



Perryville
2010 Community Survey

Final Report

Submitted to

City of Perryville, Missouri

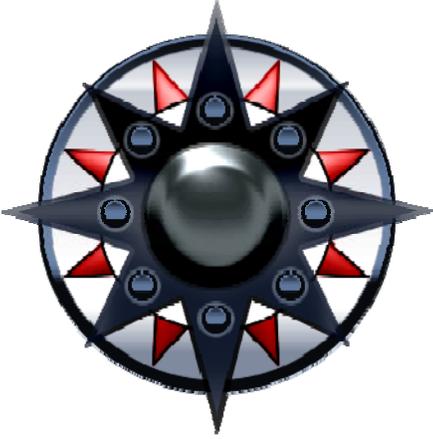


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2010 DirectionFinder® Survey

Executive Summary Report

Overview and Methodology

During October 2010, 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.

The survey and a postage-paid return envelope were mailed to 3,117 households in the City of Perryville. Of the households that received the survey, 834 returned the survey by mail and 257 completed the survey by phone for a total of 1,091 completed surveys. The results for the random sample of 1,091 households have a 95% level of confidence with a precision of at least +/- 3%. There were no statistically significant differences in the results of the survey based on the method of administration (phone vs. mail).

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 shows how the survey results compare to the U.S. national average
- importance-satisfaction analysis
- GIS maps that shows the results of selected questions on the survey on maps of the City
- tabular data for all questions on the survey
- a copy of the survey instrument



How Perryville Compares to Other Communities

Overall Satisfaction with City Services in Perryville is Significantly Higher than Other Cities. The City of Perryville is setting the standard with regard to the overall quality of City services. 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 City services compared to a national average of just 57%. ***Overall satisfaction with city services in the City of Perryville rated in the top 10% of more than 200 communities that have participated in ETC Institute's DirectionFinder® Survey.*** Among 56 areas that were assessed on the survey, the City Perryville rated above the national average in 49 areas. Among the 7 areas that rated below the national average, none of the areas rated more than 5% below the national average and most of the differences were not statistically significant.

Residents in Perryville are Significantly More Likely to Think that They Receive Good Value for Their City Taxes than Residents in Other Communities. Fifty-four percent (54%) of the residents surveyed in the City of Perryville were satisfied (ratings of 4 or 5 on a 5-point scale) with the overall value they receive for their city taxes/fees compared to a national average of just 45%.

The City of Perryville is setting the standard for the quality of customer service provided by city employees. Eighty-one percent (81%) 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 compared to a national average of just 56%.

Section 2 of this report shows how the results for the City of Perryville compared to the national average for 56 items that were assessed in this survey.

Major Findings

Residents were generally satisfied with the overall quality of life in Perryville. Based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, seventy-seven percent (77%) of residents were satisfied with the overall quality of life in the City, 19% were neutral and only 5% were “dissatisfied.” (does not equal 100% due to rounding)



Overall Quality of City Services. 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, 15% were neutral and 2% were dissatisfied.

Overall Satisfaction with City Services. The City services with the highest levels of satisfaction were: fire services (91%), quality of parks and facilities (85%), and police services (82%). Residents were least satisfied with the enforcement of city codes and ordinances (55%).

Overall Priorities. The top three services that residents felt were most important for the City to provide were: 1) maintenance of streets/infrastructure, 2) stormwater runoff and 3) enforcement of codes and ordinances.

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 walking/biking trails (86%), Bank of Missouri Soccer Complex (86%), City Park (85%) and the overall quality of city parks (83%). The parks and recreation services that residents were least satisfied with was the restrooms at city parks (38%).

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 (84%), condition of streets in resident neighborhoods (82%), and the condition of street signs/traffic signals (82%). The maintenance services that residents were least satisfied with was the cleanliness of stormwater drains/creeks in neighborhoods (61%).

Maintenance services that residents thought were most important for the City to emphasize over the next two years. The top three maintenance services that residents thought should be emphasized over the next two years were: 1) cleanliness of stormwater drains/creeks in neighborhoods, 2) adequacy of street lighting and 3) cleanliness of city streets/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 the residential trash service (92%), yardwaste services (85%), and leaf removal (84%). The refuse services that residents were least satisfied with was bulky item pickup (77%).

Recycling. Sixty-one percent (61%) of residents reported that they currently recycle. The sixty-one percent that currently recycle, where asked if they would continue to recycle if they had to take their recyclables to a drop off center instead of having it picked up at the curb, 39% reported they would continue to recycle, 58% said they would not continue to recycle and 3% didn't know.

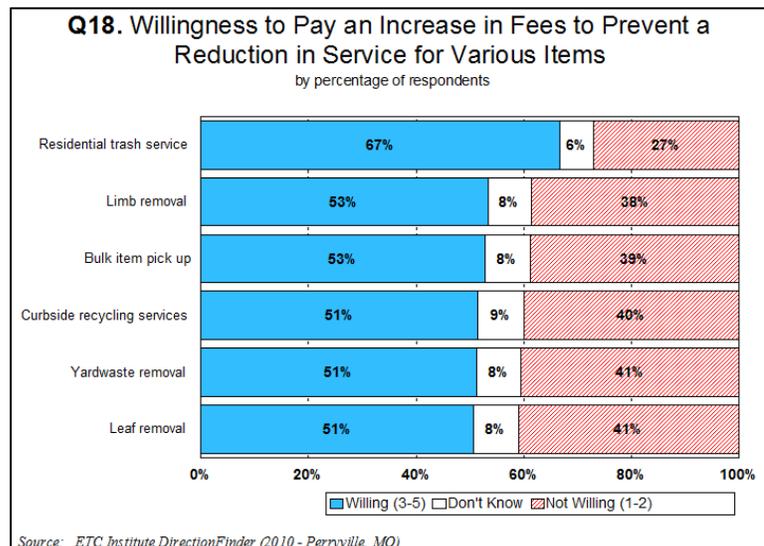


Sources of Information. The sources that residents used most often to get information about the City of Perryville were: 1) local newspaper (84%), 2) local radio (38%) and 3) television news (36%).

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 (89%) and the way they were treated (84%). The customer service ratings for the City of Perryville rated 15% or more above the national average in all areas that were assessed.

Willingness of Residents to Pay an Increase in Fees to Avoid Reductions in Current Service Levels. A majority of the residents surveyed indicated that they would be willing to pay an increase in fees to avoid reductions in service levels for refuse services. Residents were most willing to pay an increase in fees to avoid reductions in residential trash service.

Since residents do not typically want to pay an increase in fees for any service, the results of the survey suggest that the City of Perryville should at least consider a fee increase to keep refuse service levels the same, particularly for residential trash service.



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 (94%), promoting more retail development (84%) and improving downtown Perryville (79%).

Support for a Smoking Ban in Public Places. The results of the survey show that residents in the City of Perryville strongly support a ban on smoking in public places. Nearly three-fourths (72%) of those surveyed were “very supportive” (60%) or “somewhat supportive” (12%) of the ban. About one-fourth of those surveyed (24%) were not supportive, and 4% did not have an opinion.



Support for Annexation. The results of the survey show that residents in the City of Perryville support a proposal to have the City begin an annexation program to “grow” its city limits and increase the amount of undeveloped property. Nearly two-thirds (65%) of those surveyed were “very supportive” (24%) or “somewhat supportive” (41%) of the annexation program. About one-in-seven residents (14%) were not supportive, and 21% did not have an opinion.

Support for New Interchanges on I-55. The results of the survey show that residents support the development of new interchanges on I-55 at both locations that were assessed on the survey.

- Intersection of B & K Road: Nearly two-thirds (65%) of those surveyed supported the development of a new interchange at the intersection of B & K Road. About one-fourth of those surveyed (27%) were not supportive, and 7% did not have an opinion (note: the total does not equal 100% due to rounding).
- T Road (near Eagle’s club): Sixty percent (60%) of those surveyed supported the development of a new interchange at the intersection of T Road (near Eagle’s club). One-third of those surveyed (33%) were not supportive, and 8% did not have an opinion (note: the total does not equal 100% due to rounding).

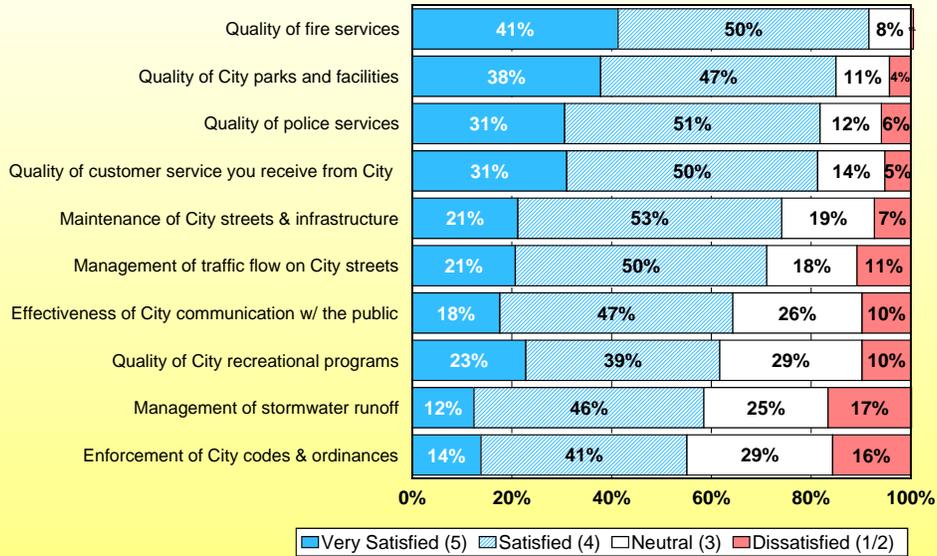
Other Findings

- Ninety-one percent (91%) of residents, who had an opinion, rated the City of Perryville as either an “excellent” or “good” place to live.
- 32% of residents reported that the usage fees at the City’s Park Center were “too high”, 37% thought the usage fees were “about right”, 1% thought the fees were too low and 30% did not know.

Section 1:
Charts and Graphs

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

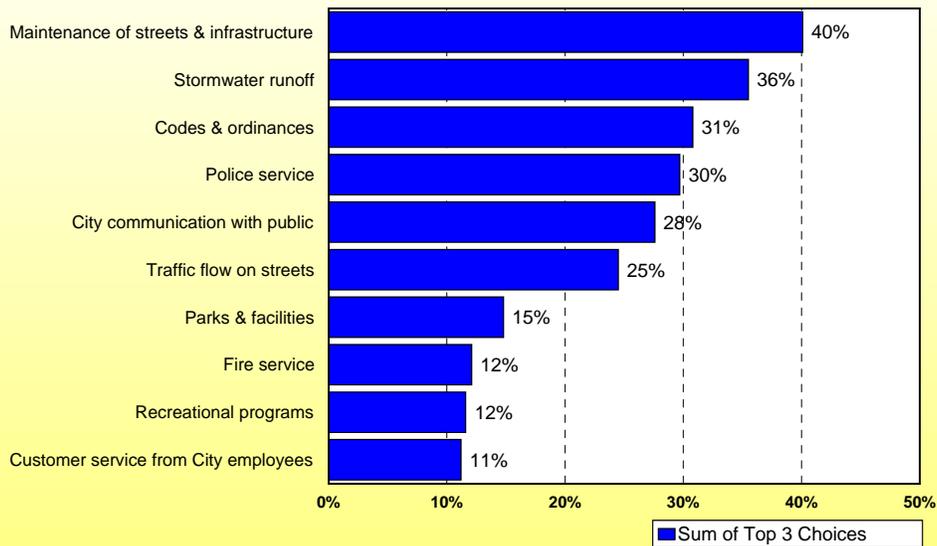
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

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

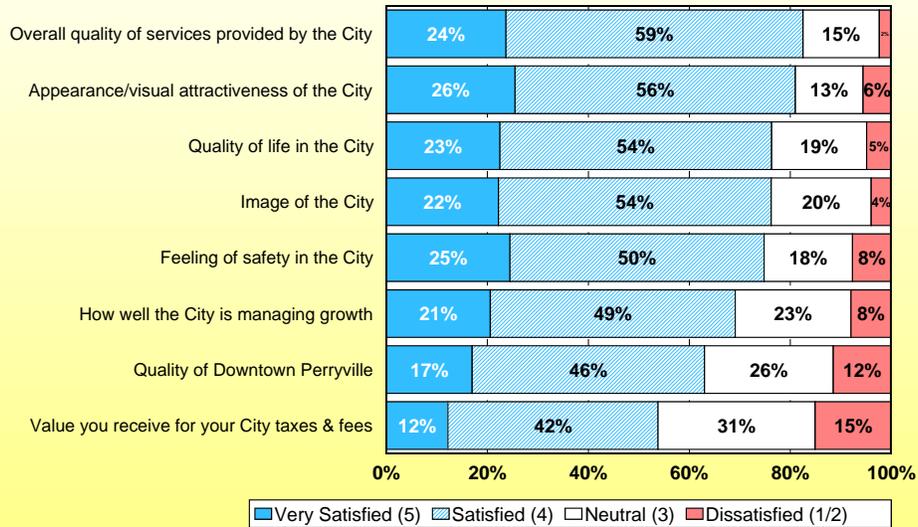
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

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

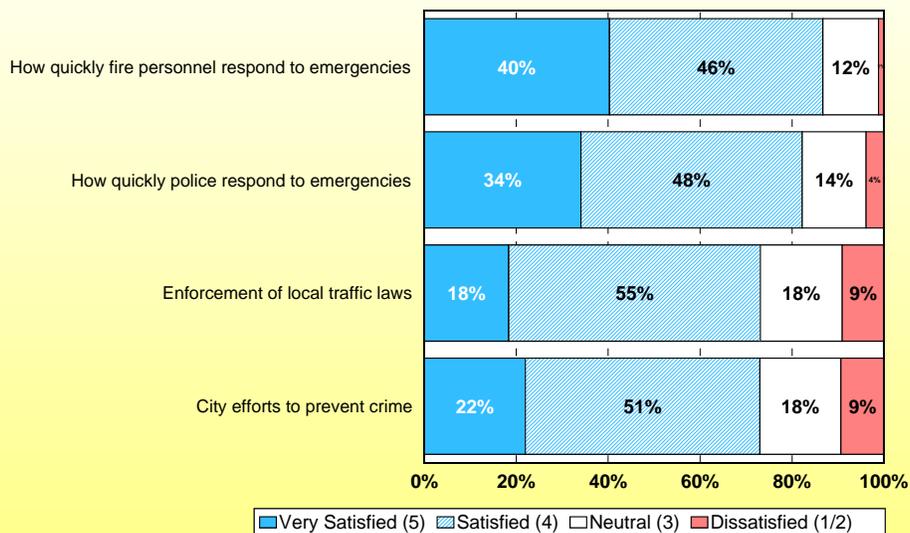
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

Q4. Satisfaction with Public Safety Services

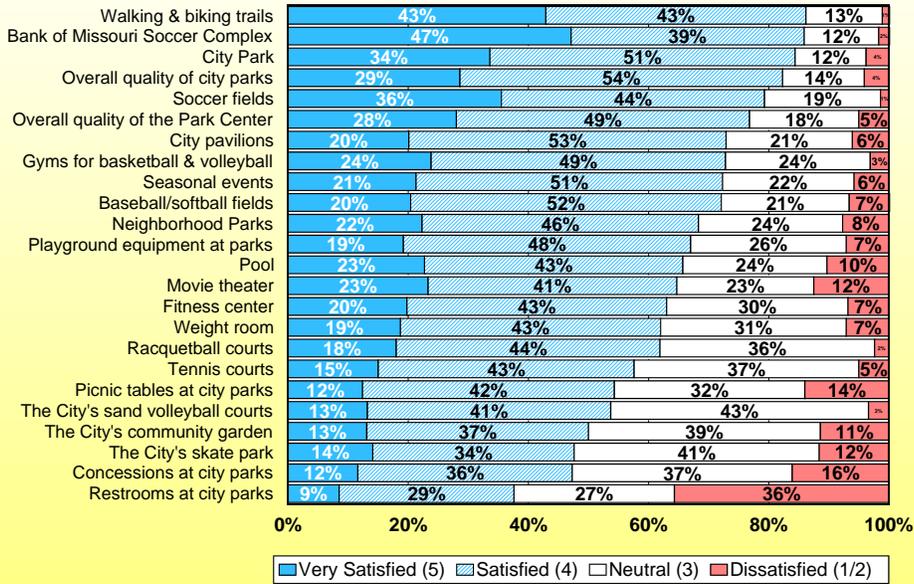
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

Q5. Satisfaction With Parks and Recreation Services

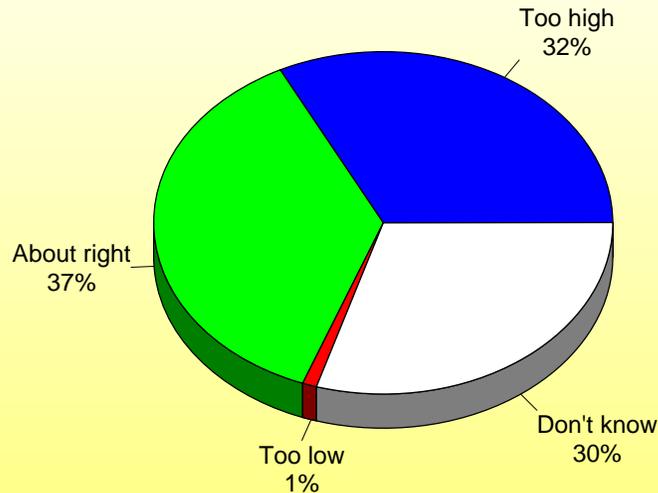
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

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

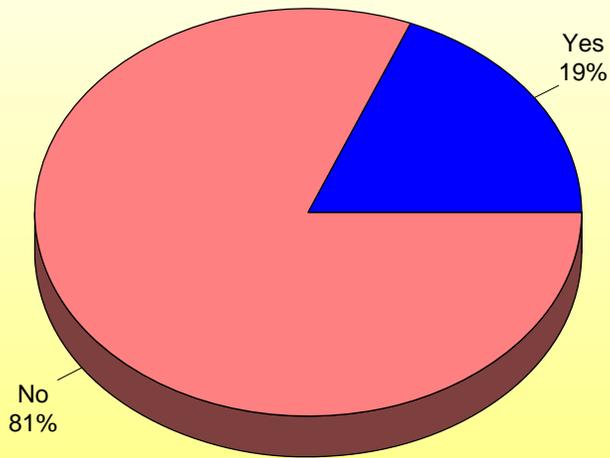
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

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

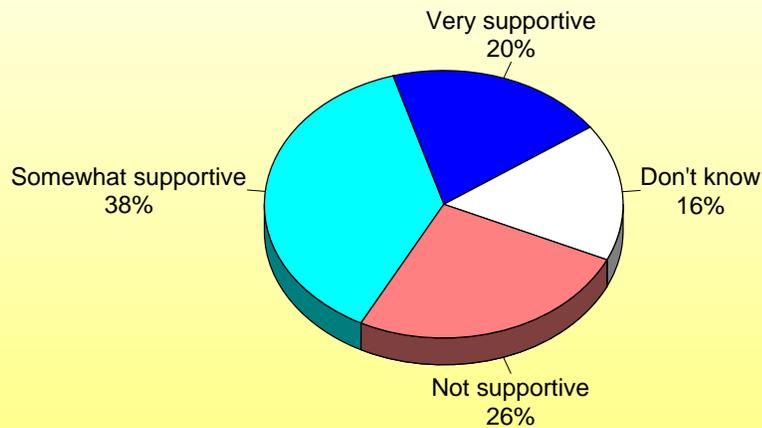
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

Q9. How Supportive Would You Be of Having the City of Perryville Adopt a Municipal Storm Water/Parks Sales Tax?

