Good private school.

Q38. What is your single favorite thing about living in Perryville? (cont.)

- Good place to live.
- Great place to raise children.
- Small town living.
- Convenient.
- Low crime.
- The old buildings and houses.
- Small town.
- Clean and safe, few abandoned building.
- People.
- Beautiful town and parks.
- Parks.
- Clean.
- Convenience/safety/quaint.
- Very little traffic/crime.
- Family-friendly.
- Quiet and peaceful.
- Peaceful/grassy.
- Good community.
- Slow pace of living.
- Close to church, school.
- Small town atmosphere.
- Being near my family.
- Small town feel.
- Small town.
- People.
- It's home.
- Quiet neighborhoods to run, walk and bike.
- Family/safe.
- Availability of services/shopping.
- Size of town.
- It's home.
- Small town feeling.
- Smaller community with big city feel.
- The people.
- Amount of traffic.
- Trash and limb pickup.
- Close to work.
- It's a great place to live.
- Friendly people.
- Neighbors.
- Close to grandchildren.
- Small town living.
- Quiet/peaceful.
- Not much traffic.
- Good and caring neighbors.
- Close to I-55.

Q38. What is your single favorite thing about living in Perryville? (cont.)

- Easy to get to everything.
- Great people.
- Park Center.
- Quiet, peaceful.
- Family-friendly.
- Nice park.
- Small town feel.
- Great public schools.
- Minimal crime.
- Safety.
- The support/resources.
- Small town.
- Golf course.
- School systems.
- Close to my work.
- Quiet town.
- Still small enough.
- Small town.
- Safety.
- It is home.
- Friendly.
- Safe place to live.
- Overall appearance and jobs.
- Close to retail and public services.
- Schools.
- Hometown feeling.
- Quality of life.
- Friendly, clean.
- A city that improves.
- It is peaceful.
- Peaceful.
- Small town feel.
- Things to do.
- A safe, caring community.
- Amenities.
- Easy to get anywhere in town.
- The people.
- Availability of services
- Family
- Clean and relaxing
- Basically a nice town.
- Nice community.
- Small town, people care.
- Family.
- Low crime.
- Well-kept.

Q38. What is your single favorite thing about living in Perryville? (cont.)

- Yard waste pickup.
- Feeling safe.
- Location, family.
- Safety.
- Small town living.
- Neighbors.
- Low crime.
- Peace.
- Cleanliness, great place to raise a family.
- Guests love to visit.
- Friendly people.
- Close to I-55.
- Low crime.
- Donut shop.
- Retro atmosphere.
- Small size.
- Close to family.
- Peaceful.
- Trash pickup.
- Small town.
- Overall great people.
- Small town friendliness.
- Golf course.
- No big city congestion.
- Location.
- Community atmosphere.
- Nice people.
- Sense of community and family.
- Southern hospitality.
- Support given to people/business/events.
- Park center.
- Friendly people.
- Good neighbors.
- Close to hospital and fire house.
- Family-oriented.
- Small town.
- It is quiet.
- Churches.
- Close access, little traffic.
- No traffic congestion.
- Small town quality.
- My church.
- Small town with lots to do for families.
- No smog or air pollution.
- Family.
- Overall atmosphere.

Q38. What is your single favorite thing about living in Perryville? (cont.)

- It is a quiet, slow growing town.
- Easy shopping and medical care.
- Close to work.
- Quiet.
- Good environment for kids, safety, clean.
- It's nice size, location, clean.
- My job.
- Low crime rate.
- Sports programs.
- Small town, quiet.
- Safer than big city.
- Park center.
- Small town closeness.
- Beautiful and you feel safe.
- People.
- Look of city, parks.
- Small town.
- Quiet.
- Soccer complex.
- Small town atmosphere.
- Nice people.
- Location.
- You know most people.
- Clean and quiet.
- VFW.
- Soccer complex.
- Small.
- Safe, friendly, law abiding.
- Laid-back atmosphere.
- Community spirit.
- Neighbors.
- Rural area.
- Quiet, familiar.
- Parks, Park Center.
- Close to church.
- Downtown.
- City services.
- Safety.
- Small town atmosphere.
- Park Center.
- Safe, people willing to help.
- Family, friendly.
- Still a small town.
- The people.
- Family.
- Friends/community values.

Q38. What is your single favorite thing about living in Perryville? (cont.)

- Cleanliness.
- Peace and safety.
- Small size.
- Family.
- It is close to the interstate.
- Low maintenance/low cost renovations.
- Access to stores.
- No congestion.
- My family is here.
- Peaceful.
- Growth for children.
- Quiet.
- Small town atmosphere.
- City improving look of town.
- Safe for raising children.
- Nice quiet place.
- Sports bars.
- Park Center.
- Living near family.
- Peace and quiet.
- Calm and quiet.
- Small town living.
- Hometown people.
- Hometown feeling.
- Safety of children.
- Clean, mostly employed town.
- Caring people.
- Cost of living, looks of the city.
- People.
- Nice town.
- Good place to raise a family.
- Close to hospital and stores.
- Safety.
- Beautiful safe small town with many opportunities for all ages.
- Small town living.
- Small town feel-community.
- Small town.
- Close knit community.
- Low crime rates.
- Feeling of community.
- Availability of retail stores.
- Good churches.
- Parks/rec.
- Friendly community.
- It is peaceful.
- Size of town.