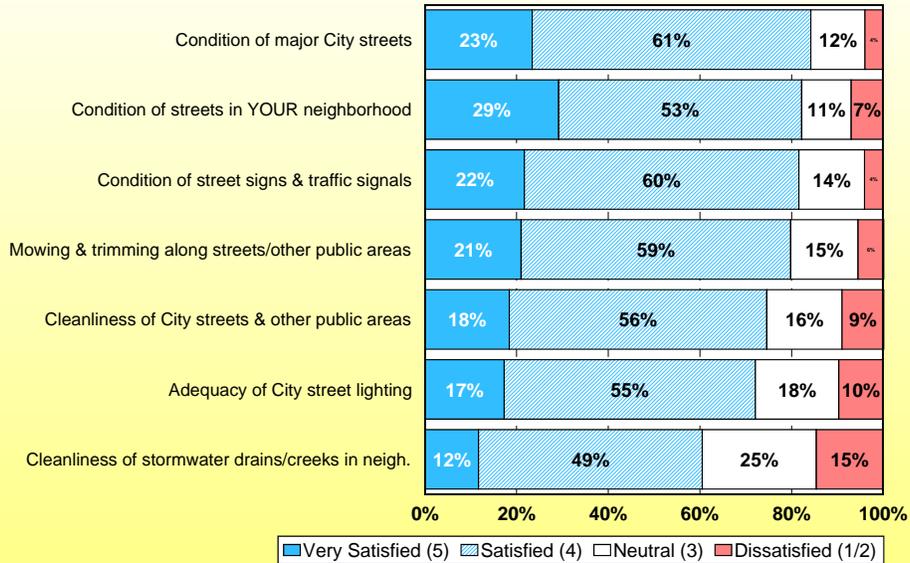
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

Q10. Satisfaction with Maintenance Services

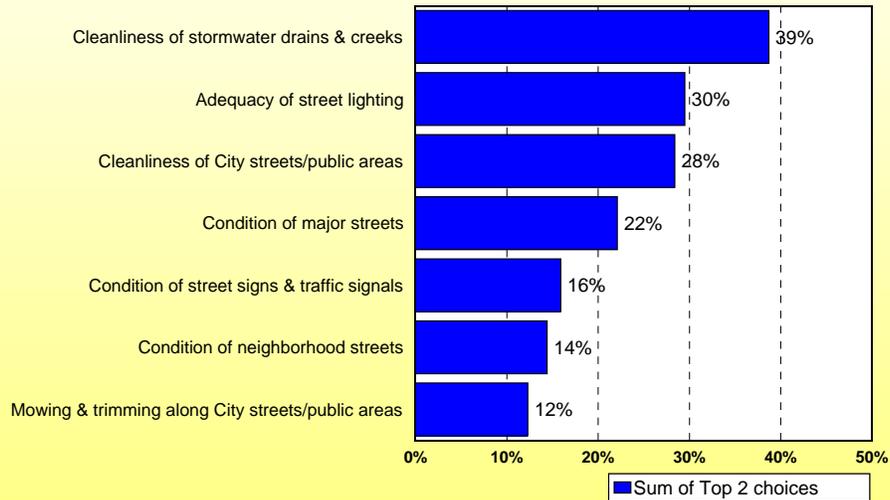
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

Q11. Maintenance Services That Residents Think Should Receive the Most Emphasis from City Leaders Over the Next Two Years

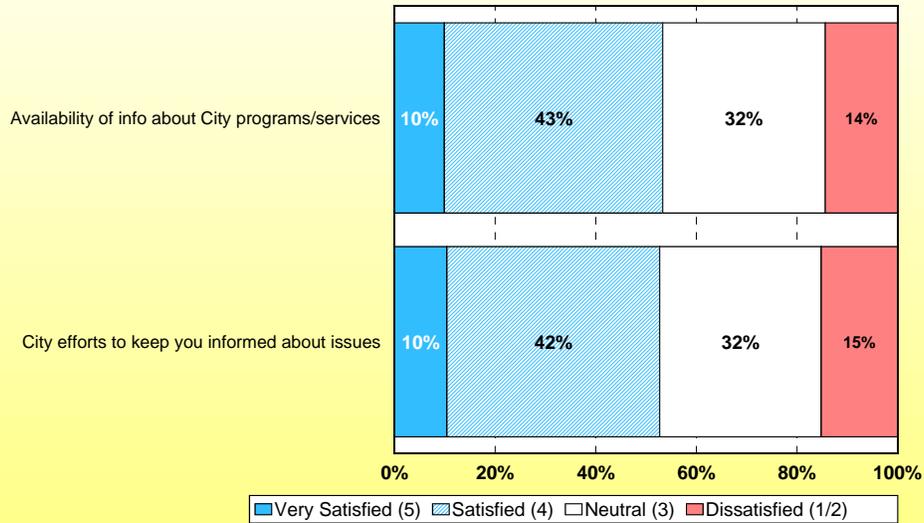
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

Q12. Satisfaction with City Communication

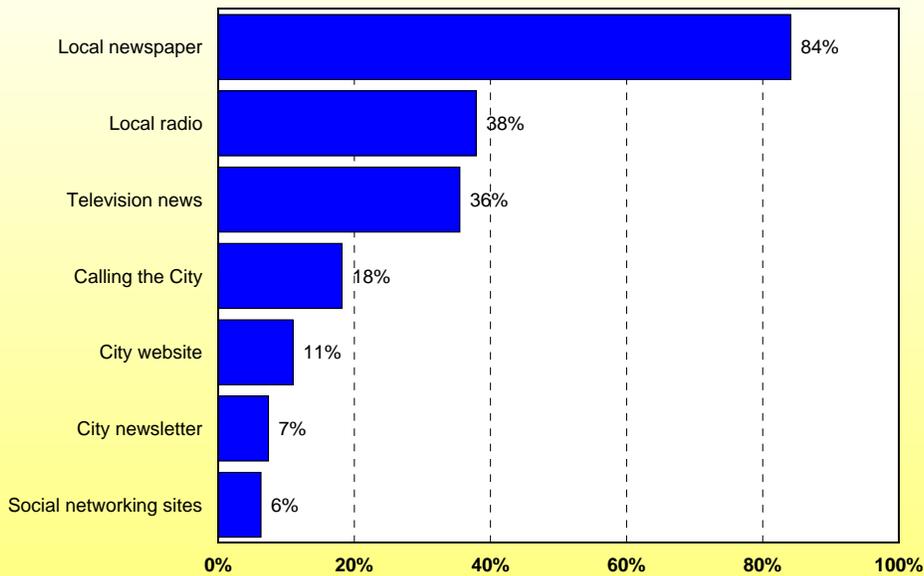
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

Q13. Which of the Following Do You Use to Get Information About the City of Perryville?

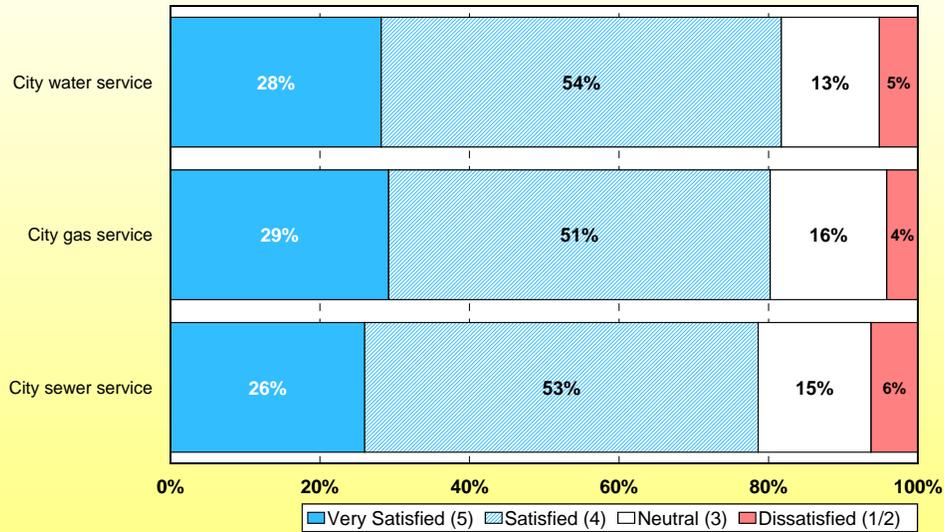
by percentage of respondents (multiple responses allowed)



Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

Q14. Satisfaction with City Utility Services

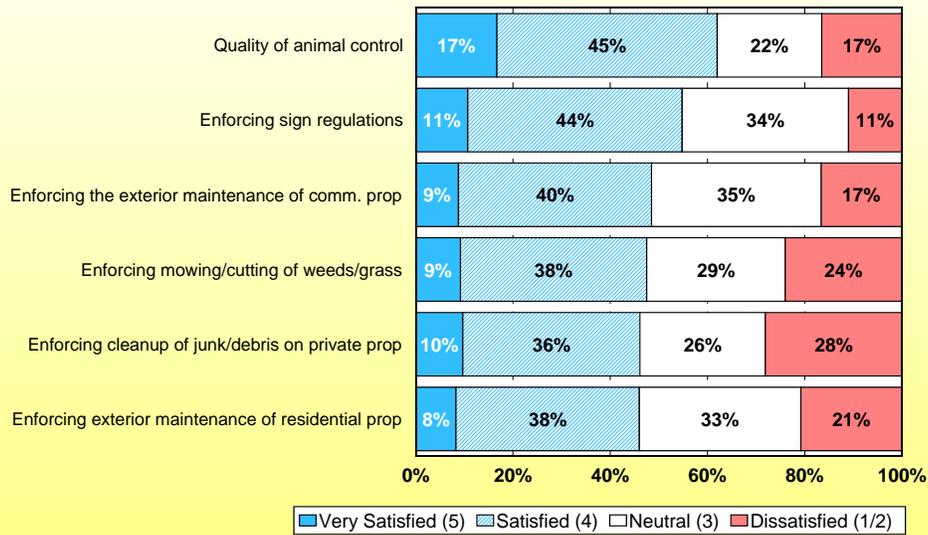
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

Q15. Satisfaction With Code Enforcement Services

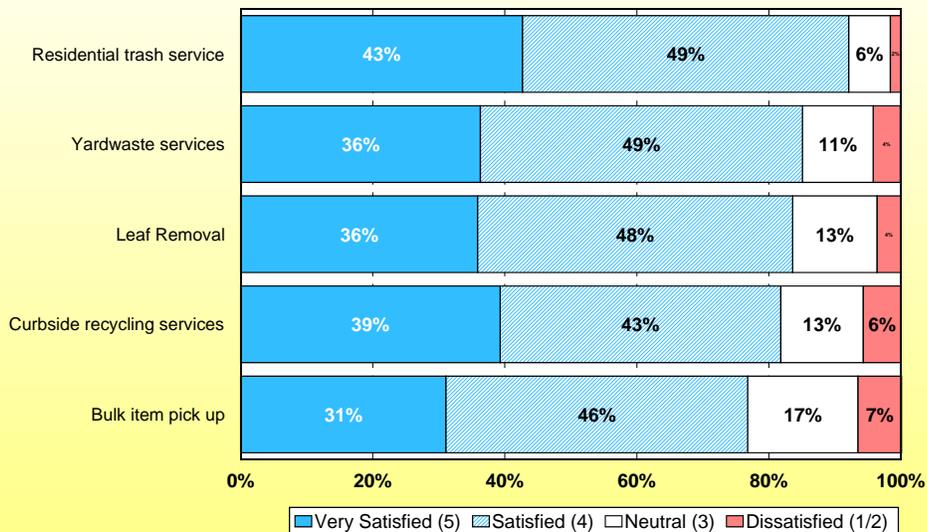
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

Q16. Satisfaction With Refuse Services

by percentage of respondents (excluding don't knows)

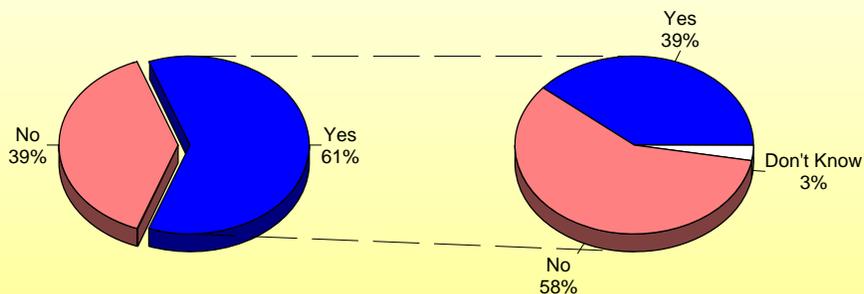


Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

Q17. Do You Currently Recycle?

by percentage of respondents

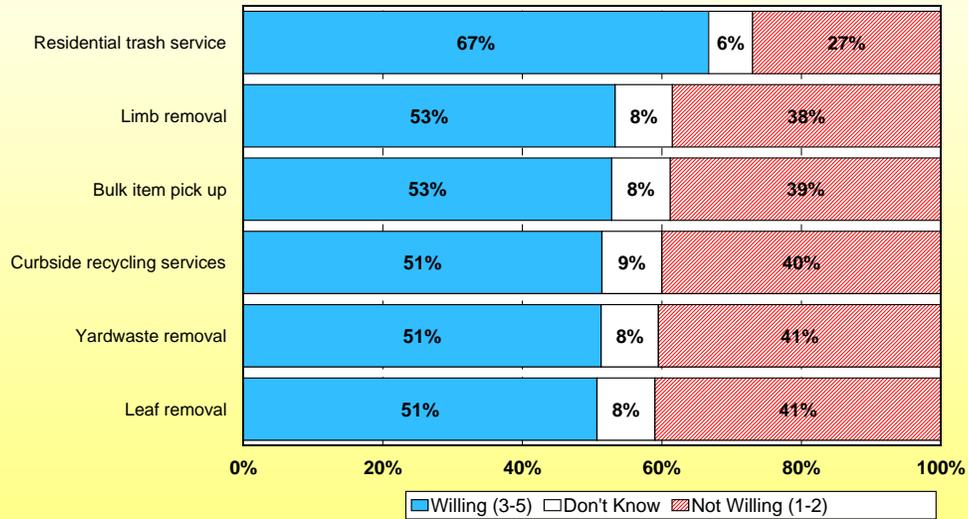
Q17a. Would you continue to recycle if you had to take your recyclable materials to a drop-off recycling center instead of having it picked up at your curb?



Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

Q18. Willingness to Pay an Increase in Fees to Prevent a Reduction in Service for Various Items

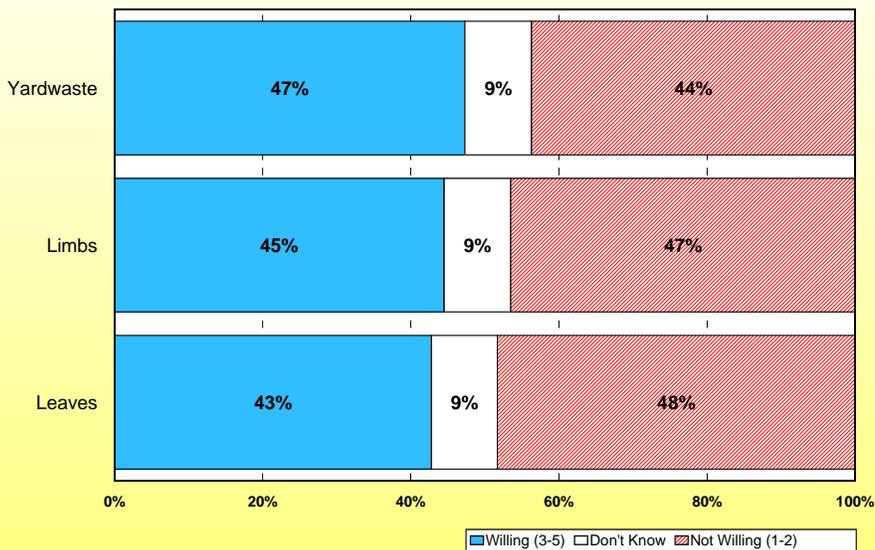
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

Q19. Willingness to Deliver Various Items to a Central Drop-off Location to Avoid Rate Increases

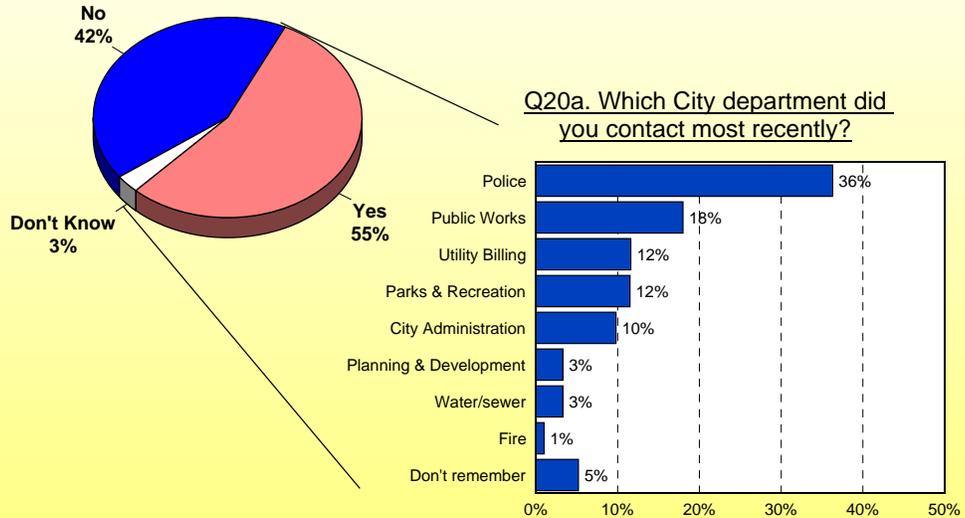
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

Q20. Have You Contacted the City of Perryville During the Past Year?

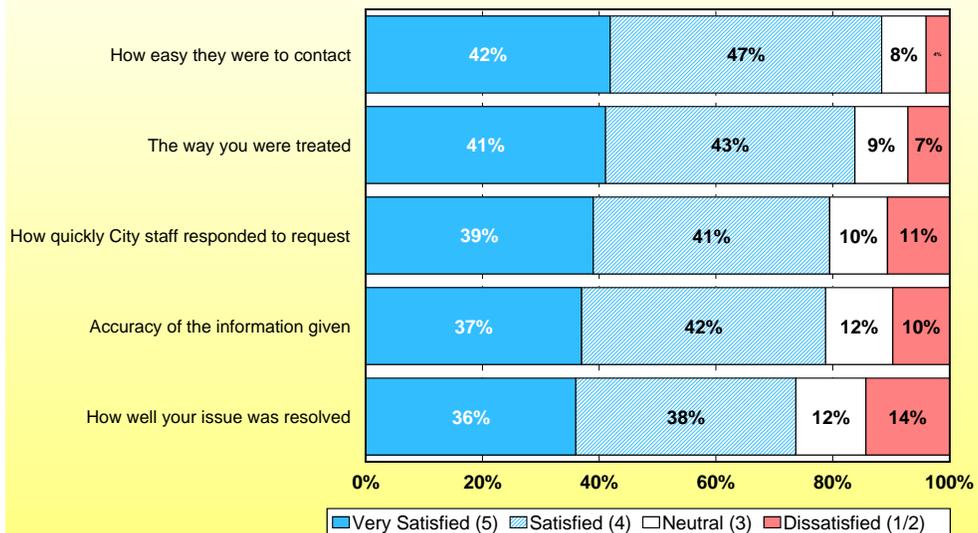
by percentage of respondents



Source: ETC Institute

Q20b-f. Satisfaction with Customer Service Provided by City Employees

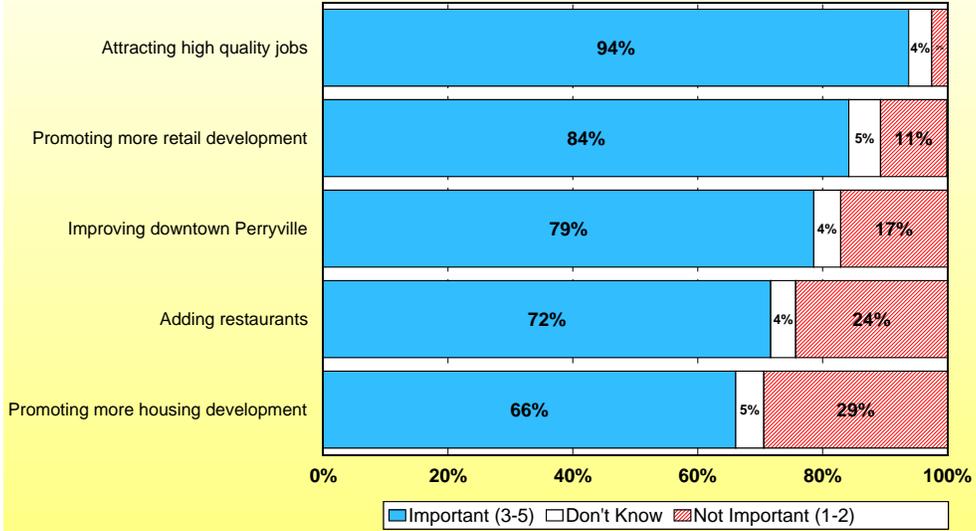
by percentage of respondents who had contacted the City during the past year (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

Q21. Importance that Residents Place on Various Types of Economic Development When Planning the City's Future

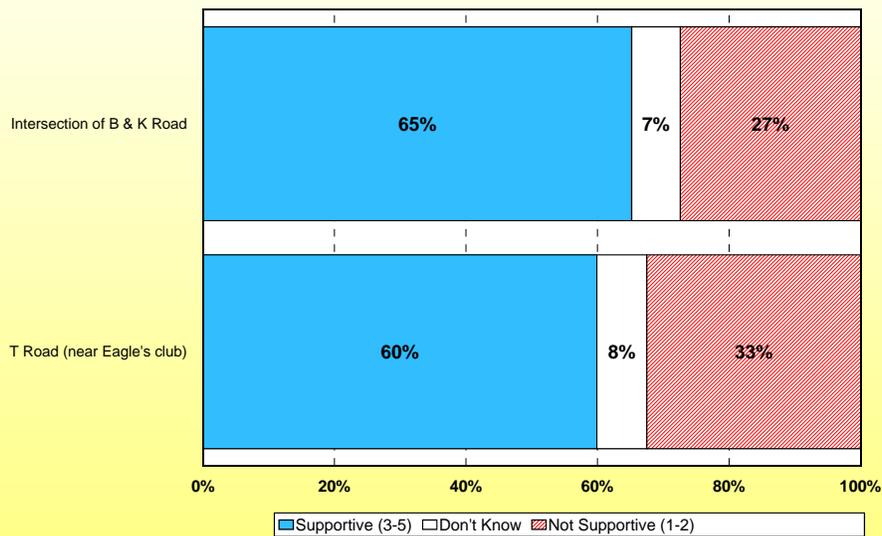
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

Q22. How Supportive Residents Would Be of Developing a New Interchange on I-55 at Various Locations

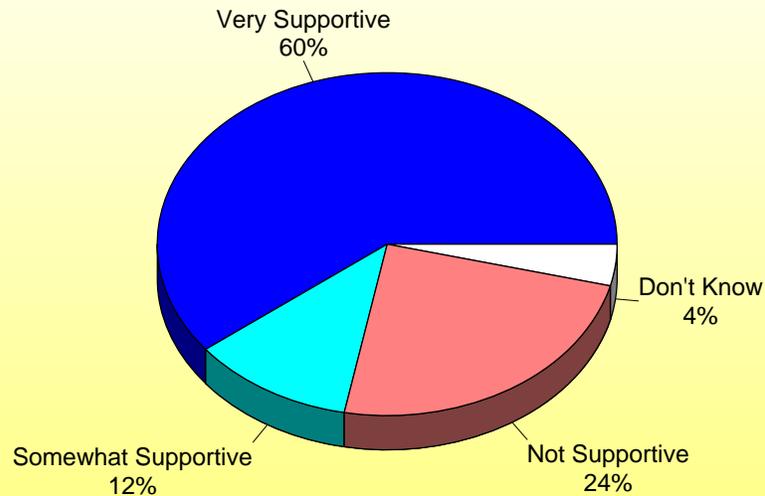
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

Q23. How Supportive Would You Be of Having the City of Perryville Adopt an Ordinance that Would Ban Smoking in Public Places, Such as Restaurants?

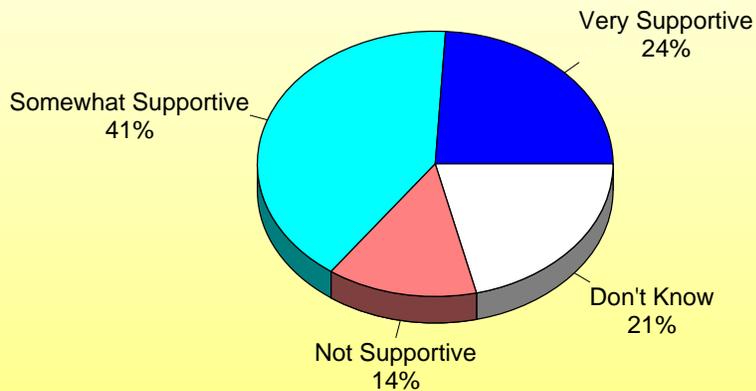
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

Q24. 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?

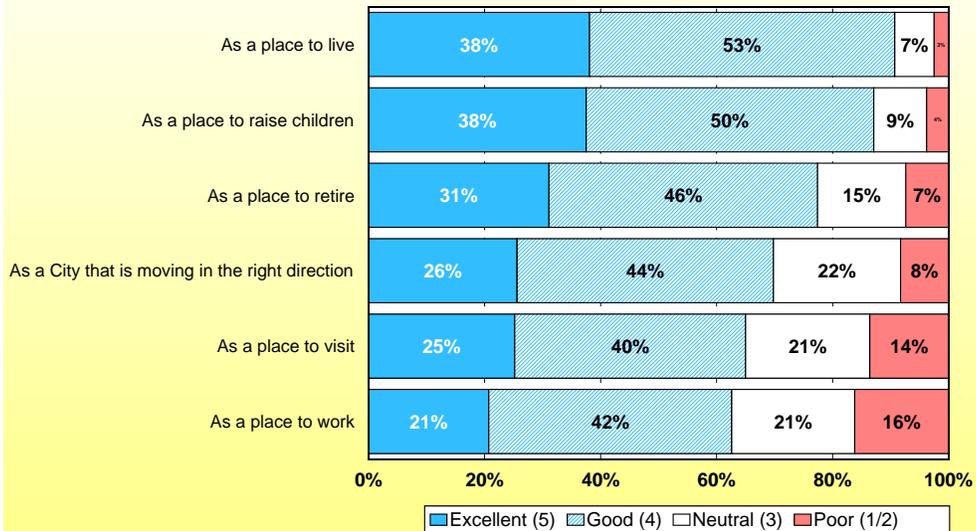
by percentage of respondents



Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

Q25. How Residents Rate the City of Perryville:

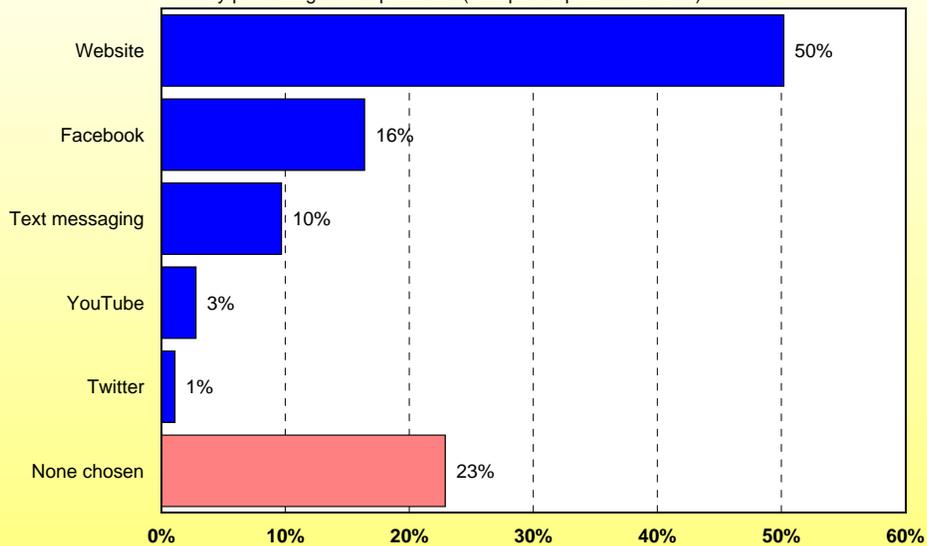
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

Q26. Percentage of Residents Who Would Use Various Items if the City Used the Item Enhance Its Communication Services?

by percentage of respondents (multiple responses allowed)

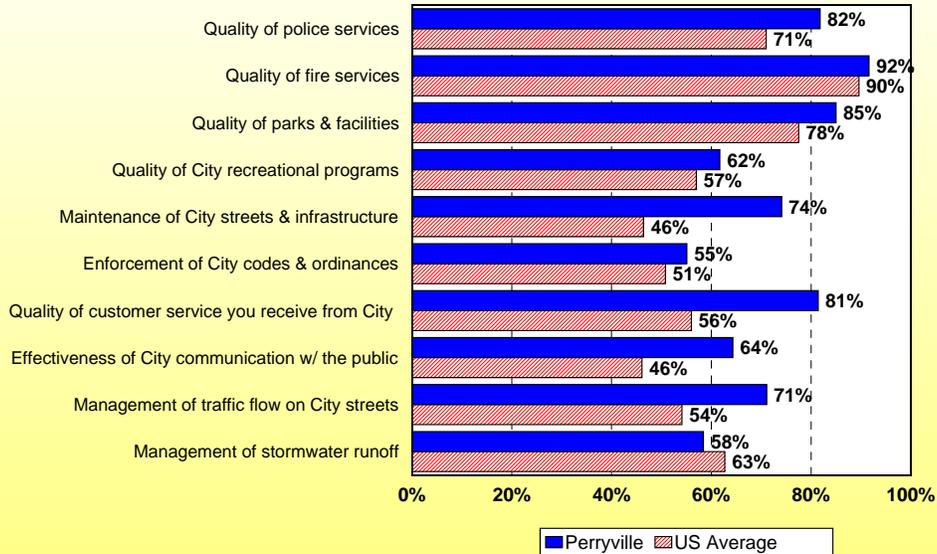


Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

Section 2:
Comparisons to
Other Communities

Satisfaction with Major Categories of Services Perryville vs. U.S. Average

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)



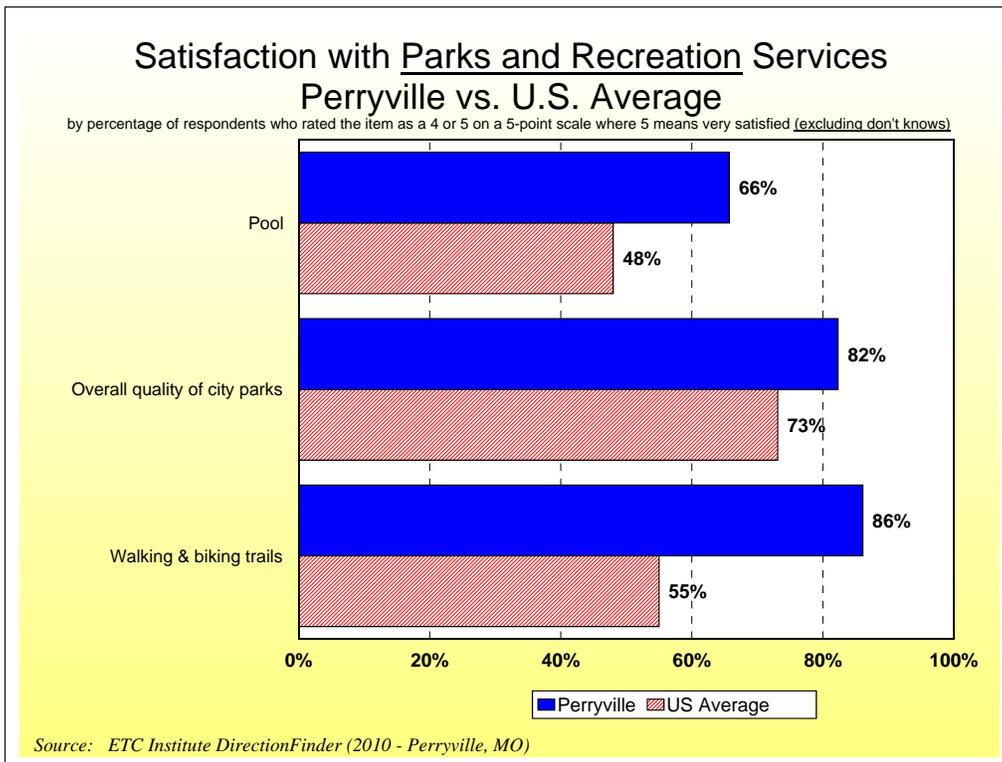
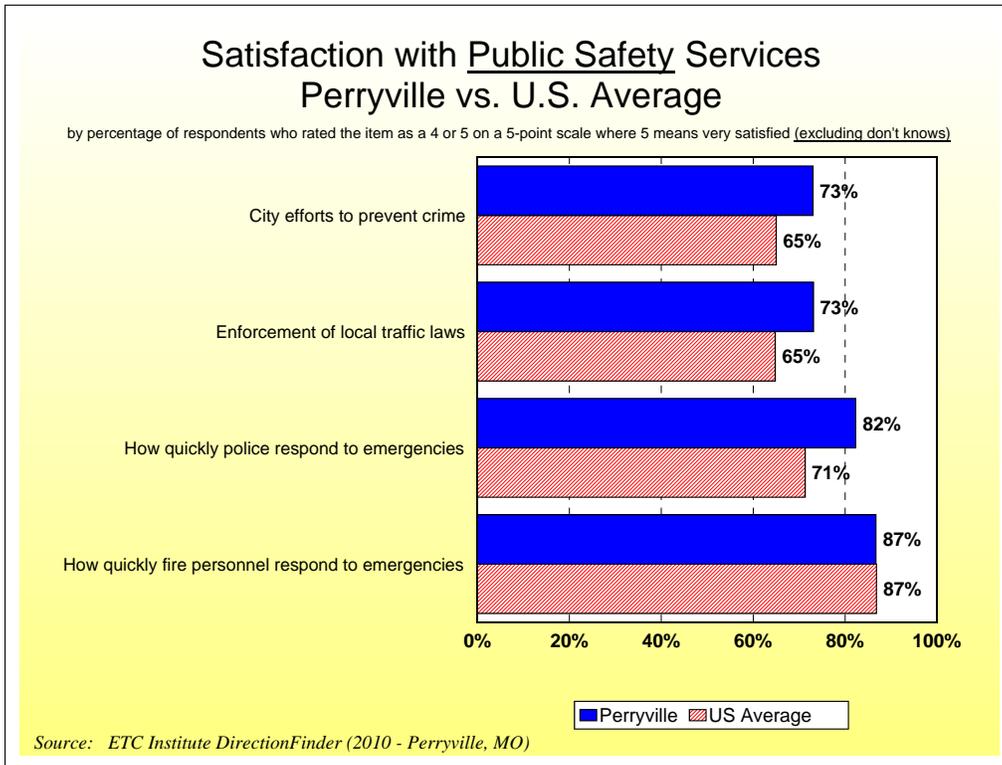
Source: ETC Institute DirectionFinder (2010 - Perryville, MO)

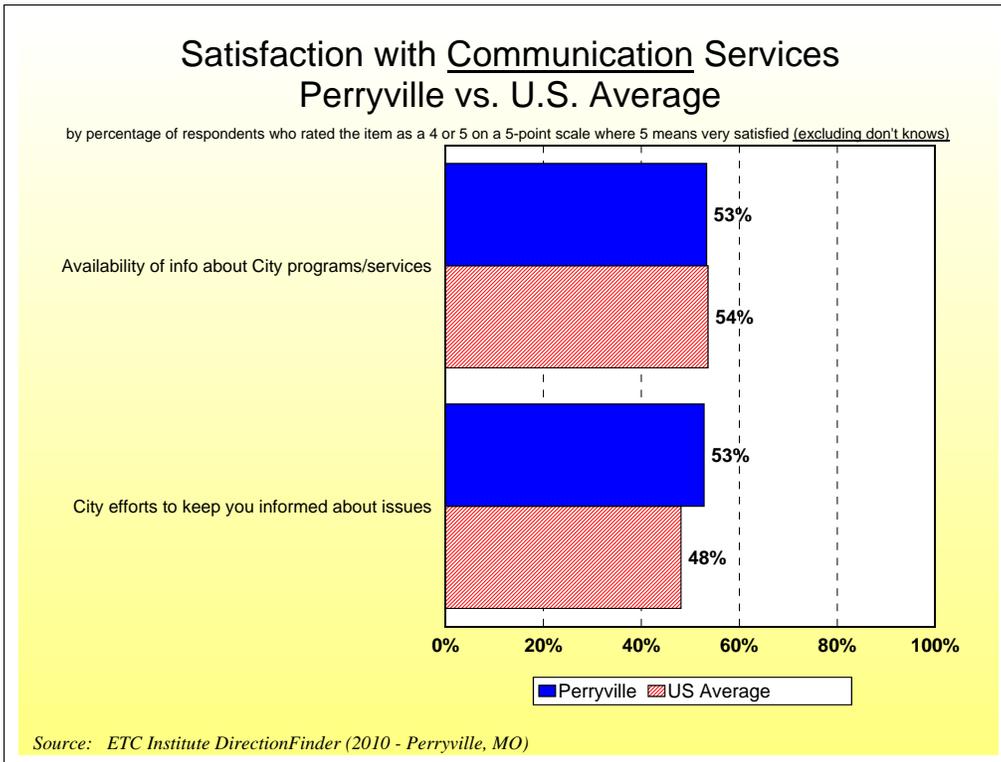
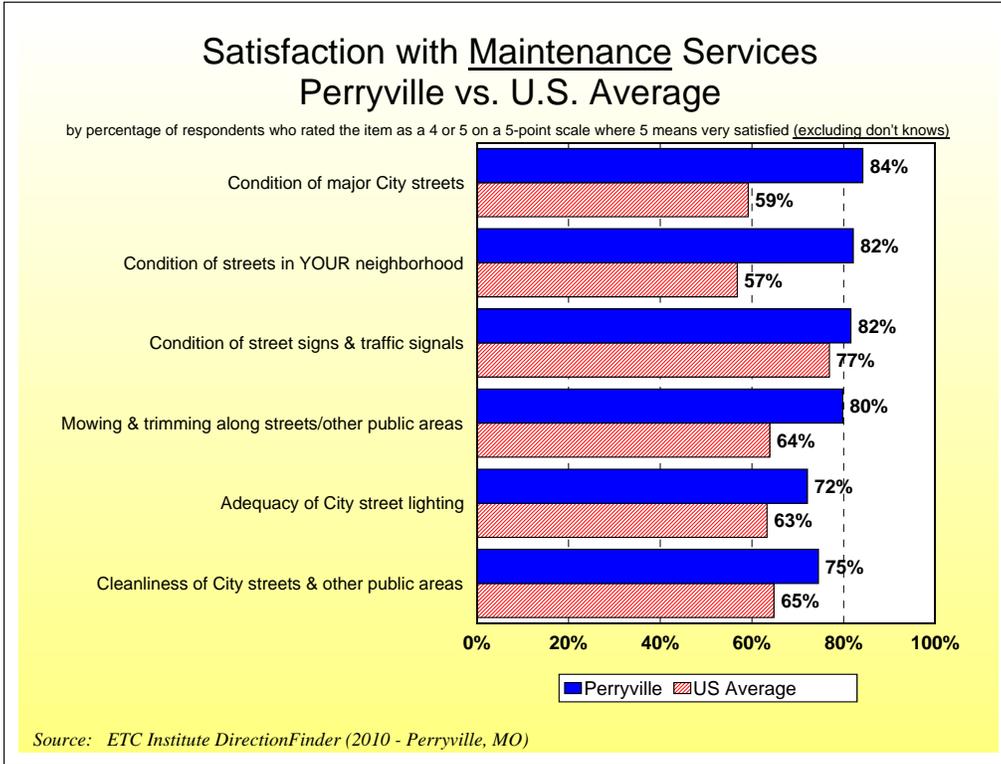
Perceptions of the Community Perryville vs. U.S. Average

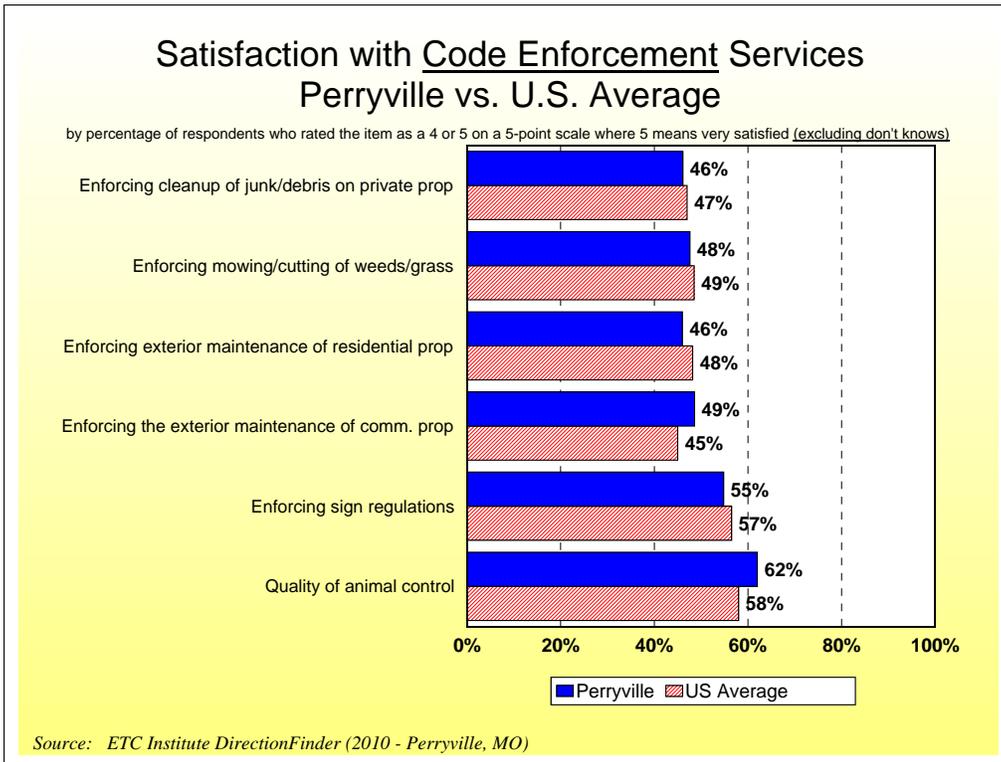
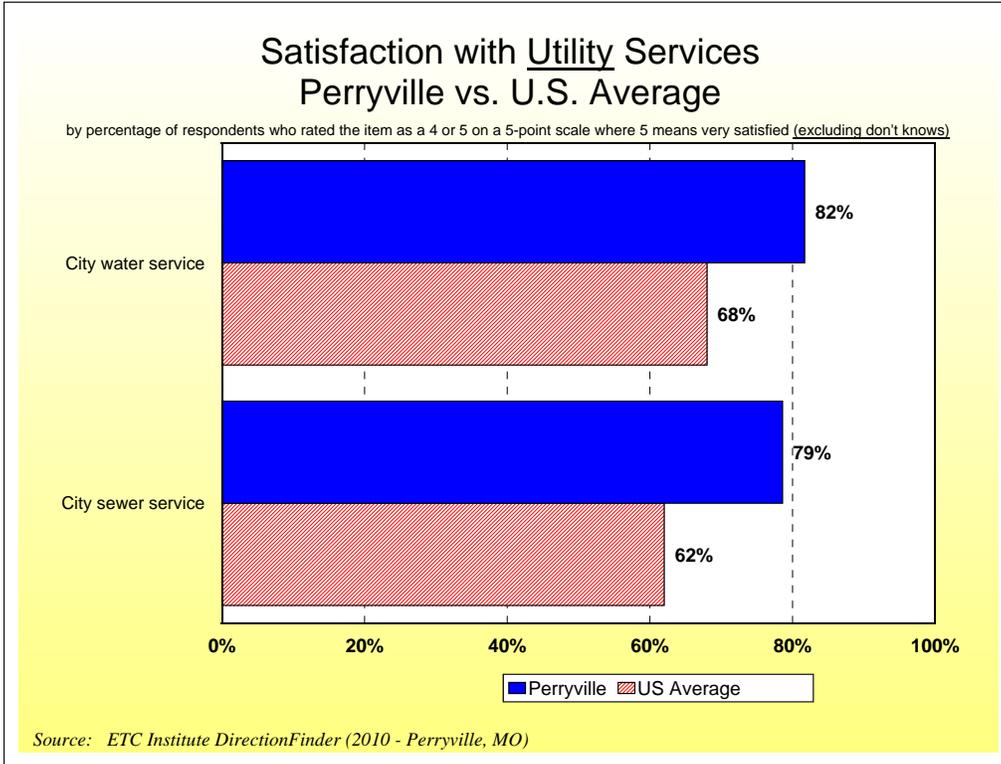
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 means very satisfied (excluding don't knows)

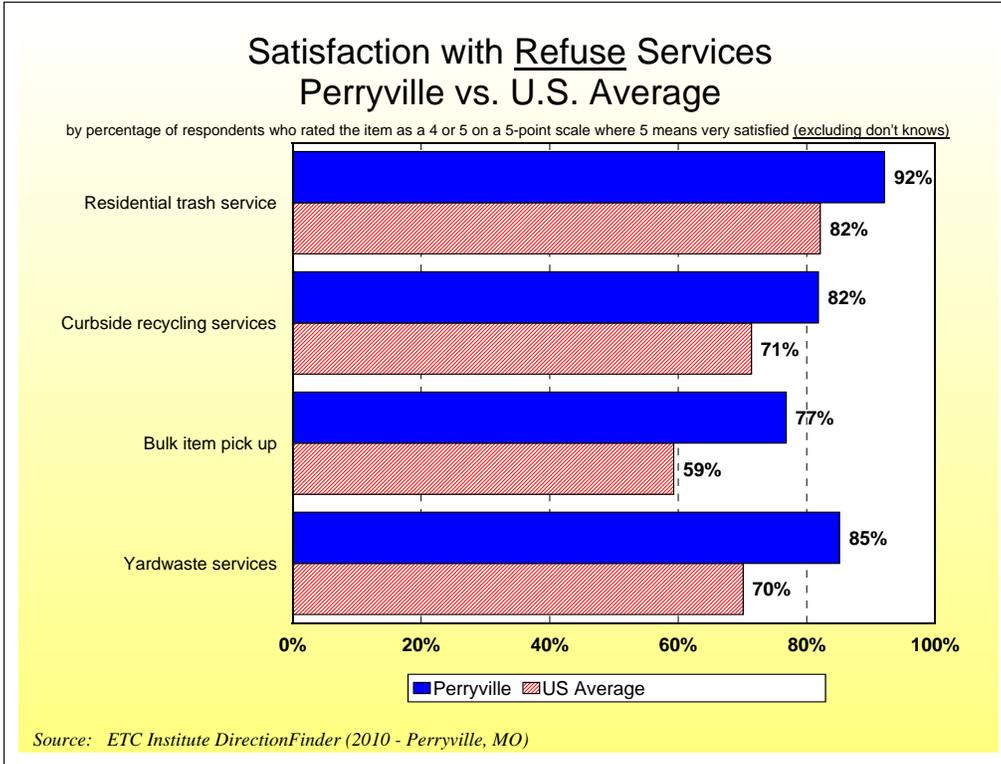


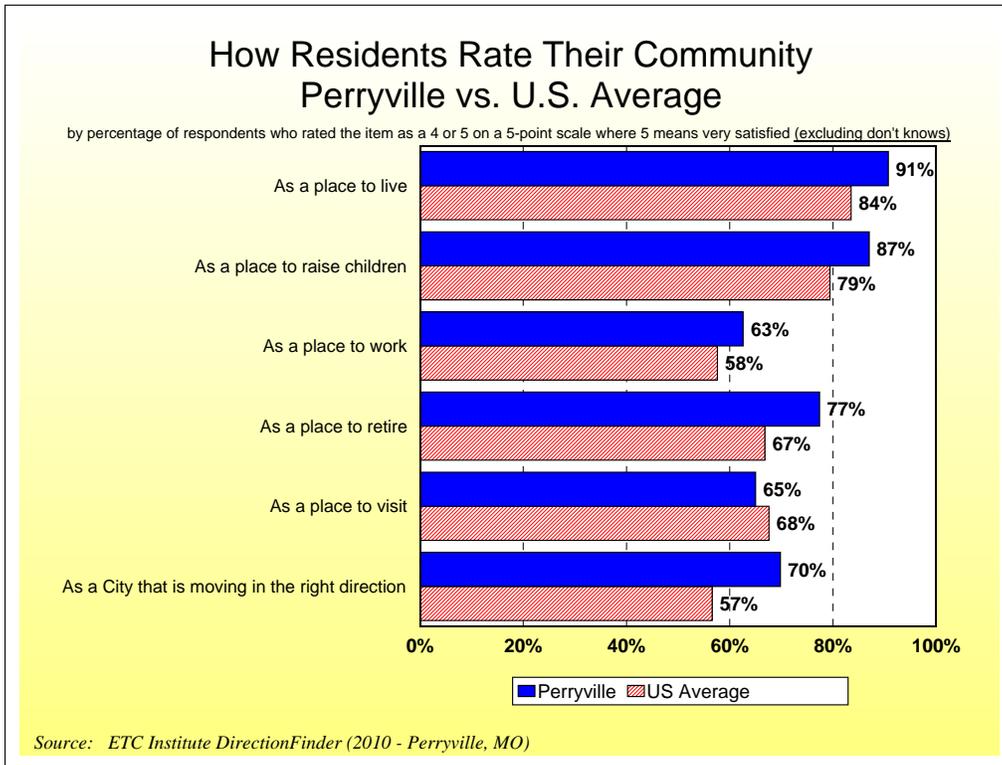
Source: ETC Institute DirectionFinder (2010 - Perryville, MO)



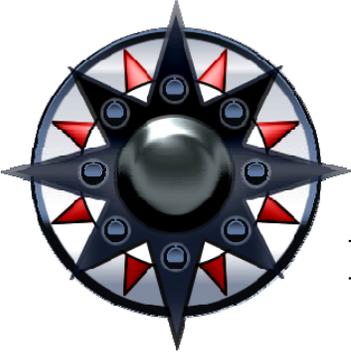








Section 3:
**Importance-Satisfaction
Analysis & Matrix Analysis**



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 (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall 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. Thirty six percent (36%) of respondents selected the *management of stormwater runoff* as one of the most important services for the City to emphasize over the next two years. Based on the percentage of respondents who selected the *management of stormwater runoff* as one of their top choices, the *management of stormwater runoff* was the most important service among 10 major services that were rated.