Q38. What is your single favorite thing about living in Perryville? (cont.)

- The growth of events.
- Closeness.
- Looking out for each other.
- PPC.
- Parks and recreation.
- Nice parks/playgrounds.
- Know lots of people.
- Small town living.
- Familiarity.
- Quiet.
- Close to family.
- Affordable.
- Quality town.
- Park center.
- Small town Christian values.
- Really nice streets.
- Proximity to work.
- Small town atmosphere.
- Small.
- Clean, offers just the right amount of amenities.
- Family.
- Nice town.
- Live bands in square. Frisbee golf at park.
- Close to church.
- Not a big city.
- Community.
- Safety.
- Country environment, schools.
- Family-oriented town.
- Wal-Mart.
- Easy to get around.
- Park Center.
- Hospitality.
- Library.
- Friends/community values.
- Clean and peaceful.
- Low crime rate.
- People are friendly.
- Close to family.
- Progressive minded.
- Having Ken B for mayor.
- Small town.
- Being able to get where ever I want to go quickly.
- People are friendly.
- Convenience.
- Neighbors.

Q38. What is your single favorite thing about living in Perryville? (cont.)

- Neatness, cleanliness.
- Family.
- Hometown feeling.
- Clean, quaint town.
- Senior community center.
- Parks.
- Feel free to walk anywhere.
- Wal-Mart.
- Friendliness.
- Safety.
- Shopping for quality organic food.

Q39. What is your least favorite thing about living in Perryville?

- Lots of unnecessary drama created by community leaders.
- No grocery shopping competition.
- Lack of good jobs.
- Choices in restaurants/shopping.
- Traffic speeding.
- Not much to do.
- No work here.
- Education system is bad here and the cost of insurance.
- Cliques.
- Cheaper groceries out of town.
- Drugs.
- Not enough career opportunities for people with advanced degrees.
- Medical professionals.
- Not friendly.
- The way some of the homes look, junk sitting around.
- Tax people too much.
- Lack of entertainment.
- Storm water.
- Kids walking streets at night.
- Not enough places to shop.
- Nothing to do, no good jobs.
- My neighbors.
- Medical, need more specialists.
- Dogs barking, loud trucks.
- Stop lights.
- Cannot find good employees to hire.
- Nothing to do.
- Must shop elsewhere if I don't want to go to Wal-Mart.
- No jobs, no place to shop.
- Not enough restaurants/shopping.
- Limited places to eat and shop.
- Gossip.
- Nosey, gossiping people who are ignorant of facts.
- Too much traffic.
- Not much new to do.
- Sewer tax too high during summer.
- Flooding in basement.
- No good retail stores.
- Distance from large cities.
- New trash can policy.

Q39. What is your least favorite thing about living in Perryville? (cont.)

- Racial issues.
- Need better jobs to keep people here.
- Trying to be a big city.
- Drugs.
- Distance from StL.
- Wages/benefits.
- Not enough shopping and senior housing.
- Alcohol consumption.
- Lack of grocery shopping/selection.
- Sewer water.
- Tell us what we can do at our place.
- Lack of higher paying jobs.
- Next door neighbor, weeds over 6 ft. tall.
- No respect from the young.
- Rental property upkeep. Bulk trash left on curb.
- Streets and parking.
- Dogs running at large.
- Traffic control.
- Too many minorities.
- Not enough attractions.
- Some of the neighborhoods are going downhill.
- Not enough eating places.
- High price trash pickup.
- Streets do not connect completely through town except for 61 Highway and Main.
- Summer heat.
- Clearing driveway of snow and then city pushes snow back into your driveway.
- Over run with squirrels, they ruin gardens and flowers.
- People walking streets at night.
- Not enough retail: Kohls, Applebee's, Captain D's.
- Not enough things for kids to do.
- Not much to do.
- Some new people are bad.
- Judgmental residents.
- Terrible city police.
- Neighbors.
- Not enough retail. Must travel outside.
- Appearance of rental properties.
- Clothing shopping.
- Little behind on business.
- Negative image that the bikers bring to town, plus the lack of customer service at businesses.

Q39. What is your least favorite thing about living in Perryville? (cont.)

- Very expensive.
- Racial and religious intolerance, few professional jobs with pay comparable to city.
- Schools.
- Sycamore Road.
- Food and work choices.
- Not fair how the law gives tickets to people by their social status.
- Boring.
- Lack of good restaurants.
- Everyone knows your business.
- Leave the stop lights on the square flashing red all the time.
- There are not many recreational things to do.
- Need more retail.
- Everyone knows too much about my business.
- Dogs barking constantly, trashy neighbors.
- Safety (alcohol/drugs).
- Small schools.
- Poor considerations for outsiders.
- Crime seems to be increasing.
- Nothing to do for entertainment.
- Police and public works crew smoking.
- Sink holes.
- Need more places to shop.
- Lack of shopping and restaurants.
- Roads.
- Too many illegal aliens and drugs.
- People not taking pride in their property.
- Rental properties that become flop houses with too many staying there.
- Must go out of town to shop.
- No outdoor swimming pools for kids.
- Not enough restaurants/shopping.
- Gossip.
- Not enough jobs.
- Very little to do on weekends.
- No roller hockey.
- Public works raising trash, water and sewer rates. Residents should get more with rates being charged.
- Lack of retail/restaurants.
- Dogs barking.
- Lack of retail/restaurants.
- Increased theft.
- Trailers and boats on the street.