With regard to satisfaction, the *management of stormwater runoff* was ranked 9th with fifty-nine percent (59%) rating the *management of stormwater runoff* as a “4” or “5” on a 5-point scale excluding “Don’t know” responses. The I-S rating for the *management of stormwater runoff* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 36% was multiplied by 41% (1-0.59). This calculation yielded an I-S rating of **0.1473**, which was ranked first 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 ≥ 0.20) – NO ITEMS WERE IN THIS CATEGORY*
- *Increase Current Emphasis (0.10 ≤ IS < 0.20)*
- *Maintain Current Emphasis (IS < 0.10)*

The results for the City of Perryville are provided on the following page. None of the items that were rated were classified as a “very 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 Perryville, MO OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
NONE						
<u>High Priority (IS .10-.20)</u>						
Management of stormwater runoff	36%	2	59%	9	0.1473	1
Enforcement of City codes and ordinances	31%	3	55%	10	0.1383	2
Maintenance of City streets and infrastructure	40%	1	74%	5	0.1039	3
<u>Medium Priority (IS <.10)</u>						
Effectiveness of City communication with the public	28%	5	64%	7	0.0985	4
Management of traffic flow on City streets	25%	6	71%	6	0.0708	5
Quality of police service	30%	4	82%	3	0.0541	6
Quality of City recreational programs	12%	8	62%	8	0.0444	7
Quality of City parks and facilities	15%	7	85%	2	0.0222	8
Quality of customer service from City employees	11%	10	81%	4	0.0209	9
Quality of fire service	12%	8	92%	1	0.0102	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

Perryville, MO

City Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
NONE						
High Priority (IS .10-.20)						
Cleanliness of stormwater drains & creeks in neighborhood	39%	1	61%	7	0.1529	1
Medium Priority (IS <.10)						
Adequacy of street lighting	30%	2	72%	6	0.0823	2
Cleanliness of City streets/public areas	28%	3	75%	5	0.0721	3
Condition of major streets	22%	4	84%	1	0.0349	4
Condition of street signs & traffic signals	16%	5	82%	2	0.0293	5
Condition of neighborhood streets	14%	6	82%	2	0.0256	6
Mowing & trimming along City streets/public areas	12%	7	80%	4	0.0248	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, 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.

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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.

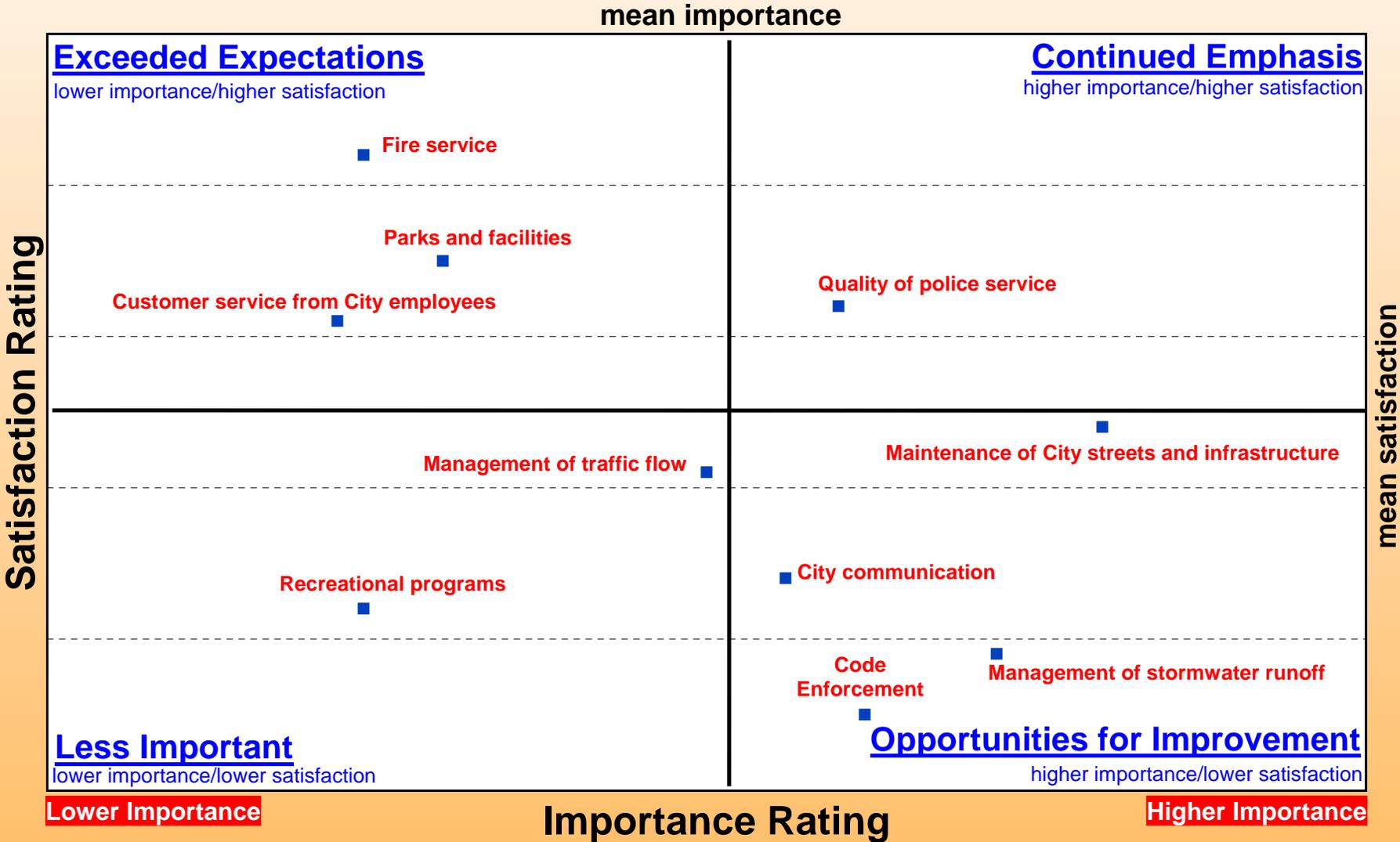
- *Continued Emphasis (above average importance and above average satisfaction).* This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on 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 page.

2010 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)

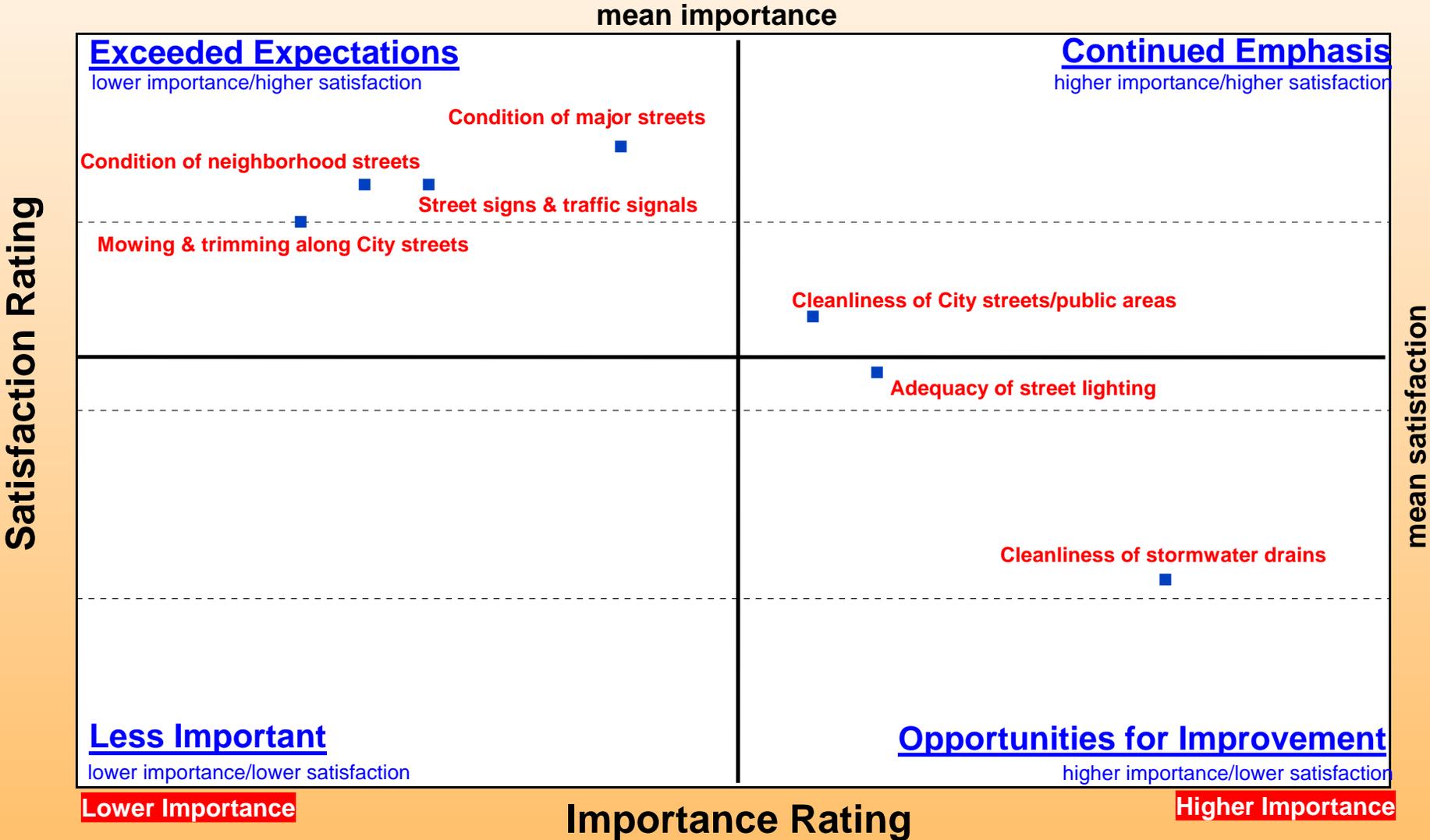


Source: ETC Institute (2010)
ETC Institute (Nov 2010)

2010 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)



Source: ETC Institute (2010)
ETC Institute (Nov 2010)

Section 4:

GIS Maps

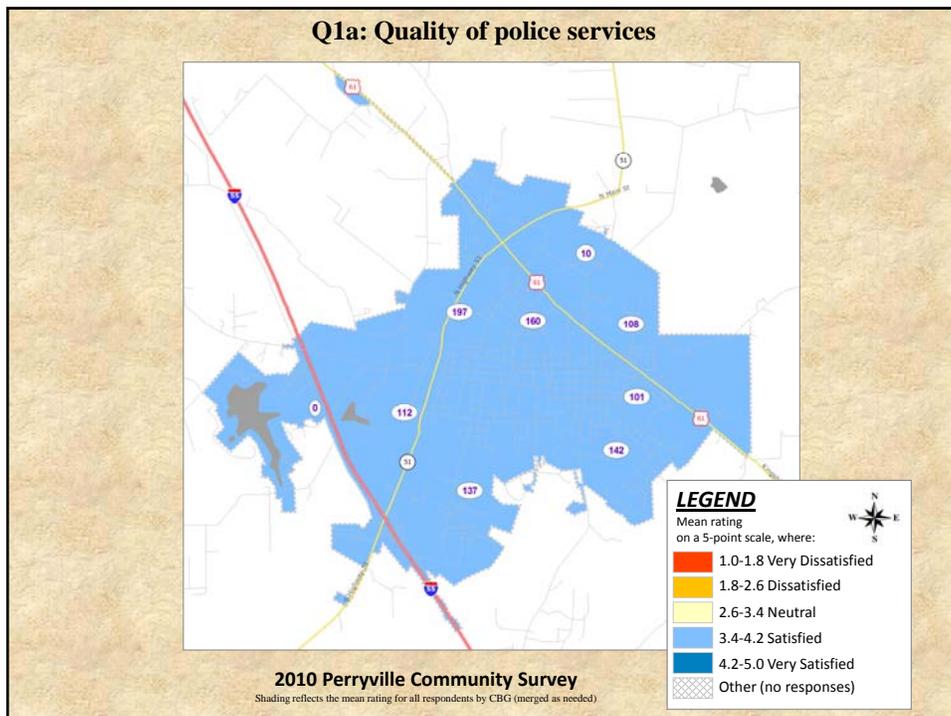
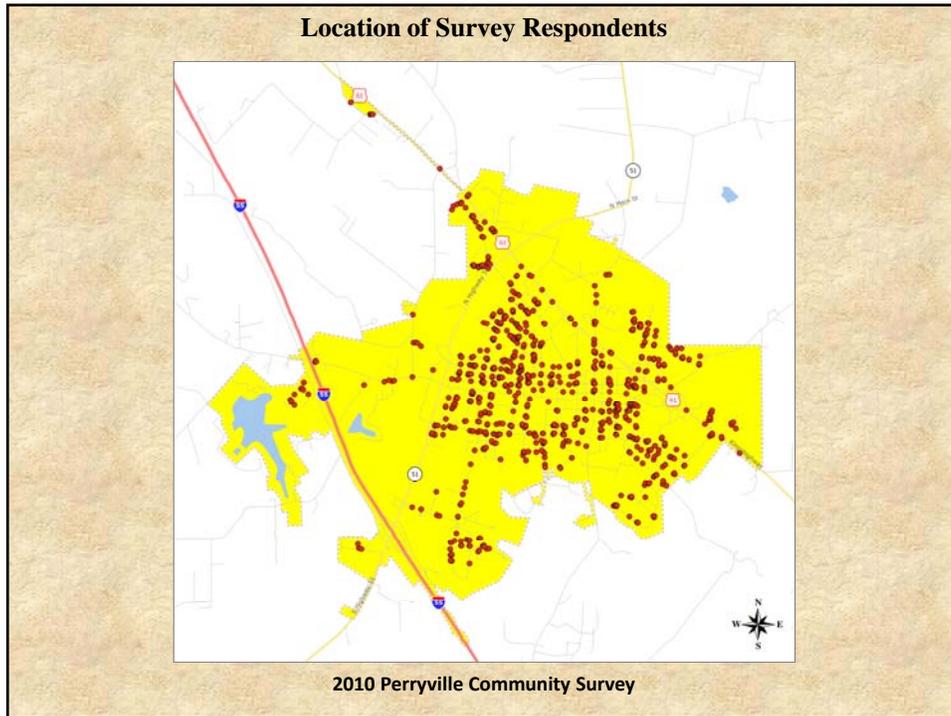
Interpreting the Maps

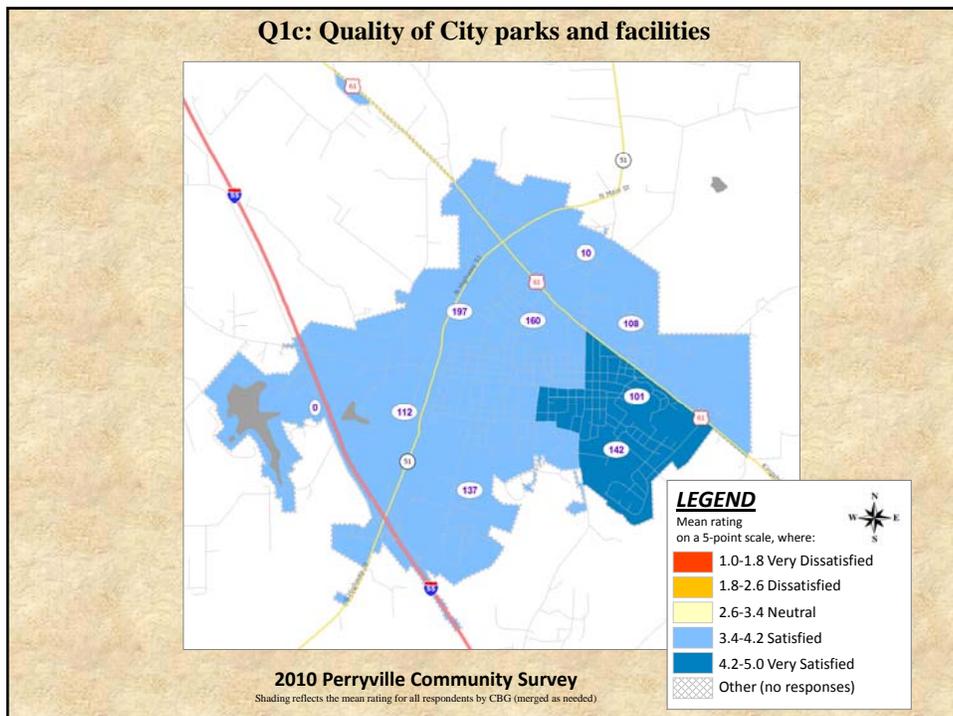
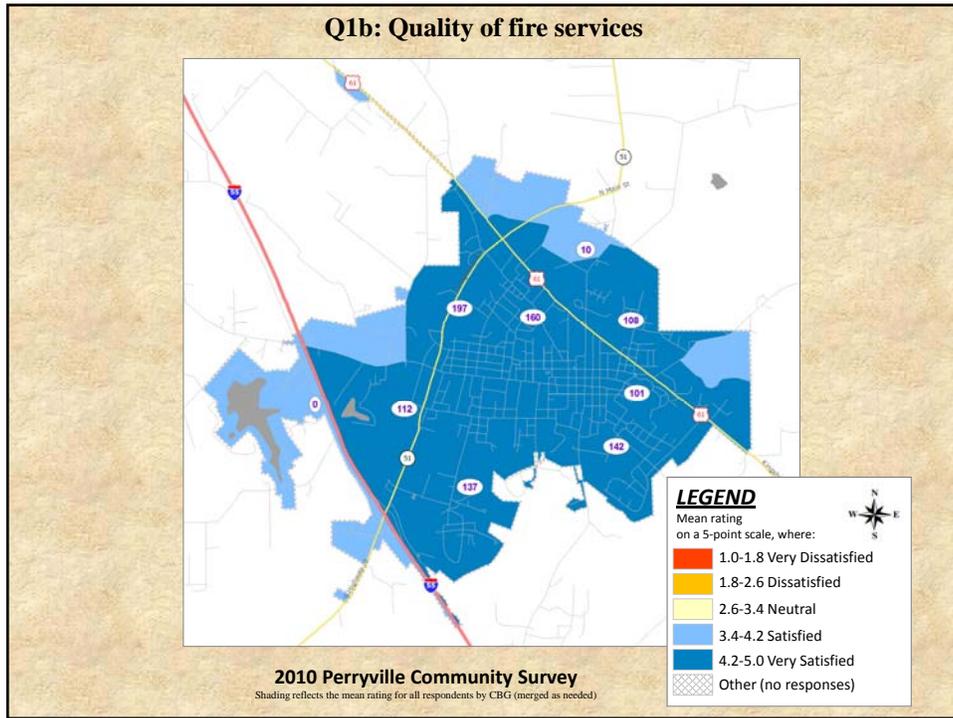
The maps on the following pages show the mean ratings for several survey questions by Census Block Group. A Census Block Group is a division of geography used by the U.S. Census Bureau to aggregate population data for areas that are generally larger than a neighborhood, but smaller than a zip code.