Q39. What is your least favorite thing about living in Perryville? (cont.)

- Shopping.
- Traffic backups.
- Traffic (car and foot) at soccer park.
- Cover-up by city leaders when there is a problem with a city official or employee.
- Too much traffic and crime.
- Reputation for drug/alcohol use.
- Lack of good paying jobs.
- Meth/heroin trafficking.
- Lack of good jobs for college graduates, lack of restaurants.
- Rental property appearance.
- No enforcement of noise ordinance.
- Wal-Mart.
- More to choose from when eating out.
- Not much to do.
- Lack of fast food diversity.
- Drugs.
- Schools are too small.
- Tends to be clannish community.
- School system.
- Fast driving on side streets.
- The need for more clothing stores, better quality clothing.
- Cliquish/snooty people toward outsiders.
- Loud cars/traffic noise.
- Restaurants.
- Failure to uphold ordinances on Breeze St.
- Teens/adults/drugs.
- Drugs.
- Drugs on my street!
- Drugs.
- People not open to outsiders moving in.
- Response overkill when a call is received: sirens last forever, police or county officer and ambulance and several fire trucks. Why so many responders?
- Low wages.
- Not enough retail stores.
- Where we work.
- Not enough restaurants.
- Need clothing store.
- Not enough for teens to do.
- Location of Mary Lee and the traffic that goes with it.
- Shopping.

Q39. What is your least favorite thing about living in Perryville? (cont.)

- Winter roads.
- Public school district politics.
- Overall lack of concern in providing service by retailers.
- No shopping or restaurants.
- Very little shopping/stores.
- No code enforcement.
- Gossip.
- Drugs.
- Police dept. and the "board."
- Not enough entertainment and restaurants.
- Youth drivers.
- Prices of local goods.
- Not enough community events.
- No stores.
- No Target.
- Have to shop online.
- Growth is slow.
- Lack of commercial/business growth.
- Kids around on the streets and in parking lots.
- Noisy trucks.
- It seems there are a lot more street walkers (homeless people).
- The noise.
- Neighbors.
- Not enough stuff to do.
- It is an expensive town for what little is here.
- Not enough options.
- Not enough good restaurants.
- Not enough restaurants.
- City direction/leadership.
- Not much to do.
- Lack of clothing stores.
- No social life.
- Need more swings in the playground areas at soccer fields.
- Racial.
- Need more places to shop and eat.
- Stuck up people and low pay rate for jobs.
- No restaurants.
- Lack of entertainment.
- Everybody knows your business.
- Shopping/food.

Q39. What is your least favorite thing about living in Perryville? (cont.)

- Noise.
- Drivers speeding.
- Crime.
- More places to shop.
- Too many people doing drugs.
- DOGS.
- Gossip.
- Police department does not enforce the law.
- Lack of restaurants, retail.
- Kids riding skateboards in streets.
- Limited sidewalks/entertainment.
- Not enough high paying jobs.
- Drugs.
- Newspaper.
- Jobs don't pay well.
- Low skilled people moving in.
- Distance from St Louis.
- Booming stereos.
- Noise.
- Limited stores to purchase goods.
- Few high quality jobs.
- All the sinkholes.
- Thugs.
- We need some good family eating places, more grocery stores.
- Nepotism in administration.
- Not enough retail.
- Not much to do here.
- Not enough restaurants.
- Loud music from cars.
- Racism.
- Parts of city do not have full city services.
- Lack of good paying jobs.
- Lack of retail.
- Seems to have a drug problem.
- Everything in city administration.
- Lack of police presence, code enforcement.
- Having to pay city and county tax.
- Too many beer fests on square.
- Gossip.

Q39. What is your least favorite thing about living in Perryville? (cont.)

- Not a lot to do with the kids.
- Not enough privacy.
- Not that much to do.
- Becoming overpopulated.
- Limited activities for small children.
- Few good jobs.
- Activity for teens.
- Politics.
- Not forced to recycle.
- Need everyone to recycle.
- My nosey neighbor.
- Have to go out of town to buy or do something, drive to Cape for Lowes or Menard's.
- Lack of shopping options.
- Rumor mill.
- Horrible indoor pool.
- Drugs.
- People throwing grass clippings in street and do not clean up. People not keeping their dogs on leash; a Yorkie runs wild on 700 blk of Bruce. Rental property at 222 Church has 4 dogs.
- Major drug problem.
- Speeding, drivers running red lights, especially on the bypass.
- Not enough entertainment.
- Forever an outsider, can't get home repairs. Little interest or follow through on home repairs. When looking for a church home, not welcomed by some larger denominations.
- More restaurants and retail development.
- Politics and only succeeding on who you know.
- Illegal drugs seem to be on the rise.
- Nothing to do around here.
- Smoking allowed in restaurants.
- Not enough places for shopping/eating.
- Poor public school system.
- Traffic noise.
- Lack of diversity in recreational activities.
- I believe there are high amounts of illegal drugs and sexual crimes.
- Fast and loud traffic at Feltz Park.
- Can't make a good living.
- Park maintenance.
- Shopping.
- Traffic.
- Work being done around City Hall, having to reseed grass at taxpayers' expense.

Q39. What is your least favorite thing about living in Perryville? (cont.)

- Late night driving, loud and speeds.
- Lack of good family restaurants.
- Not enough decent paying jobs.
- Riff-raff moving in.
- More restaurants.
- Distance from big city cultural resources.
- Nowhere to shop/limited restaurants.
- Poor support of school system.
- Not outdoor swimming pool, trash littering the streets.
- Noise from traffic.
- Too much cosmetic improvement, not enough real improvement.
- No outdoor water park.
- Bike trail or shoulder to make it safer to ride.
- Lack of choices in food and retail.
- Not having enough cultural opportunities and diversity in point of view.
- No speed controls in neighborhood.
- Not enough senior activity.
- Not enough kid friendly entertainment.
- Lack of new industry.
- All the influx of low income families.
- Nothing to do with kids during the day.
- Outsiders say it's all about who you know in Perryville.
- Vehicle noise.
- Places to eat.
- High taxes.
- Neighbors with junk.
- Law enforcement.
- Lack of options for work.
- Your name in this town says it all.
- Street lighting in our neighborhood.
- Gossip.
- Nepotism in administration.
- Renters' sloppy houses.
- Street conditions.
- Destruction by teens.
- Need more businesses.
- Code enforcement.
- Drugs and alcohol.
- Not enough variety in stores.
- Low pay scale.

Q39. What is your least favorite thing about living in Perryville? (cont.)

- Need Long John Silvers.
- Not enough stop lights on 51.
- Lack of clothing stores.
- More diverse jobs/not all factory.
- How so much money is spent on ball fields for a few people instead of thousands for after ball games to pick up the trash. No one picks up, not the guys who mow. The last year youth ball team helmets have been sitting between the 2 sheds in the park all season, but they don't get ticketed.
- Lack of shopping.
- Dogs.
- Having dust all over our yard and house from a parking lot for a park. City has promised for years to fix. Councilman in our ward will not return calls. Our City Administrator places his own agenda ahead of citizens' ideas and wishes. The soccer park seems to take precedence over the city park. Frequent yard sales and vehicles parked on street don't seem to bother City Hall.
- City street.
- Money not spent on public education.
- Beer drinking culture.
- City Works department.
- Lack of retail stores and entertainment venues.
- Schools.
- Crude people.
- Cigarette butts on streets.
- How law enforcement treats people.
- Need stop signs or lights coming off Old St Mary's Road.
- Police.
- Having too many things going on at the Square.
- Variety of dining/entertainment.
- Dogs barking.

Optional Comments: If there are any other issues or suggestions you would like to make, please provide your comments below.

- Park Center is a real plus to the community. Much of the housing is becoming below living standards and too costly to live in, but don't have solution.
- Lot of tax questions were vague so hard to give answer. Park Center needs help - personnel would be a good place to start.
- New trash containers were not necessary.
- Would like to see Long John Silvers, IHOP, Waffle House.
- Safety at school, drug abuse.
- If we need 2 trash cans, we should NOT have to pay for them.
- We need a Long John Silvers.
- Need stoplight at Alma and 51 Bypass.
- Put in a stop light at Rhodes gas station by Burger King and level the street.
- I have to park in the direction of the flow of traffic. Everyone else should have to.
- If we are a business owner in town, but live out of town, we should be able to vote on city issues. We still pay city taxes.
- I think the city is doing a great job maintaining and upgrading parks for children.
- Not all streets need to be concrete with curbs. They do, however, need to be maintained. Gravel and dust are not the best solutions.
- A light installed in park on walk at 191 Janet and walk to street.
- We pay more taxes, it would be better to live out of town.
- Weeds next to my 6 foot fence and private hedge over 15 ft. tall - never groomed. Logs in yard next to my property. Gutters drain next to my property.
- The dog catcher needs to catch the dogs instead of telling people. Cops need to watch N. Waters for speeders.
- Why do the trash trucks not lift the new cans? Instead they just open them and grab the bags. What if there is loose trash, do they just leave it?
- Need more housing with garage for elderly renters.
- Senior center needs to improve parking lot to help the caregivers with the handicapped.
- City police dept. failed to do their duty. We need good dependable officers.
- I cannot stress enough how much I would like to see the code enforced stronger for how private property is maintained/mowed. This is a constant battle on my street.
- Need to be more forceful with people on cell phones and driving, using their lights when driving in stormy weather.
- I feel very strongly about having a dog park. It would be great to have a place where they can run and play freely.
- Add more non-sport programs, crafts, outdoor adventure.
- We need to get better schools, bigger schools.
- Love having curb service for trash/yard waste and leaves.
- Move recycling center closer to town.
- Police and Fire depts. Should be required to take a yearly physical test. Nobody should work as an officer or fire fighter if they are fat (30 percent body fat or more). There should also be a zero tolerance for smoking on the job. This ruins the departments' image.
- St Joseph St. way too busy. Too much drug activity. Big need for sports camps for grade school and high school. Academic camps such as science and outdoor camps with animals and bird and flowers.