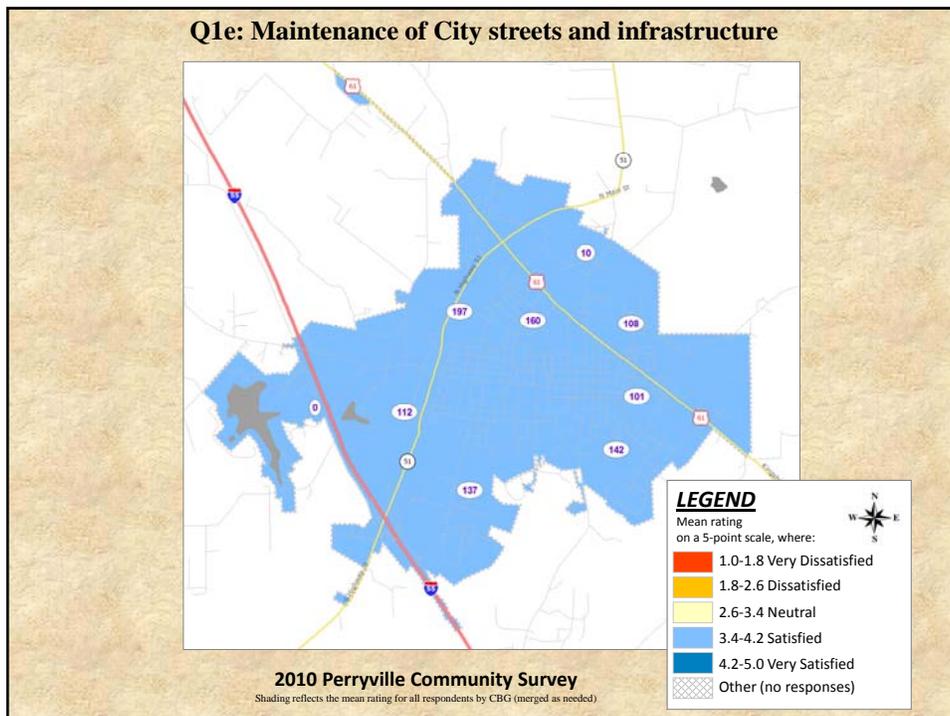
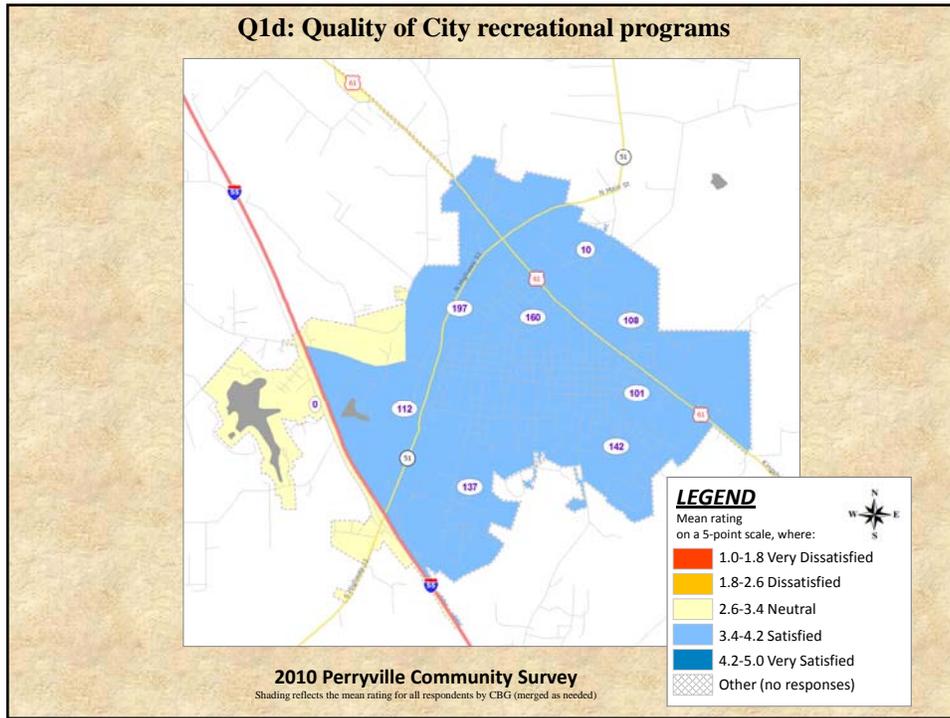
If most of the areas on a map are the same color, then most residents of the City feel the same about the quality of the service regardless of where they live in the City.

When reading the charts, please use the following color scheme as a guide:

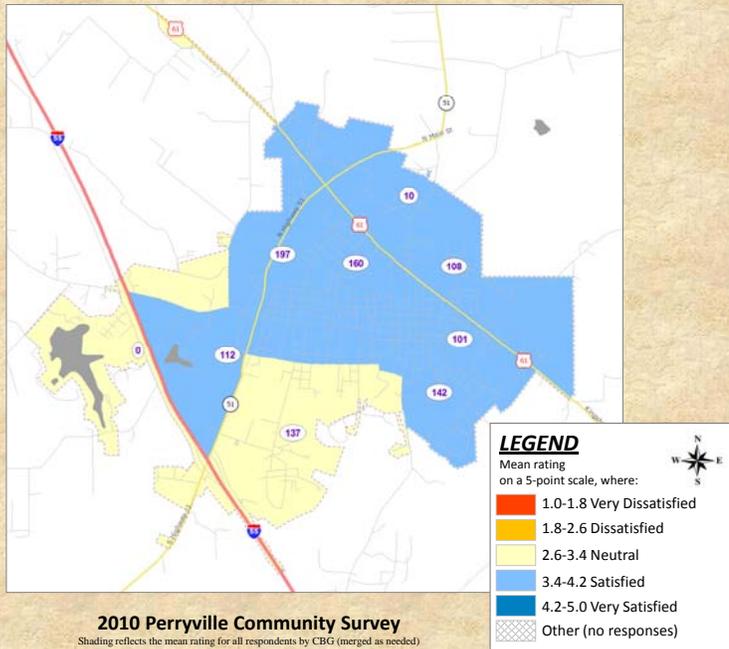
- **BLUE** shades indicate POSITIVE ratings. Shades of blue indicate that residents were satisfied with the service being accessed.
- **OFF WHITE** shades indicate NEUTRAL ratings. Shades of off-white generally indicate that residents are “okay” with the service being assessed. A “neutral” rating generally indicates that that respondent has not had an intense positive or negative experience with the service.
- **RED/ORANGE** shades indicate NEGATIVE ratings. Shades of red/orange indicate that residents were dissatisfied with the service being accessed.



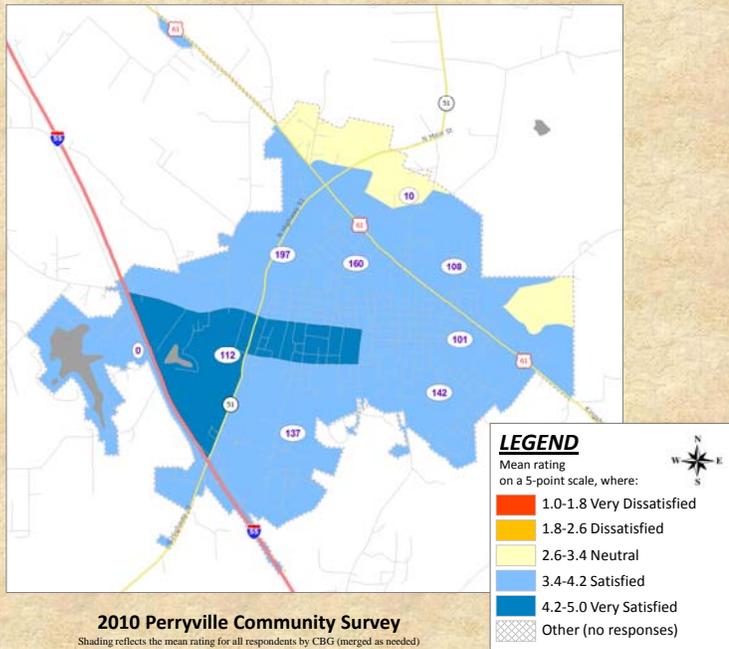




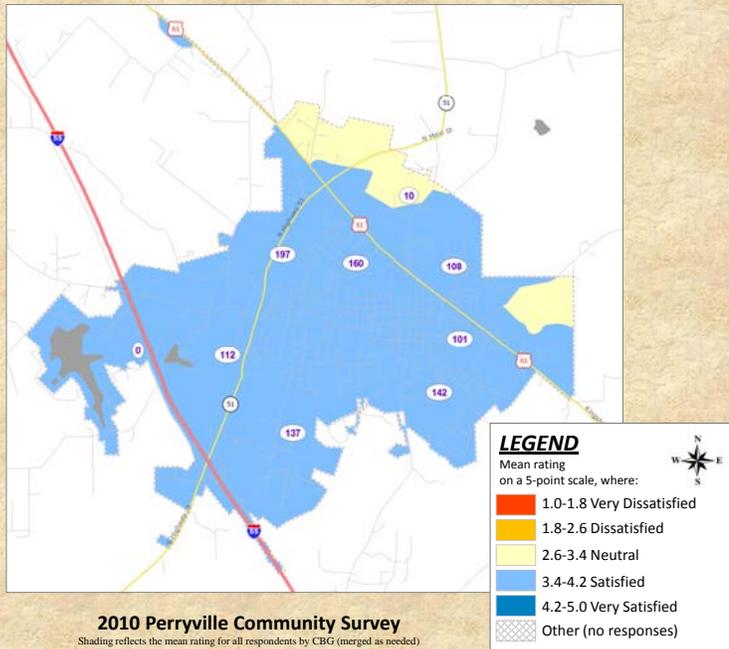
Q1f: Enforcement of City codes and ordinances



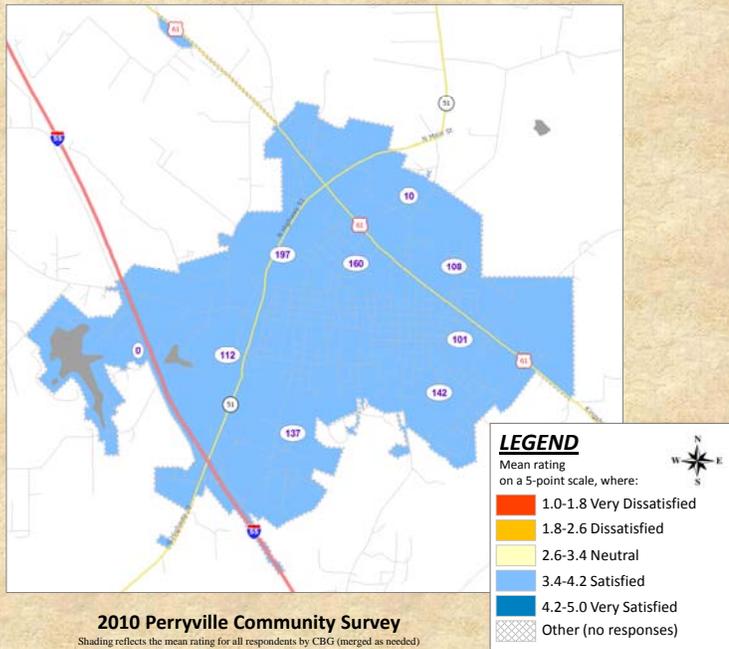
Q1g: Quality of customer service from City employees



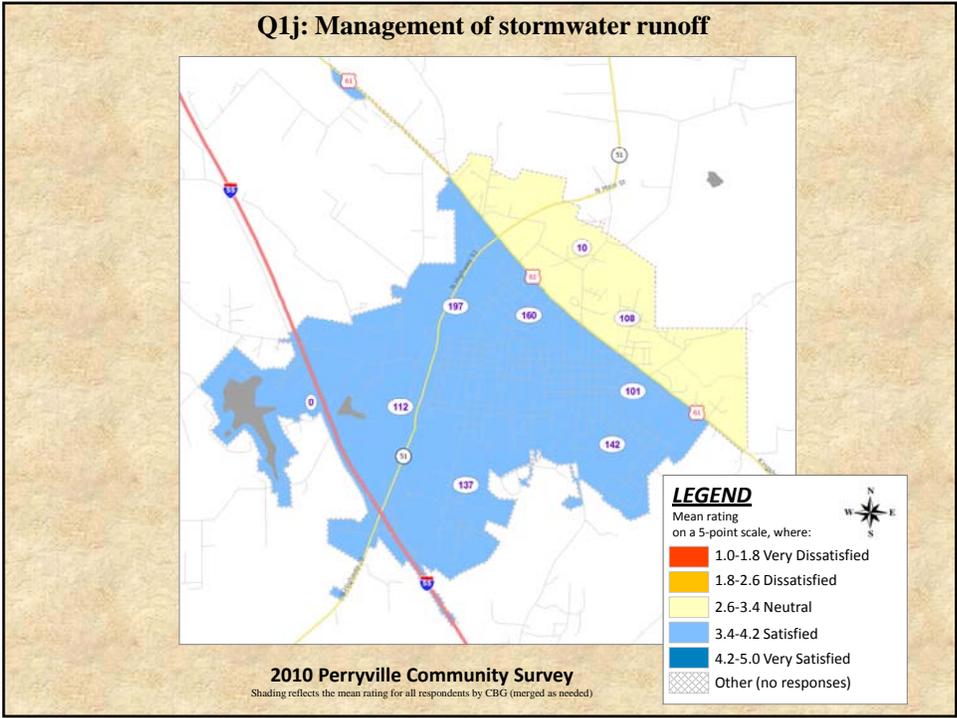
Q1h: Effectiveness of City communication with the public



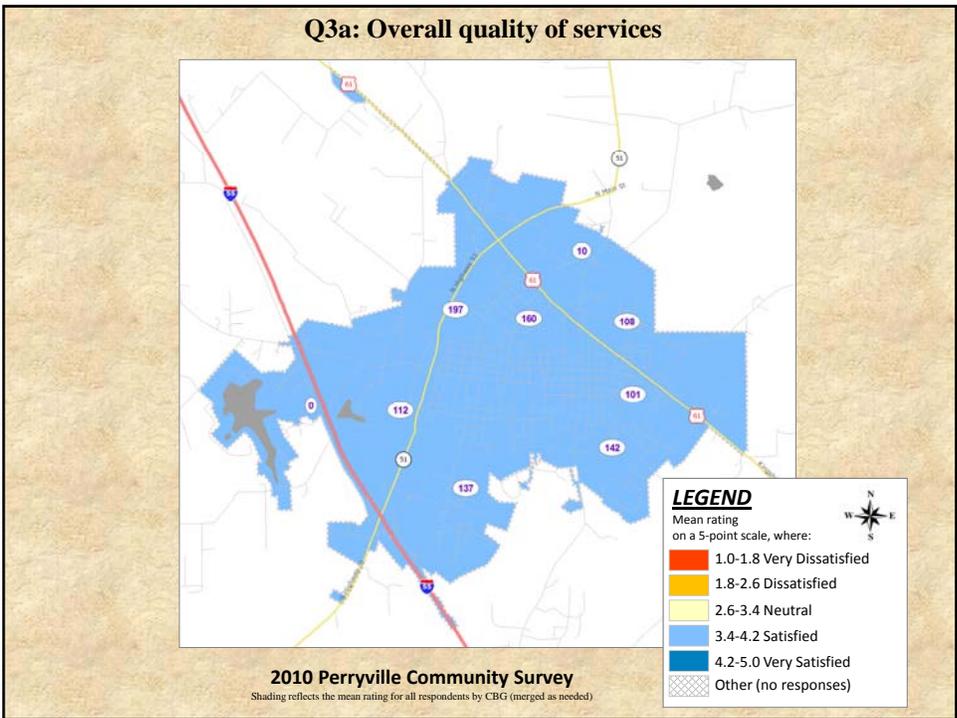
Q1i: Management of traffic flow on City streets



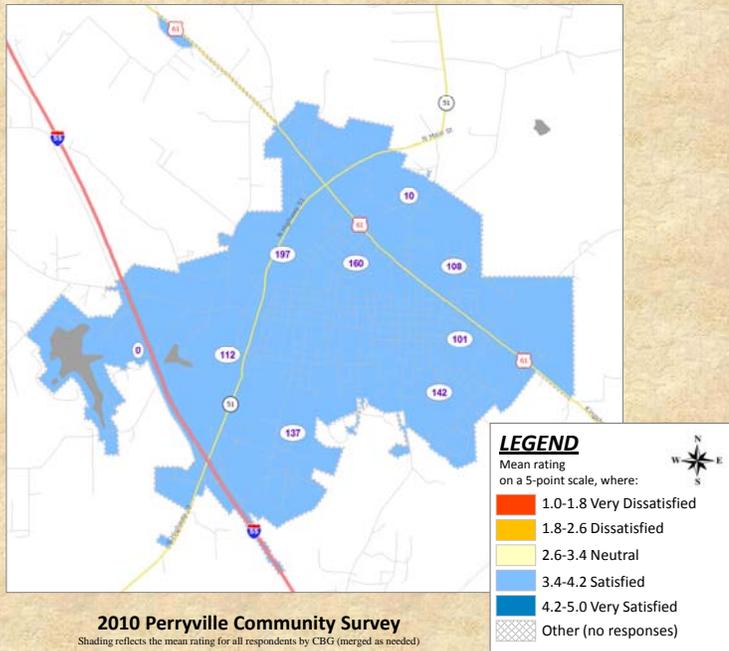
Q1j: Management of stormwater runoff



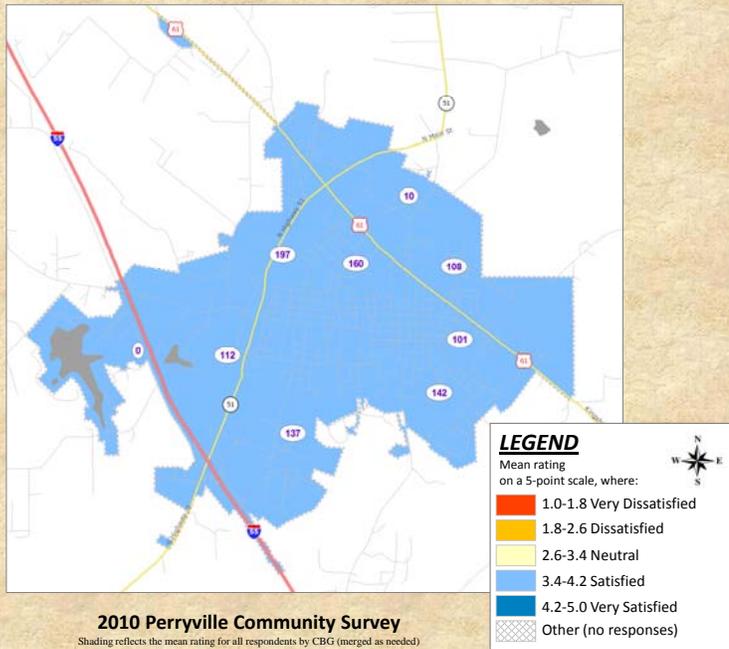
Q3a: Overall quality of services

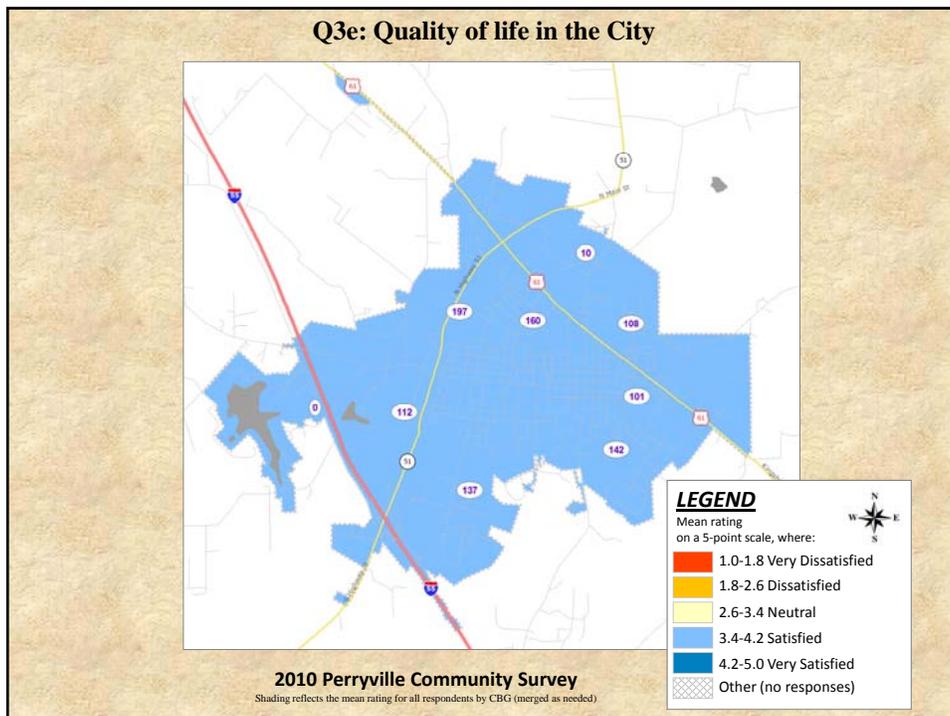
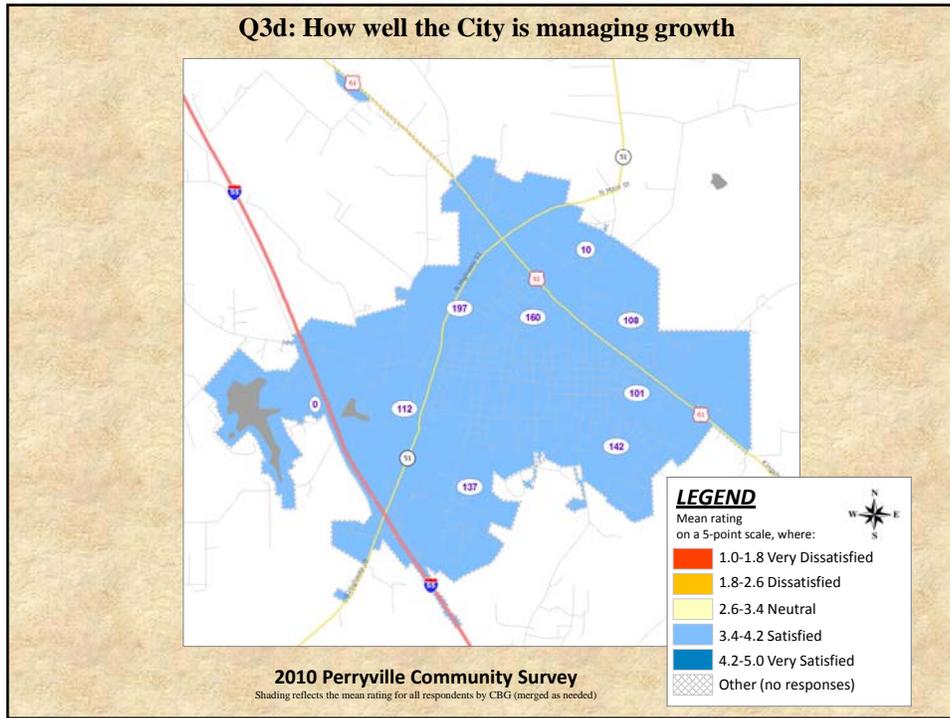