Optional Comments: If there are any other issues or suggestions you would like to make, please provide your comments below (cont.)

- Traffic needs to be slowed down. Monitored.
- Blocking of traffic from some stop signs view like Blake and St Joe is blocked by shrubs and French lane to Grand stop sign is bent.
- We need to keep our image clean and moral standards high. The recent activities on the square bring people into our community who are not that image.
- Limb and stick pick-up needs improvement. Workers tend to overlook limbs and sticks placed at the curb of a dead end street.
- Alderman and mayor think that if they are elected that they have a mandate. I have been a tax payer for 40 years, not once have they asked my opinion on an issue.
- Spray grass from sides of sidewalks. Enforce hours for teens on skateboards at all hours on the streets. Give the Mayor and Police Chief a pat on the back.
- I suggest that you have a trail or sidewalk along the by-pass from St .Joseph to Wal-Mart so people don't have to walk by road. Enforce texting while driving law.
- Enforce how many dogs to 1 household. My neighbors have at least 6 - they hide them when the law comes. They also have too many people in the house (N Moulton St).
- Teens should get a reduced rate for the Park Center.
- City of corrupt police, above the law.
- Re: Q11 - this tax money should not be able to be used for either/or. This needs to focus on the infrastructure of the city. The previous Q10 states that tax would be used for improvements on the park and center. City admin should worry more about safety of citizens and less about politics. The City wants to add more but maintenance on things needs to improve on things already in the park; needs to be fixed before adding more.
- Please make people at 1026 Hume St. clean up the exterior "jungle" and disrepair of the residence. It is a haven for bugs and isn't eye appealing.
- More city events.
- Any person paying city taxes should have gas line ran to them.
- Stop lights on bypass are terrible. Need stoplight at Rand. Too many drunk drivers on roads. Enforce DUI for everyone, no special privileges.
- Sycamore Road needs fixed.
- The noise living in town is horrible. Isn't there any ordinance for loud cars, motorcycles, stereos, people who own 4 dogs that bark all day. I can't even open the windows anymore.
- Better lawn care at city park, little league fields. Improvement of refuse and bulk limb pickup. Had to call several times because items not picked up on assigned days.
- To attract young people you have to have a growing city. Entertainment, high speed internet, exercise spots, accepting people.
- I get around with a walker and am physically not able to handle the trash situation.
- Install traffic light at Alma and 51.
- There are too many trailers on Edgemont.
- No unaccompanied minors in Park Center, please!
- Farmington is getting all kinds of new stores and we get nothing.

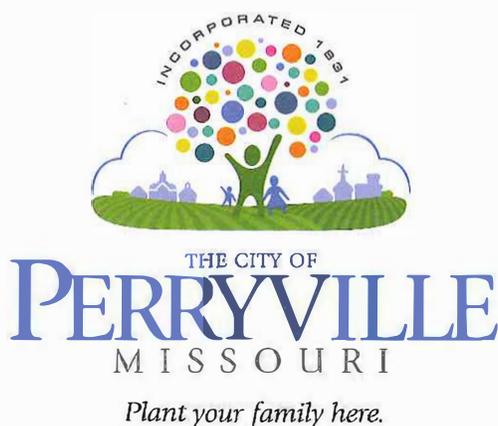
Optional Comments: If there are any other issues or suggestions you would like to make, please provide your comments below (cont.)

- Major arteries of city are in deplorable condition.
- Noise ordinance needs addressed. More restaurants/business, better jobs. More family functions.
- Let's focus on cleaning up our parks, trimming, refilling mulch at playgrounds and slowing down speeders.
- We need more starter homes (affordable).
- I think sidewalks should remain clear of garbage containers and yard waste. Sometimes those items are left for several days.
- Improve drainage on corner of Cinque Holmes Rd.
- If there is an upgrade to park equipment, it needs to be geared for older kids, 6 to 12. There are all kinds of baby play areas but not much for that age group. It stops me and my child from going to the park a lot.
- I am very concerned about district #32 being able to hold students. The town has more than doubled since I was a kid and the school is the same size.
- Increasing number of structures in state of disrepair, which creates a draw of lower class individuals to rent and live within these.
- More street lights on Richaret St. since the trees are so big. Also lights in back yards.
- In the Army, you are not allowed to have any gas or fire within 50 ft. but you are allowed to have a fire pit within 15 ft. of a vehicle.
- I believe a major push is needed to attempt to reduce the drug problem in town. I don't think we are taking this issue seriously. I'm talking about pills, meth, heroin, etc.
- I feel all outside wood furnaces should be banned inside the city limit whether or not they were grandfathered in before the ordinance was made.
- It should be a law that everyone has to keep their property maintained. Their trash should be picked up. Also, grass should be mowed.
- Yard waste service can be done more efficiently during off peak hours, instead of trucks just driving around. If we are now paying for recycling, shouldn't our trash bill be less because of savings?
- Have higher paying jobs, people can't live on minimum wage.
- It sure looks good around City Hall and downtown, but just a few blocks away, no maintenance, trimming, killing weeds on city sidewalks.
- The noise ordinance signs are a joke. I don't appreciate the late night cruise noise during the city's cruise in.
- Would like to see a 24-hour gym at the PC.
- Would like to see more trees in the city, and more walking trails.
- We need restaurants with 24-hour availability; Huddle House, Denny's, Waffle House.
- City is well managed.
- Why free memberships to parks for employees of city/county? Why city employees allowed to smoke on the job? Looks bad.
- No prior notifications given on sewer/water pipe shut-downs.
- Recycle closed bin to set out to keep dry, like trash can program.
- Wish the parks would fix broken equipment.

Optional Comments: If there are any other issues or suggestions you would like to make, please provide your comments below (cont.)

- We need more jobs for all ages, with a range of part time to full time. I see a lot of people who cannot work 40 hours a week but still have skills and a desire to contribute.
- Maintenance at Park Center who know how to fix and repair, not just how to drink coffee and talk.
- This trash can situation was not communicated to public. No letter of info or opinion on the change. Where was the taxpayer communication on this issue?
- Do not allow trash containers to remain on sidewalk or at curbs after pickup. Many remain there 24/7. Fix it, please. Also loud motorcycles should not be allowed. No enforcement is done.
- Enforce the noise ordinance on all vehicles. Enforce speed limits on city streets.
- Community center - would be nice to see more outreach programs for young adults, not just seniors.
- Only store is Wal-Mart. No clothing or shoe stores. Too many hamburger joints.
- More affordable housing for seniors that is not income-restricted. Would like to have 1 or 2 times a year when bulk trash could be picked up without a fee.
- Need big and better restaurants.
- We would really appreciate street lights.
- Some street signs are twisted to where it is difficult to see/read or know which direction they are indicating.
- The City Administrator and staff are doing an excellent job.
- I would love to see indoor sports like soccer in the winter. Would also like the Park Center pool to have a retractable roof.
- Events on the square, too much drinking. Should be cleaned up afterwards, not left for several days.
- Don't think that planning and zoning members are qualified.
- Perry Park Center staff not very nice. Lady with bad attitude; she couldn't work at City Hall so they moved her to center. Hope she retires soon.
- Need to eliminate fees for use of pavilions at the park. Our taxes pay for our park.
- Go walking every weekend. I walk by houses with beer cans & trash and junk furniture all over the yard. Also, something needs to be done about people piling stuff up on the sidewalks. I have a baby stroller and I am sick and tired of having to step out on the street because I can't use the sidewalk. To sum it up, my main concern is people speeding on Edgemont. Someone is gonna get hurt really bad if not worse. Maybe harsher fines. Thanks for your time.

Section 5:
Survey Instrument



September 1, 2015

Dear Citizen of Perryville,

The Mayor, Board of Aldermen and City staff need your help. This is our *second* community-wide survey and it will be used to help us make critical decisions, decisions that will affect you and your family for many years to come. In 2010, a similar survey helped the City resolve issues such as trash service, park deficiencies, and technological weaknesses. This survey promises to do more of the same by asking questions about things like sidewalks, code enforcement, sewer plant upgrades, park center maintenance, and utility rates. It will also help us develop our first Park and Recreation Master Plan.

We appreciate your time. Every household in Perryville will receive one survey to be answered as a family unit. We realize this survey takes some time to complete, but every question is important. The time you invest in this survey, estimated at about 15 minutes, will influence dozens of decisions that will be made about your City's future. Your responses will also allow City leaders to identify and address many of the opportunities and challenges you believe are facing our community.

Please return your survey using the enclosed postage-paid envelope (ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061) sometime during the next week. Please know your responses will remain confidential and will not be known to City leaders.

If you have any questions about this process, please call City Hall at 547-2594. Thanks for taking the time to make our city the best it can be. We can't do it without you.

Sincerely,

A handwritten signature in blue ink that reads "Ken Baer".

Ken Baer
Mayor



2015 Perryville Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to identify ways to improve the quality of city services. If you have questions, please contact Tracy Prost at City Hall, (573)-547-2594.

1. Major categories of services provided by the City of Perryville are listed below. Please rate each item on a scale of 5 to 1 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>
A.	Quality of police service	5	4	3	2	1	9
B.	Quality of fire service	5	4	3	2	1	9
C.	Quality of City parks and facilities	5	4	3	2	1	9
D.	Quality of City recreational programs	5	4	3	2	1	9
E.	Maintenance of City streets and infrastructure	5	4	3	2	1	9
F.	Enforcement of City codes and ordinances	5	4	3	2	1	9
G.	Quality of customer service you receive from City employees	5	4	3	2	1	9
H.	Effectiveness of City communication with the public	5	4	3	2	1	9
I.	Management of traffic flow on City streets	5	4	3	2	1	9
J.	Management of stormwater runoff	5	4	3	2	1	9

2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next two years? [Write in the letters below using the letters from the list in Question #1 above, or circle NONE.]