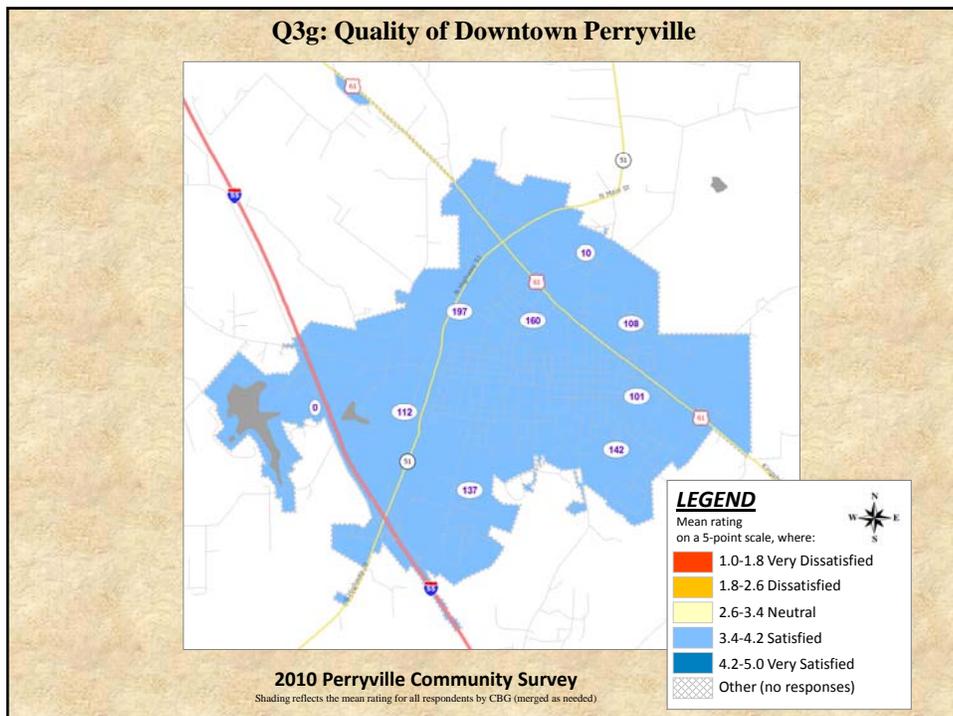
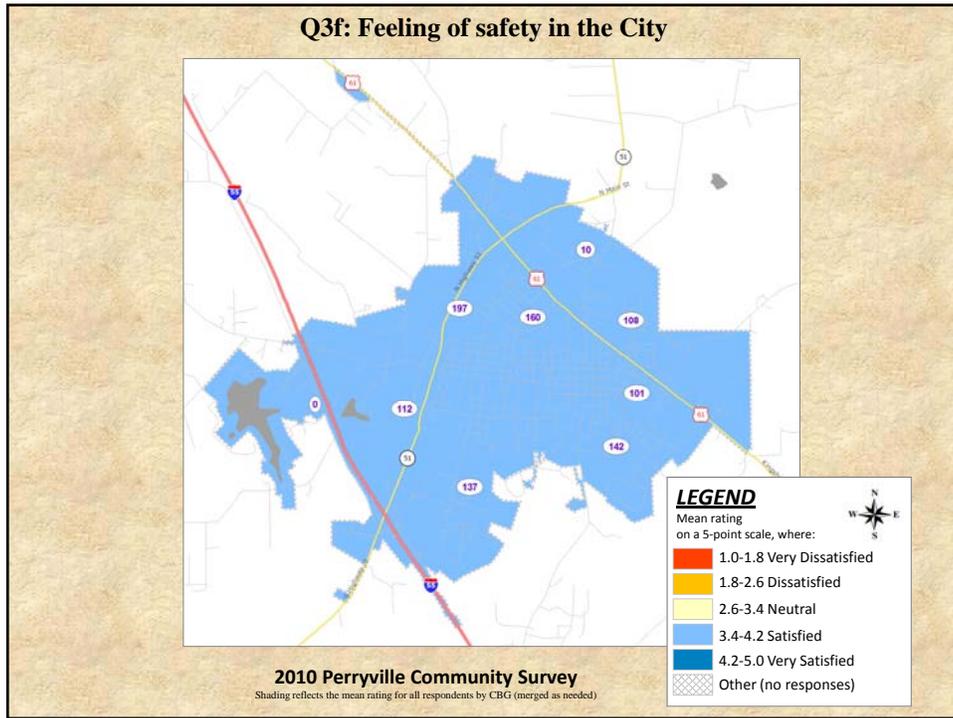
Q3b: Appearance/visual attractiveness of the City



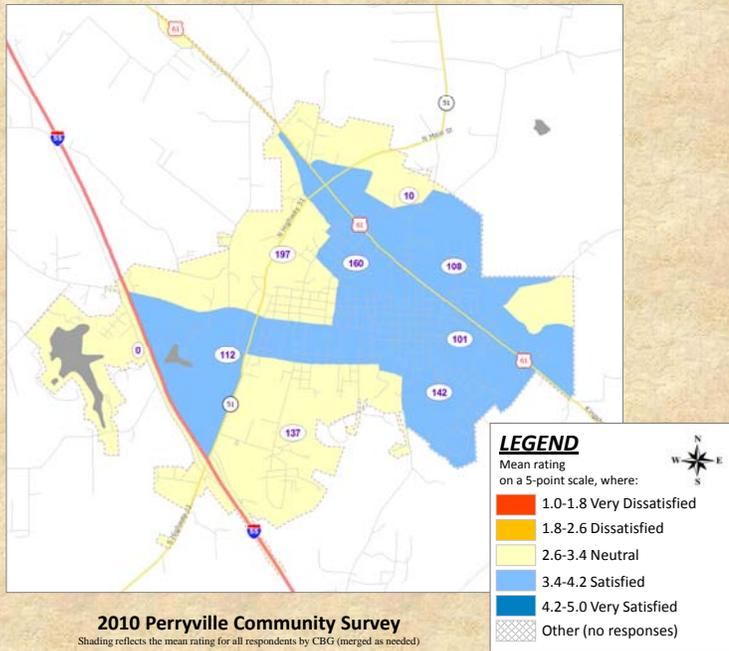
Q3c: Image of the city



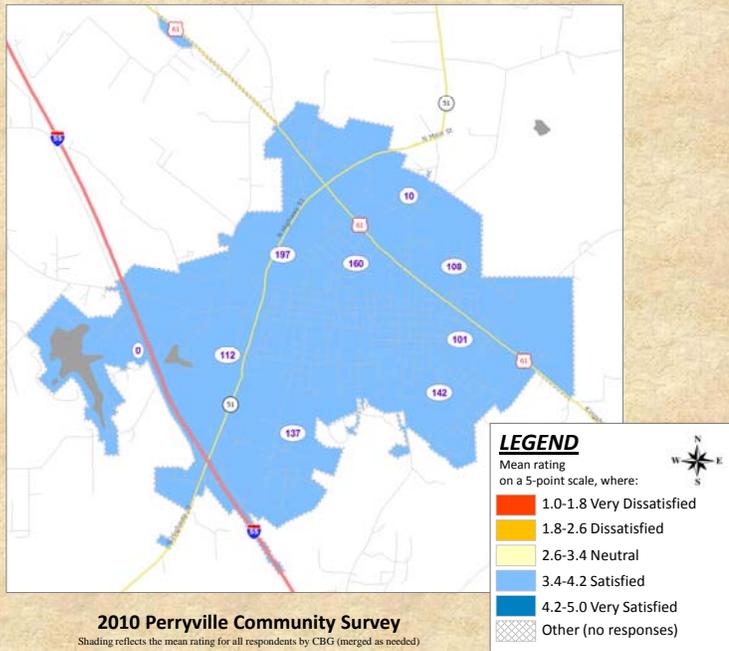


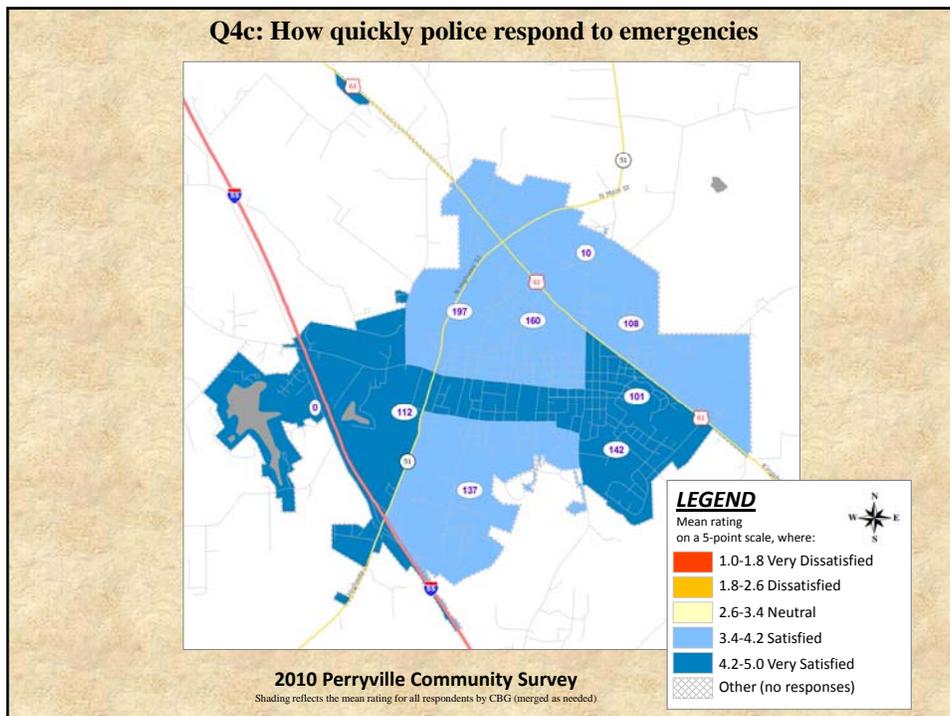
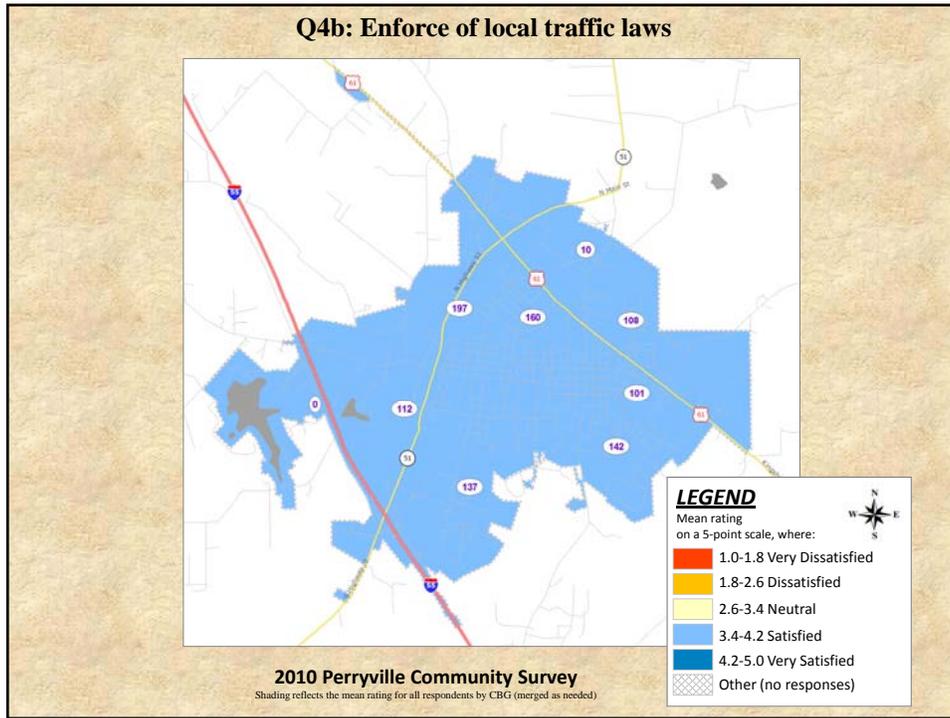


Q3h: Value you receive for your City taxes and fees

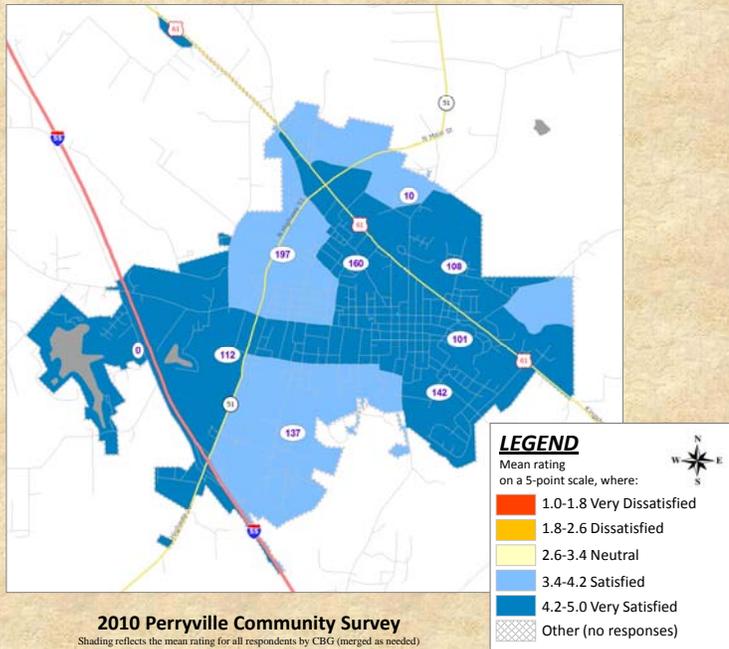


Q4a: City efforts to prevent crime

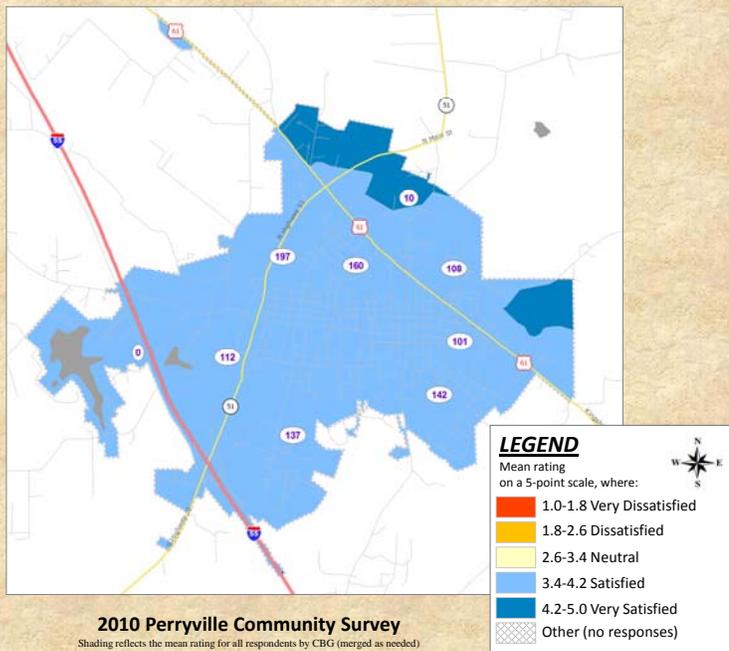


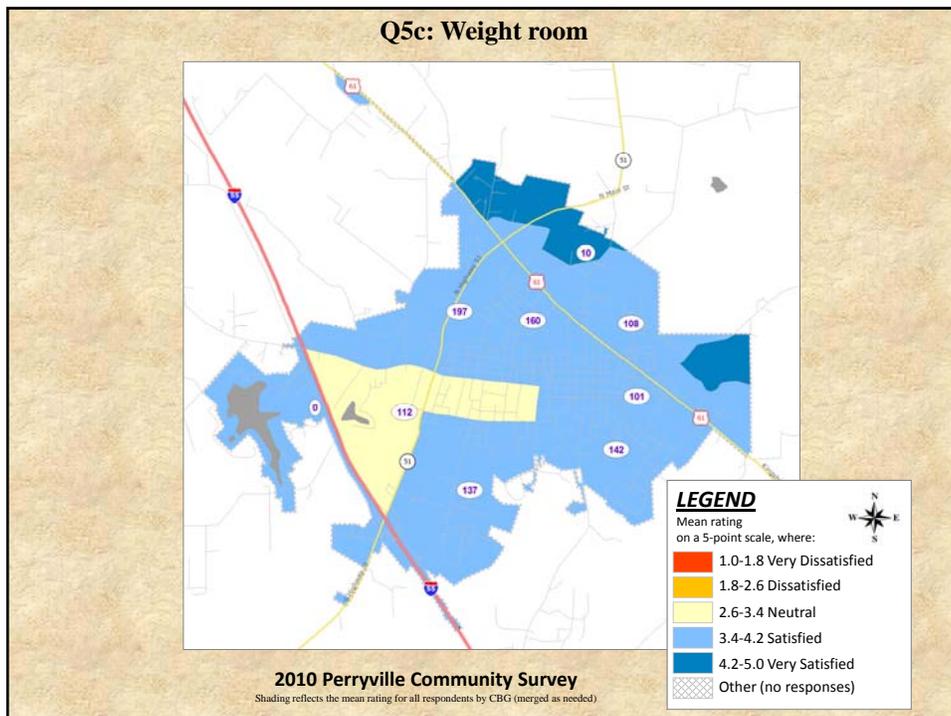
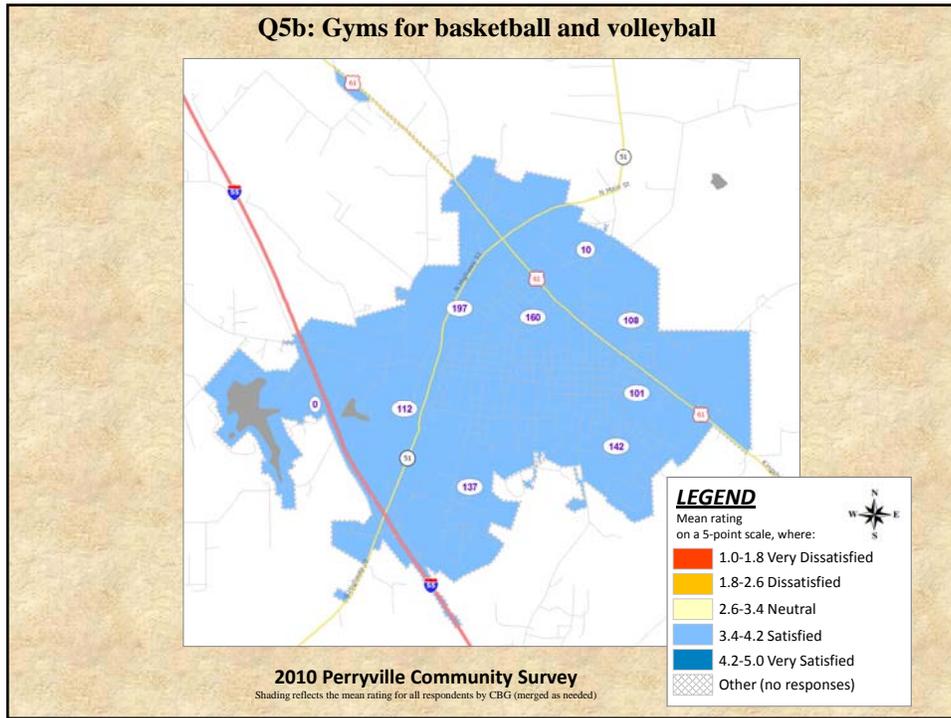


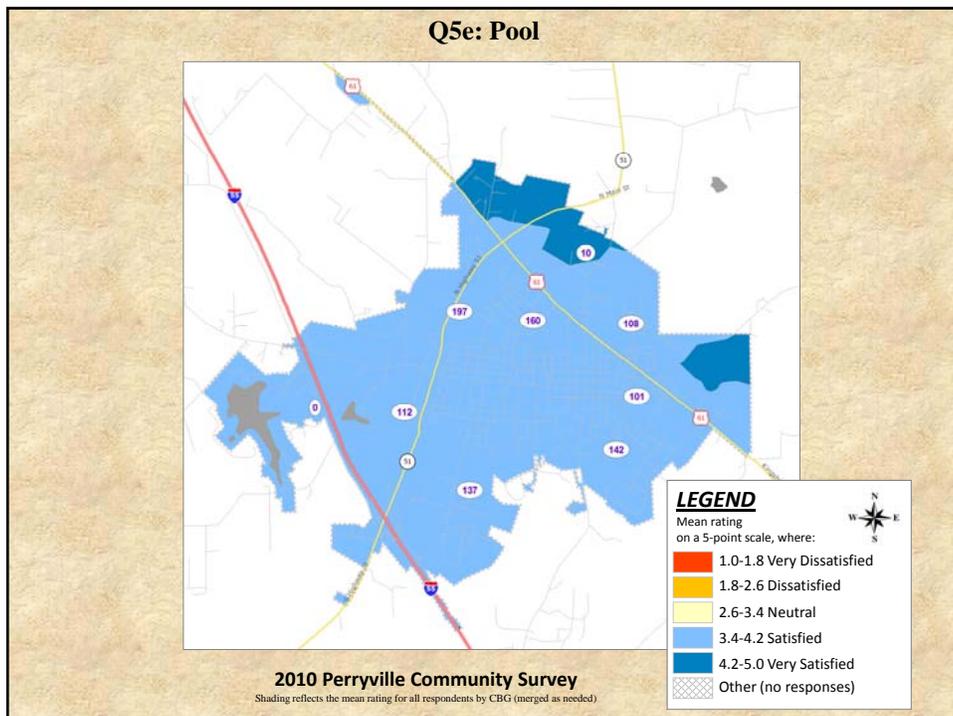
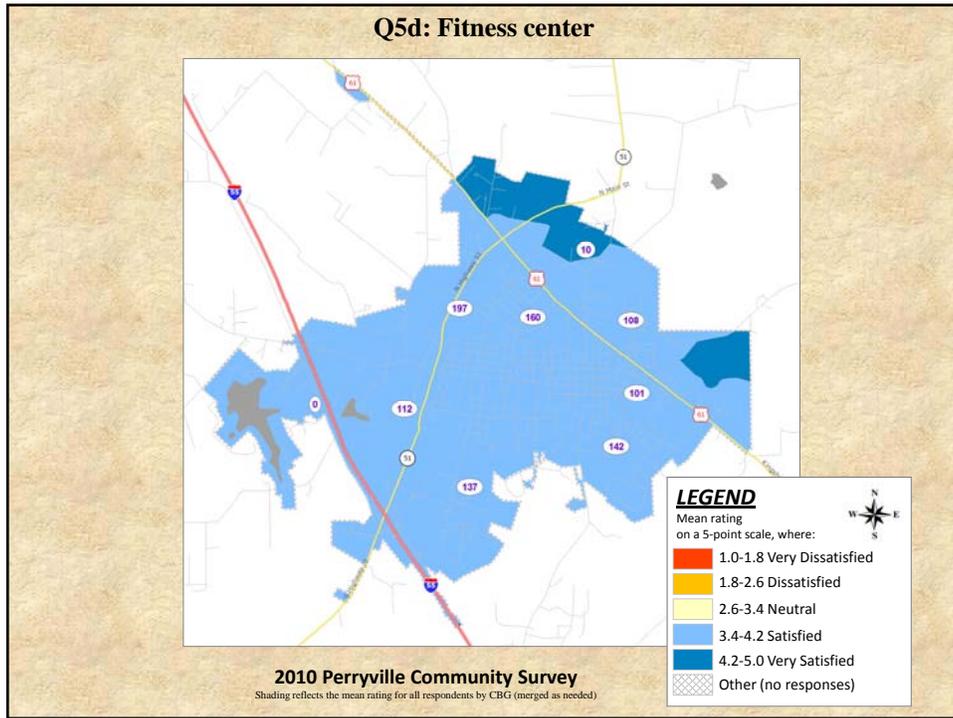
Q4d: How quickly fire personnel respond to emergencies

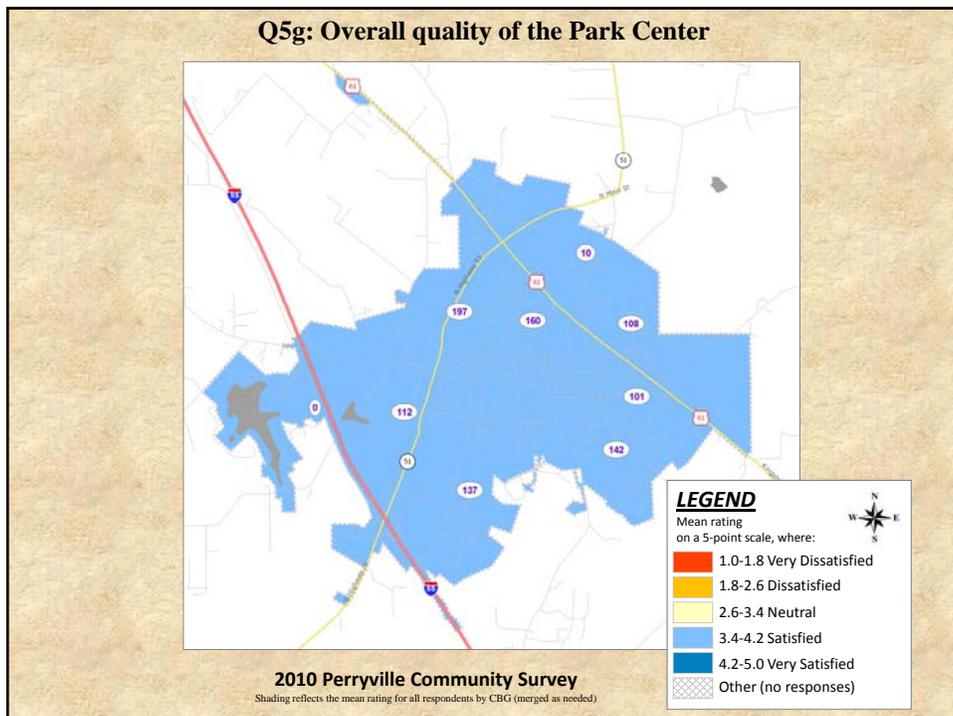
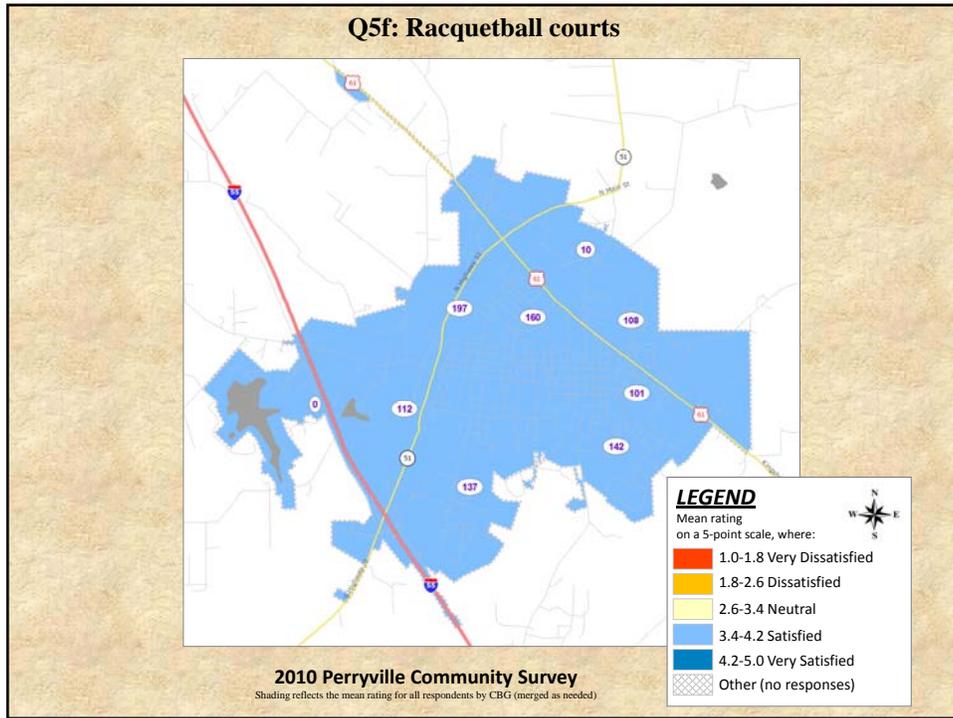


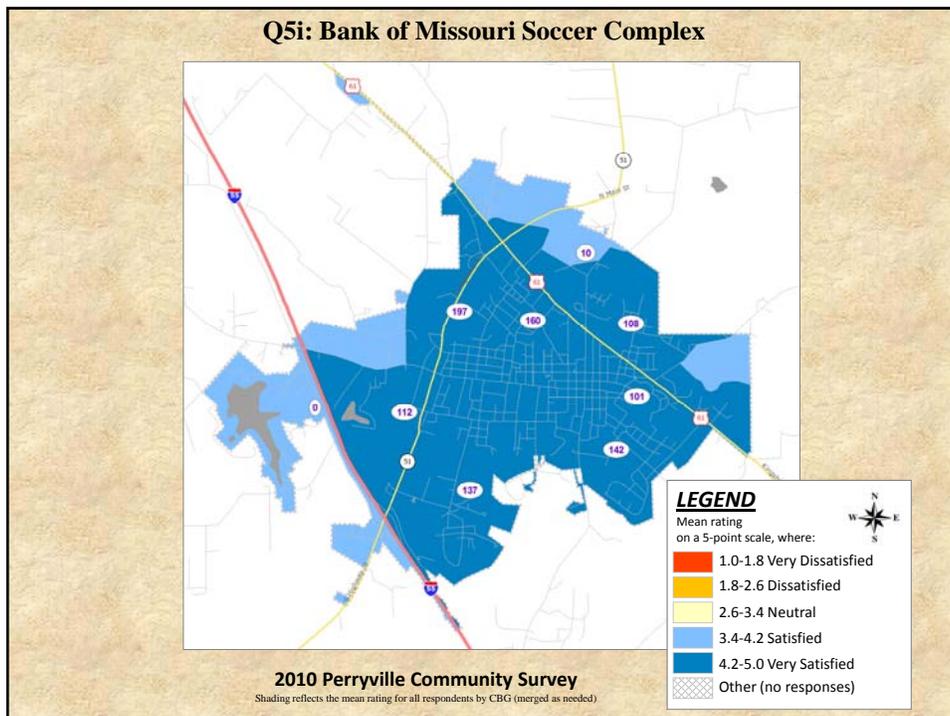
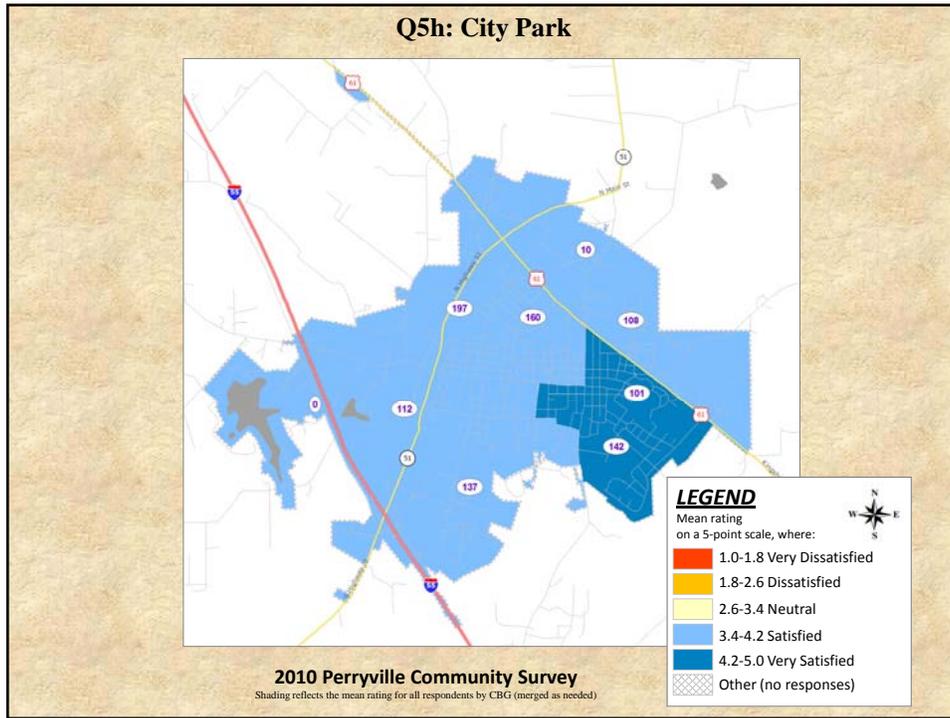
Q5a: Park Center Movie Theater

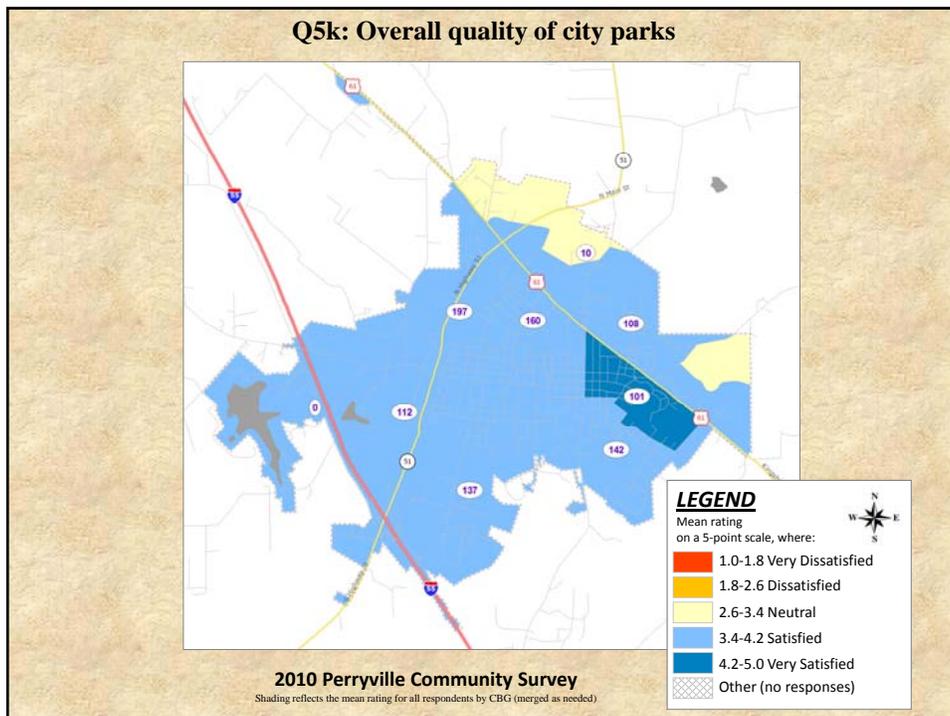
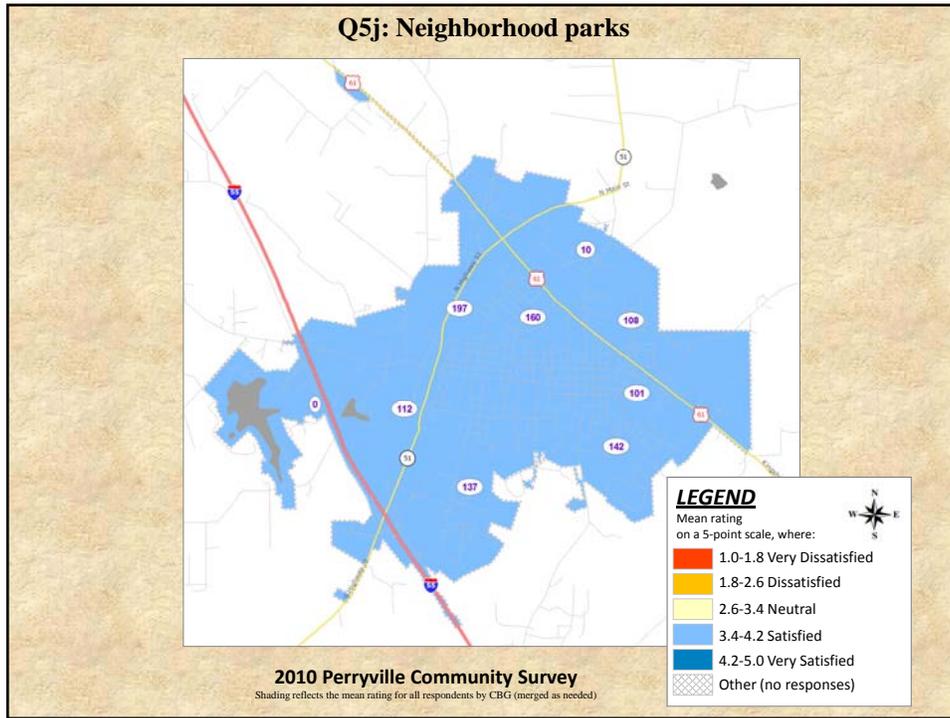


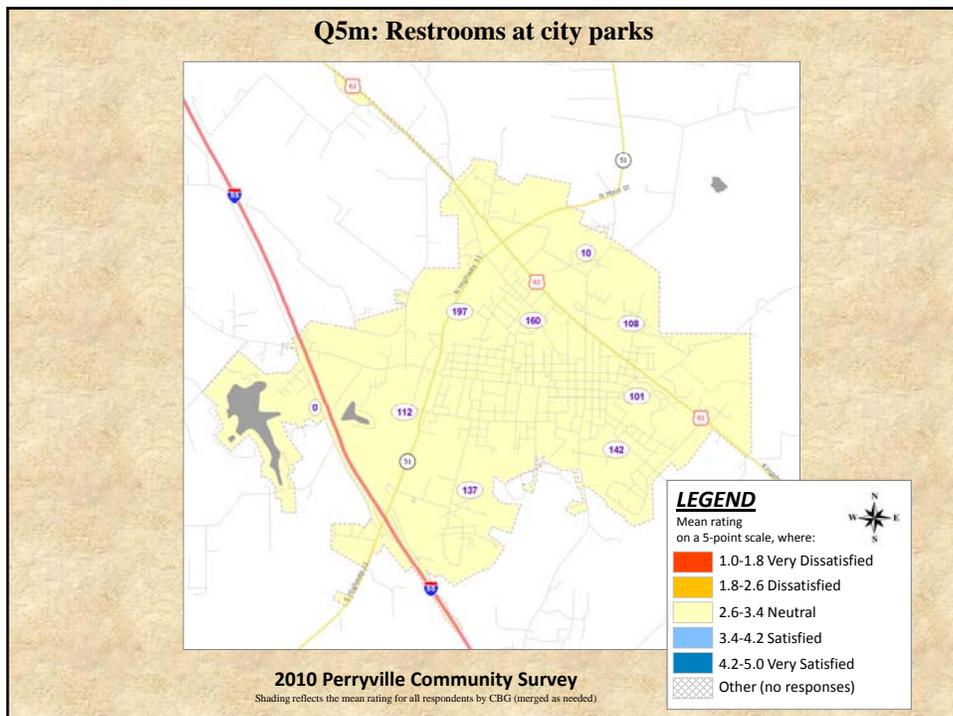
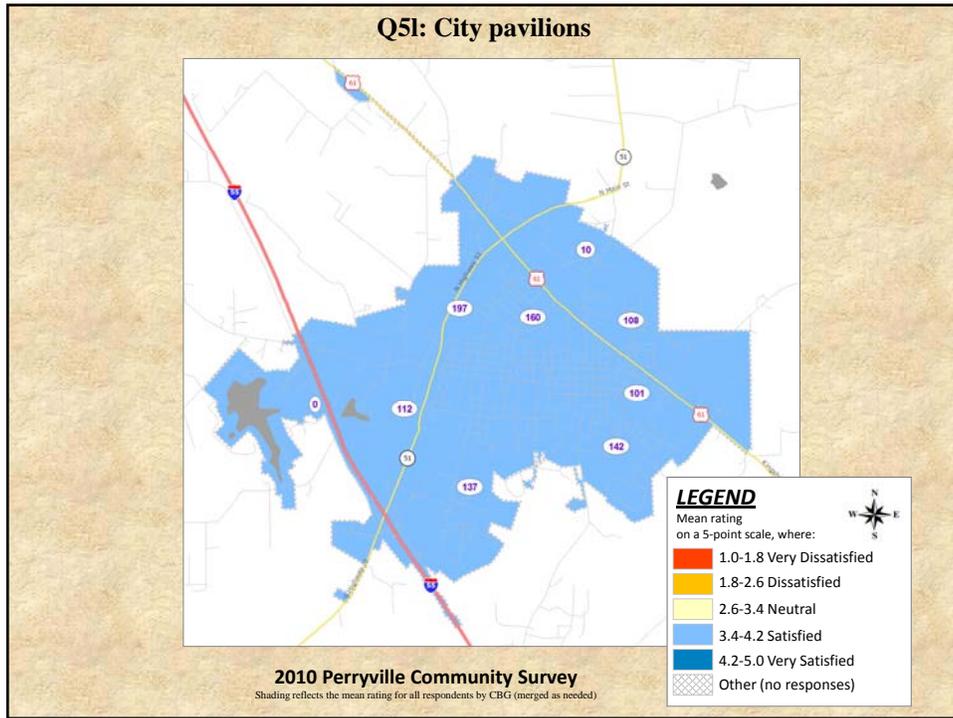


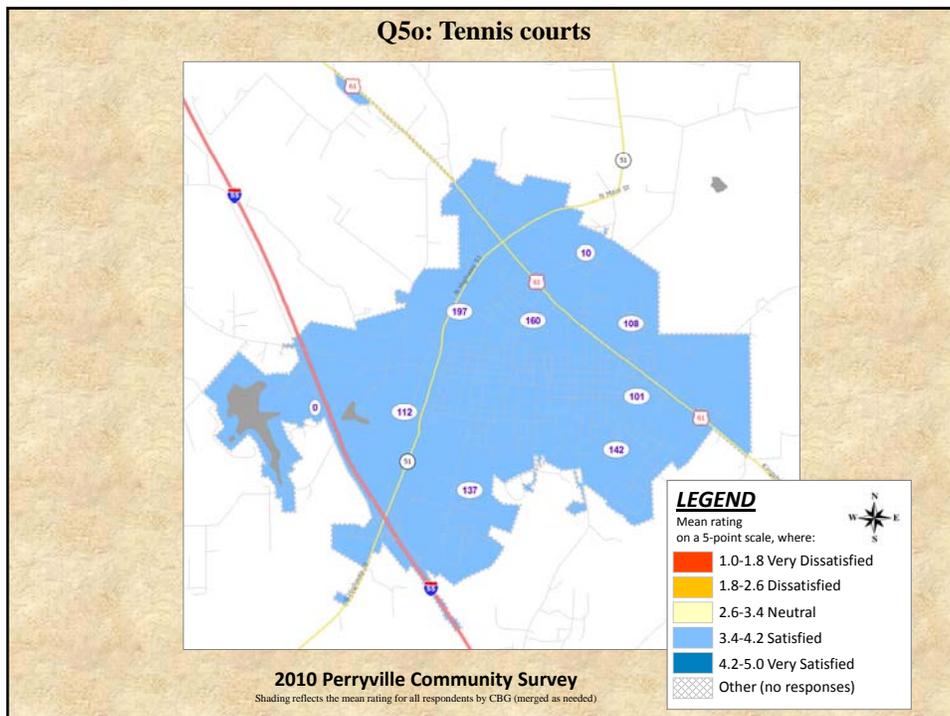
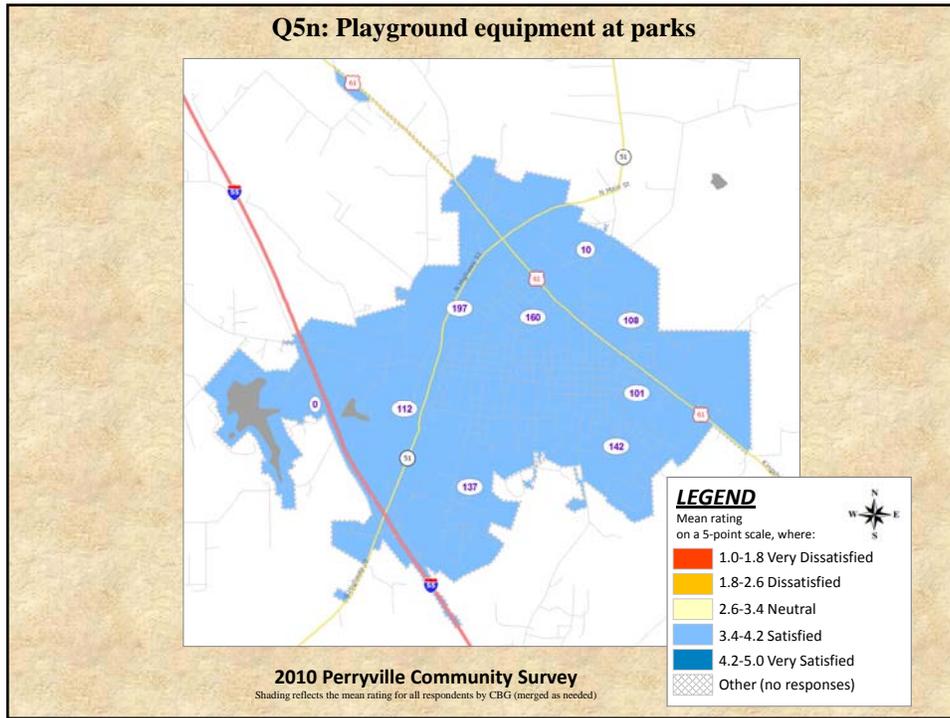