1st. _____ 2nd. _____ 3rd. _____ NONE

3. Items that may influence your perception of the City of Perryville are listed below. Please rate each item on a scale of 5 to 1 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>
A.	Overall quality of services provided by the City	5	4	3	2	1	9
B.	Appearance/visual attractiveness of the City	5	4	3	2	1	9
C.	Image of the City	5	4	3	2	1	9
D.	How well the City is managing growth	5	4	3	2	1	9
E.	Quality of life in the City	5	4	3	2	1	9
F.	Feeling of safety in the City	5	4	3	2	1	9
G.	Quality of Downtown Perryville	5	4	3	2	1	9
H.	Value you receive for your City taxes and fees	5	4	3	2	1	9

4. **Public Safety.** Using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items:

<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>
A.	City efforts to prevent crime	5	4	3	2	1	9
B.	Enforcement of local traffic laws	5	4	3	2	1	9
C.	How quickly police respond to emergencies	5	4	3	2	1	9
D.	How quickly fire personnel respond to emergencies	5	4	3	2	1	9

16. The City hopes to budget money each year to add sidewalks to the transportation system. The goal is to increase the interconnectivity of neighborhood sidewalks with the eventual goal of having connected sidewalks throughout town. It is expected the City will pay 100% of these costs. Do you agree with this goal?

- (1) Yes
- (2) No
- (3) Not Sure

17. **Communication.** Using a scale of 5 to 1, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” please rate your satisfaction with each of the following items:

<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>
A.	The availability of information about City programs and services	5	4	3	2	1	9
B.	City efforts to keep you informed about local issues	5	4	3	2	1	9

18. Which of the following do you use to get information about the City of Perryville? (Check all that apply.)

- (01) City website
- (02) Local Newspaper
- (03) City Newsletter
- (04) Phone call to the City
- (05) City Twitter
- (06) City text blaster
- (07) City Facebook
- (08) Local radio
- (09) Television news
- (10) Other social networking sites
- (11) Other: _____

19. **City Utility Services.** Using a scale of 5 to 1, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” please rate your satisfaction with each of the following items:

<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>
A.	City gas service	5	4	3	2	1	9
B.	City water service	5	4	3	2	1	9
C.	City sewer service	5	4	3	2	1	9

20. The City last increased water rates in 2002, sewer rates in 2005, and trash rates in 2012. At some point, rate increases will again be necessary. Going forward, would you prefer the City to implement smaller increases on a more frequent basis or larger increases on a less frequent basis?

- (1) Smaller rate increases done more frequently
- (2) Larger rates increases done less frequently
- (3) No preference

21. The City's sewer plant dates back to 1977 and the City is facing a substantial investment of \$12-20 million to modernize the plant in an effort to simply comply with increasing state and federal regulations. The City is currently evaluating its options for continued compliance through the engineering firm Donohue and Associates. The solution will undoubtedly require additional revenue and support from the users. Would you rather the city:

- (1) Ask the voters to approve a revenue bond which would be paid for by significantly increasing sewer rates.
- (2) Ask the voters to approve a bond issue when the water plant's bond is paid off which would essentially extend the 3/8 cent sales tax that was used to pay for the water plant (the current sales tax levy would stay the same but the revenue would now be used to pay for the sewer plant upgrades instead of the water plant's construction loan).

22. **Code Enforcement:** Using a scale of 5 to 1, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” please rate your satisfaction with each of the following items:

How Satisfied are you with:		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Enforcing the cleanup of junk and debris on private property	5	4	3	2	1	9
B.	Enforcing the mowing and cutting of weeds and grass on private property	5	4	3	2	1	9
C.	Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
D.	Enforcing the exterior maintenance of commercial property	5	4	3	2	1	9
E.	Enforcing sign regulations	5	4	3	2	1	9
F.	Quality of animal control	5	4	3	2	1	9

23. Which of the following BEST describes how you think the level of code enforcement by the City of Perryville Should change?

- (1) The City should INCREASE enforcement and issue more citations to violators
 (2) The City’s level of code enforcement should stay about the same
 (3) The City should REDUCE enforcement and issue fewer citations to violators
 (4) Don’t know

24. **Refuse Services.** Using a scale of 5 to 1, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” please rate your satisfaction with each of the following items:

How Satisfied are you with:		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Residential trash service	5	4	3	2	1	9
B.	Curbside recycling services	5	4	3	2	1	9
C.	Bulk item pick up	5	4	3	2	1	9
D.	Yardwaste service (grass clippings & limbs)	5	4	3	2	1	9
E.	Leaf removal	5	4	3	2	1	9

25. Do you currently recycle?

- (1) Yes [Answer Question #25a.]
 (2) No [Go to Question #26.]

25a. Would you continue to recycle if you had to take your recyclable materials to a drop-off recycling center instead of having it picked up at your curb? (Check one)

- (1) Yes (2) No

26. Have you contacted the City of Perryville during the past year?

- (1) Yes [Answer Question #26a-f.]
 (2) No [Go to Question #27.]

26a. Which City department did you contact most recently? (Check one)

- | | |
|---|--|
| <input type="checkbox"/> (1) Police | <input type="checkbox"/> (6) Building and Code Enforcement |
| <input type="checkbox"/> (2) Fire | <input type="checkbox"/> (7) Public Works (streets, recycling) |
| <input type="checkbox"/> (3) Parks and Recreation | <input type="checkbox"/> (8) Water/sewer |
| <input type="checkbox"/> (4) City Administration | <input type="checkbox"/> (9) Other: _____ |
| <input type="checkbox"/> (5) Utility Billing | |

26b-f. [Only if “YES” to Question #26.] Using a 5-point scale where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” please rate your satisfaction with the employees in the City Department you contacted most recently (in #26a) with regard to the following:

How Satisfied are you with:		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
B.	How easy they were to contact	5	4	3	2	1	9
C.	The way you were treated	5	4	3	2	1	9
D.	The accuracy of the information you were given	5	4	3	2	1	9
E.	How quickly City staff responded to your request	5	4	3	2	1	9
F.	How well your issue was resolved	5	4	3	2	1	9

27. **Smoking Ban.** How supportive would you be of having the City of Perryville adopt an ordinance that would ban smoking in public places, such as restaurants?
 ___ (1) Very supportive
 ___ (2) Somewhat supportive
 ___ (3) Not supportive
 ___ (9) Don't know

28. **Economic Development.** Please indicate how important each of the following types of economic development should be when planning the City's future using a scale from 5 to 1, where 5 is "Extremely Important" and 1 is "Not Important."

Type of Development		<i>Extremely Important</i>	<i>Very Important</i>	<i>Important</i>	<i>Less Important</i>	<i>Not Important</i>
A.	Adding restaurants	5	4	3	2	1
B.	Promoting more retail development	5	4	3	2	1
C.	Attracting high quality jobs	5	4	3	2	1
D.	Improving downtown Perryville	5	4	3	2	1
E.	Promoting more housing development	5	4	3	2	1

29. **Annexation.** The City of Perryville is nearing its current capacity for residential growth within the city limits. To help facilitate additional growth, it has been suggested the City begin an annexation program to “grow” its city limits and increase the amount of undeveloped property. If we do this, the City would be required to deliver our traditional residential services such as trash, water and sewer. How supportive would you be of having the City begin such a program?
 ___ (1) Very supportive
 ___ (2) Somewhat supportive
 ___ (3) Not supportive
 ___ (9) Don't know

30. **Image of City Departments.** Using a scale of 5 to 1 where 5 means “Excellent” and 1 means “Poor,” please rate the image of the following City Departments:

How would you rate the image of the following City of Perryville Departments:		<i>Excellent</i>	<i>Good</i>	<i>Neutral</i>	<i>Below Average</i>	<i>Poor</i>	<i>Don't Know</i>
A.	Perryville Police Department	5	4	3	2	1	9
B.	City Public Works Department	5	4	3	2	1	9
C.	Parks & Recreation Department	5	4	3	2	1	9
D.	City Administration	5	4	3	2	1	9
E.	Building and Code Enforcement Department	5	4	3	2	1	9
F.	Fire Department	5	4	3	2	1	9

31. **Overall Ratings of the City.** Using a scale of 5 to 1 where 5 means "Excellent" and 1 means "Poor," please rate the City of Perryville with regard to the following:

How would you rate the City of Perryville:		<i>Excellent</i>	<i>Good</i>	<i>Neutral</i>	<i>Below Average</i>	<i>Poor</i>	<i>Don't Know</i>
A.	As a place to live	5	4	3	2	1	9
B.	As a place to raise children	5	4	3	2	1	9
C.	As a place to work	5	4	3	2	1	9
D.	As a place to retire	5	4	3	2	1	9
E.	As a place to visit	5	4	3	2	1	9
F.	As a City that is moving in the right direction	5	4	3	2	1	9

32. **Approximately how many years have you lived in Perryville?**

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

33. **How many adults age 18 and older are employed in your household?** _____ adults

If at least 1 person in your household is employed

33a-d. Please indicate where each adult is employed below (If more than 4 people are employed, list the 4 oldest people.):

- (A) **Adult #1:** (1) Within City of Perryville (2) Outside the City of Perryville
 (B) **Adult #2:** (1) Within City of Perryville (2) Outside the City of Perryville
 (C) **Adult #3:** (1) Within City of Perryville (2) Outside the City of Perryville
 (D) **Adult #4:** (1) Within City of Perryville (2) Outside the City of Perryville

34. **Do you own or rent your home?**

- (1) Own (2) Rent

35. **What is your age?** _____ years

36. **Which of the following best describes your race/ethnicity?** (Check all that apply.)

- (1) Asian/Pacific Islander (4) Black/African American
 (2) White/Caucasian (5) Hispanic/Latino/Spanish
 (3) American Indian/Eskimo (6) Other: _____

37. **What is your gender?**

- (1) Male (2) Female

38. **What is your single favorite thing about living in Perryville?** _____

39. **What is your least favorite thing about living in Perryville?** _____

[Optional Comments] If there are any other issues or suggestions you would like to make, please provide your comments in the space listed below. [You may attach additional sheets if necessary.]

This concludes the survey. Thank you for your time!

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

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