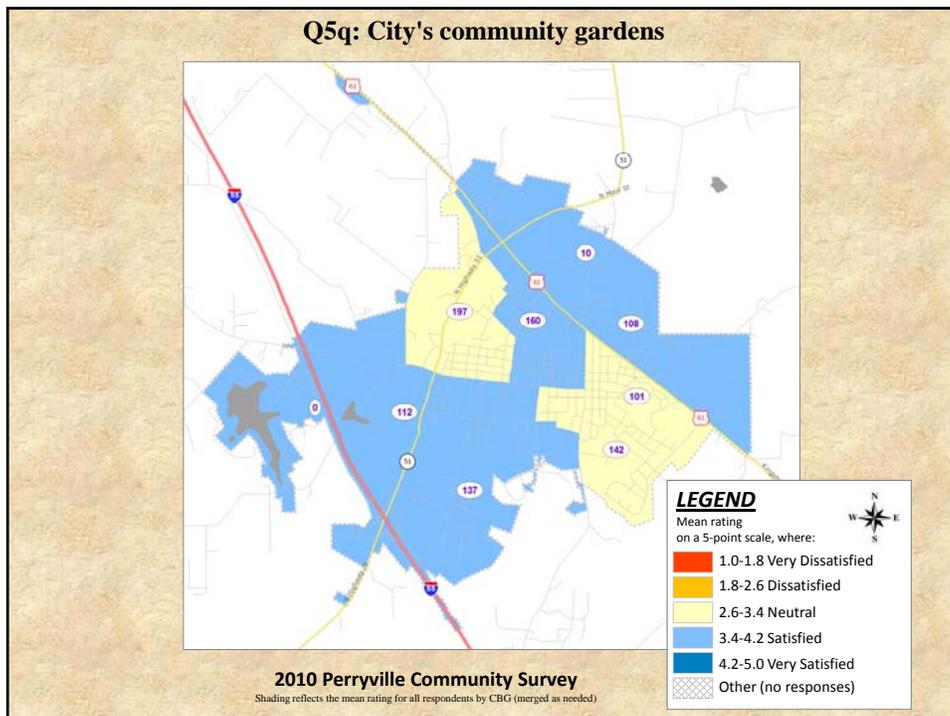
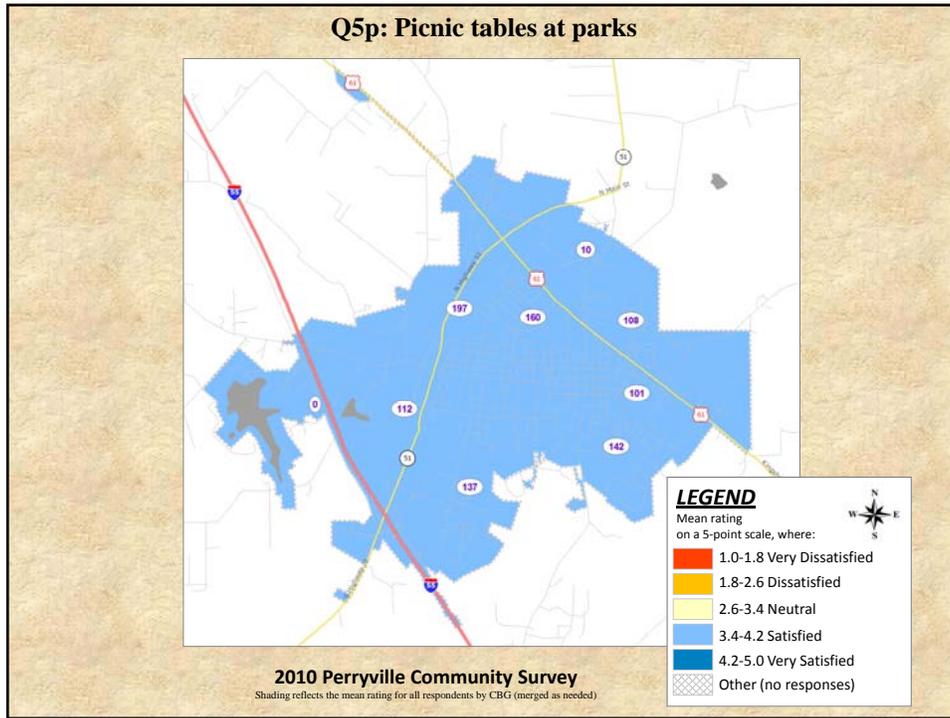


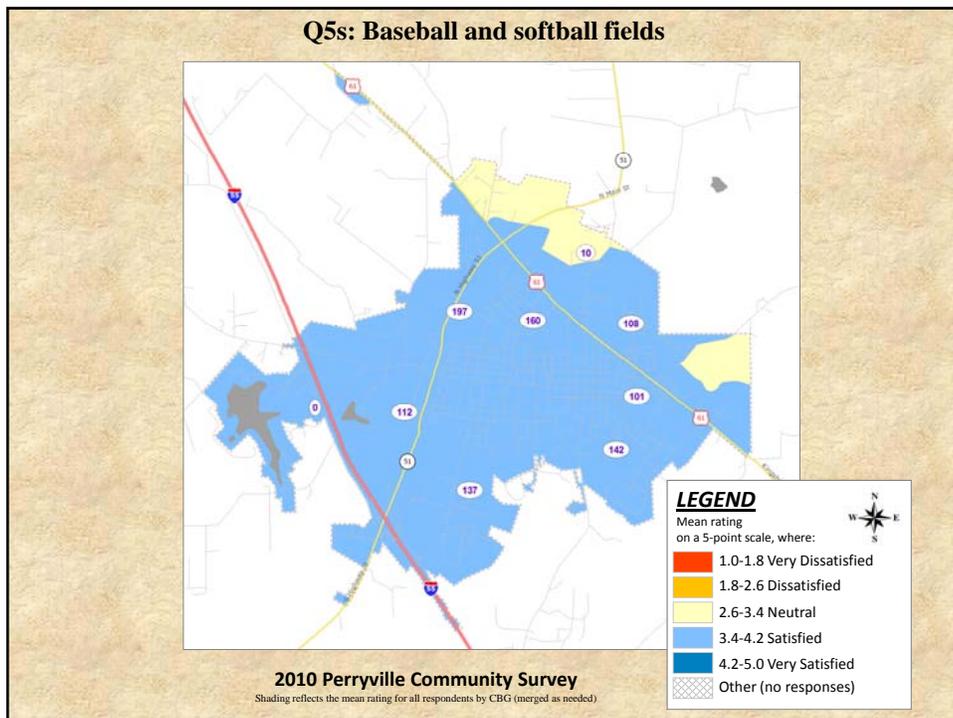
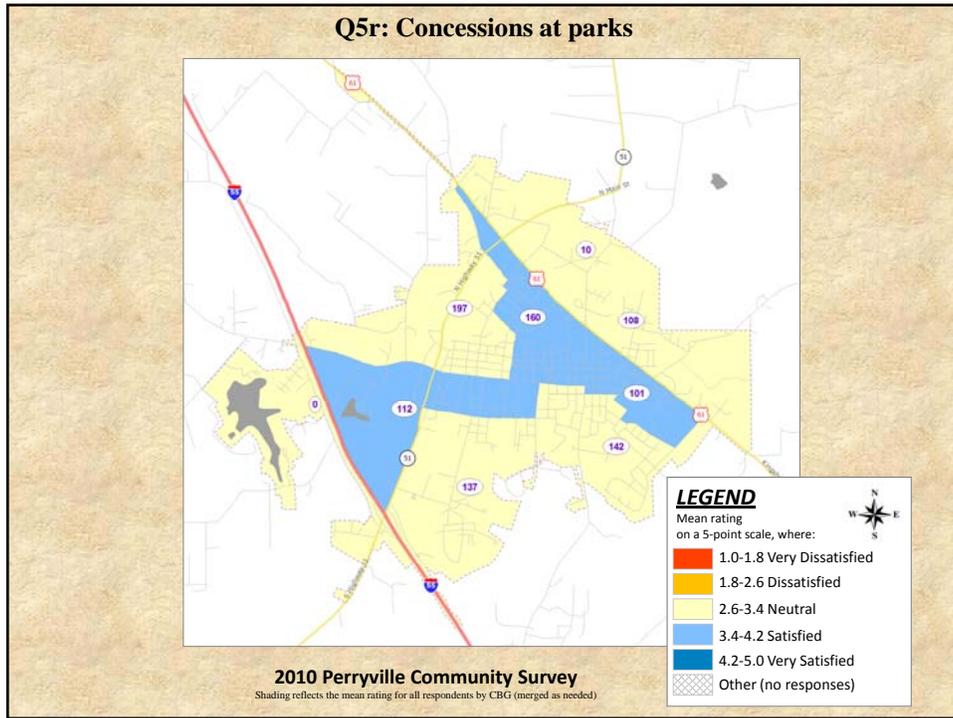


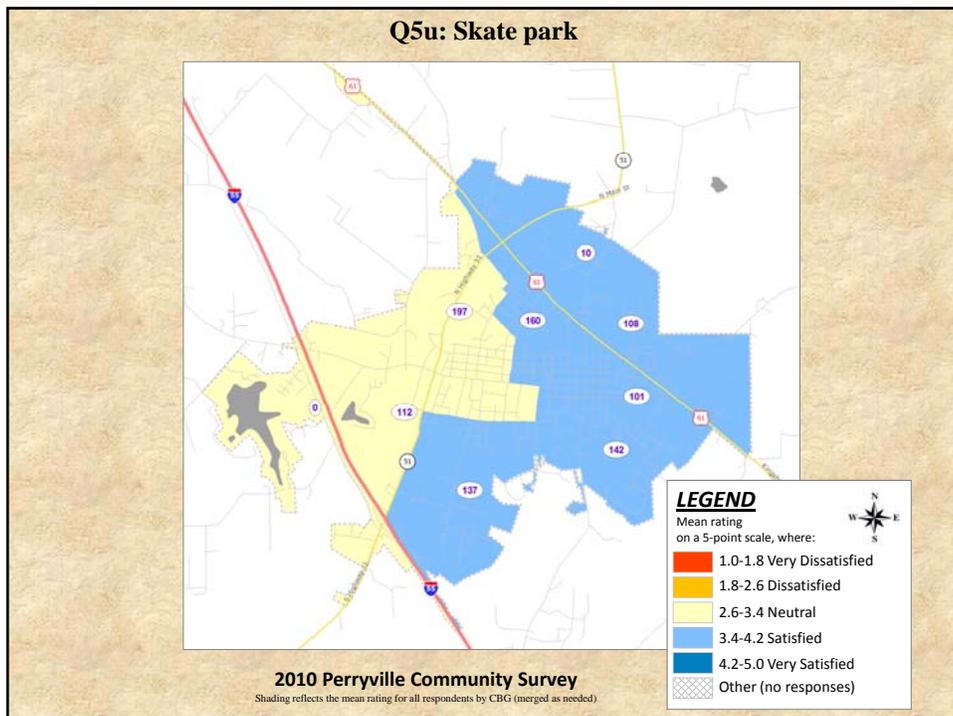
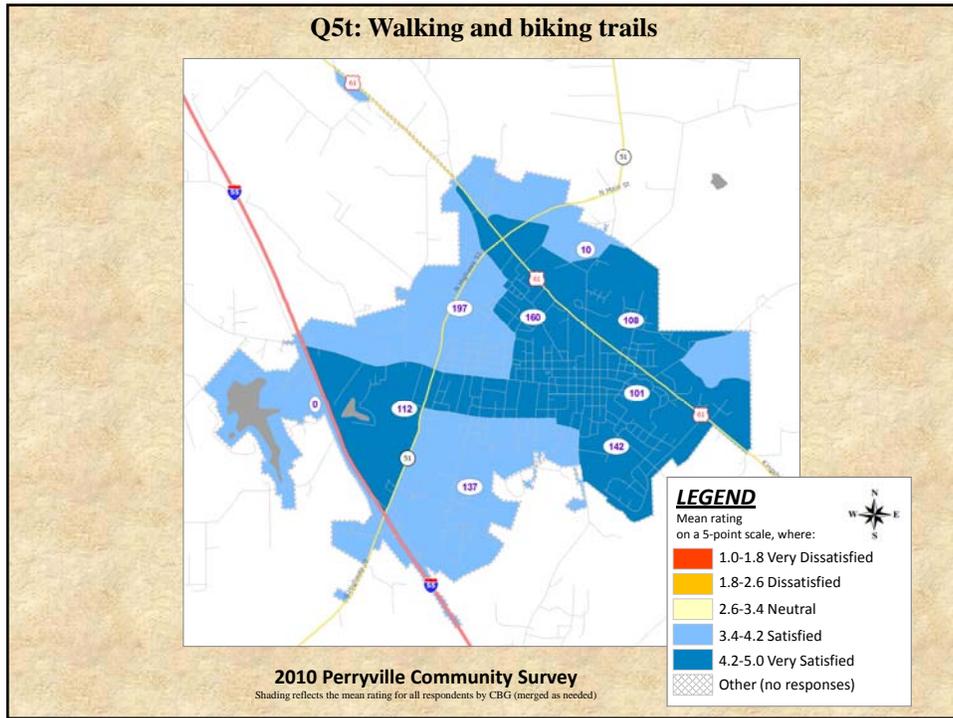


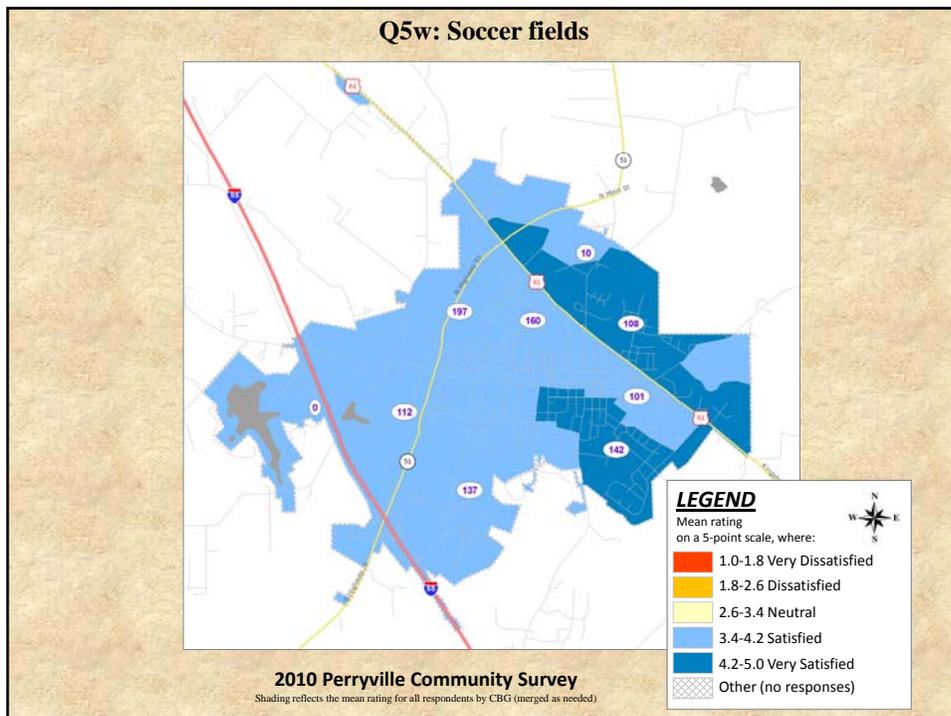
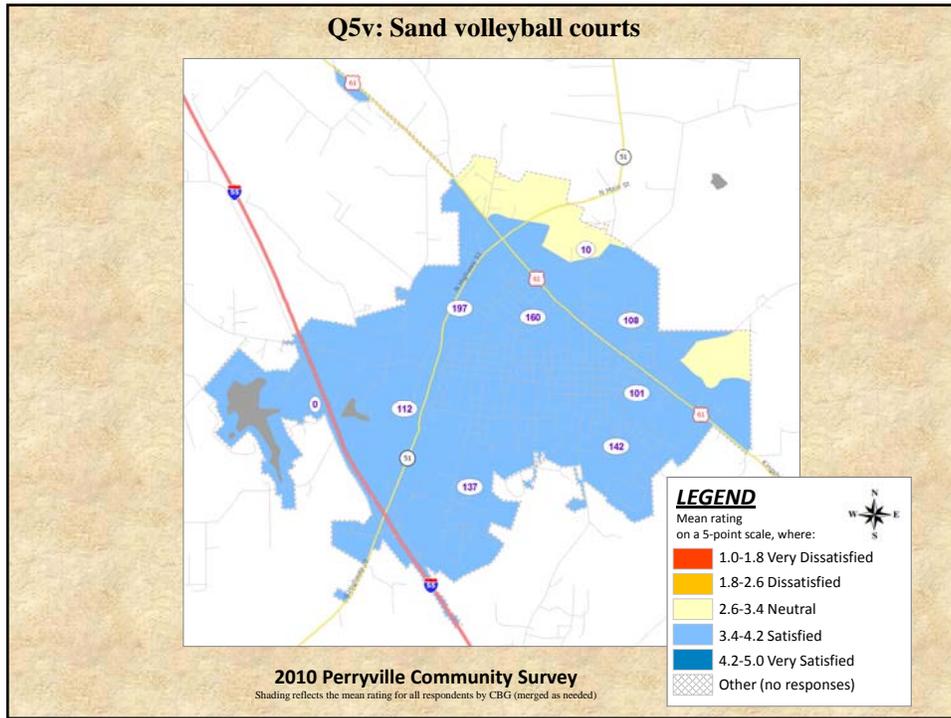


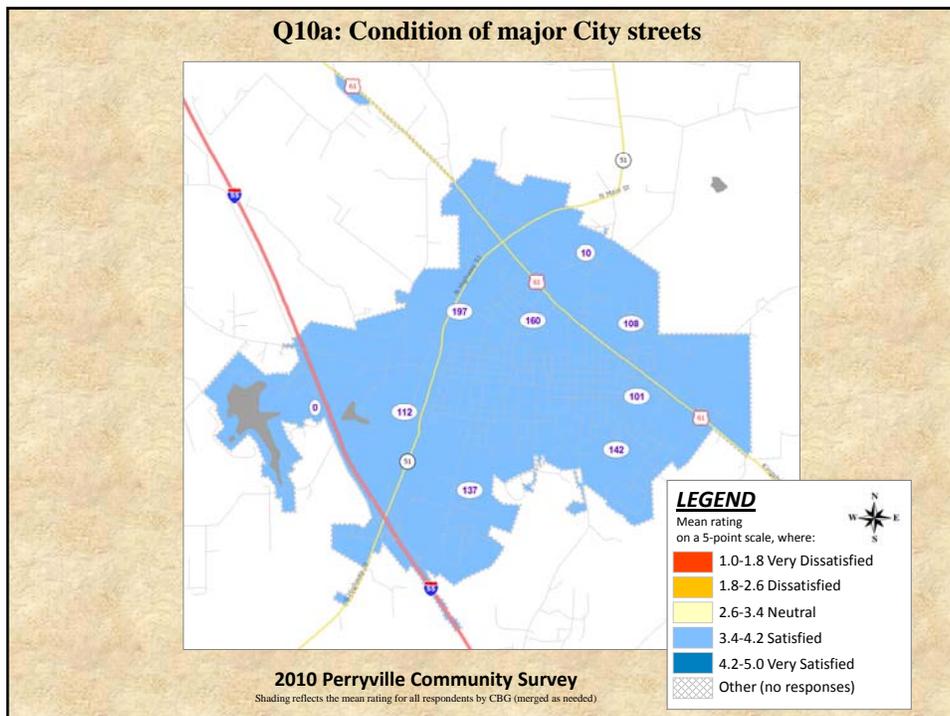
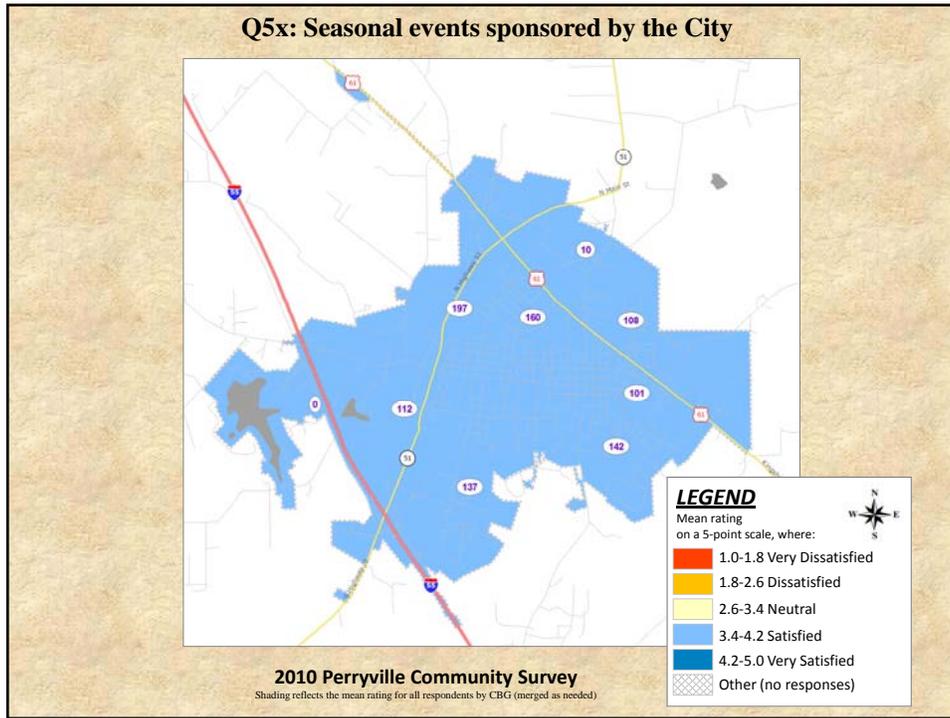




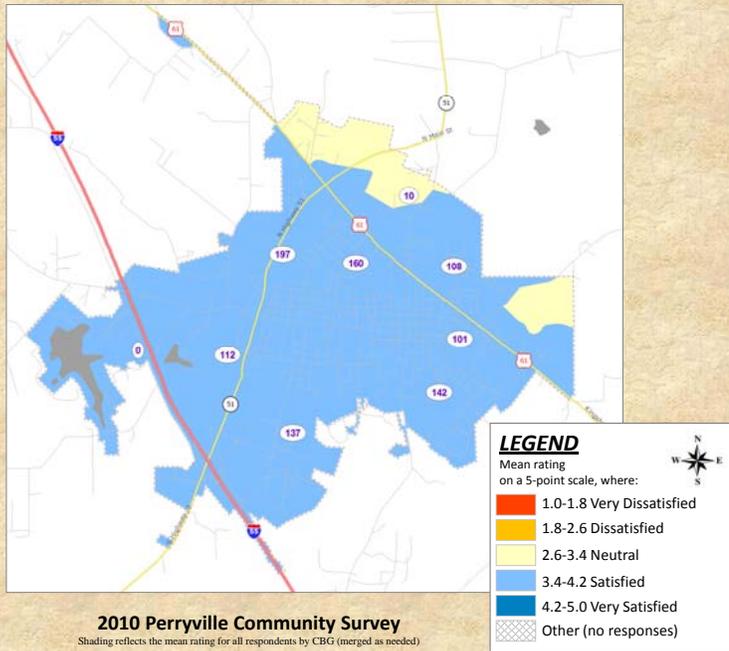




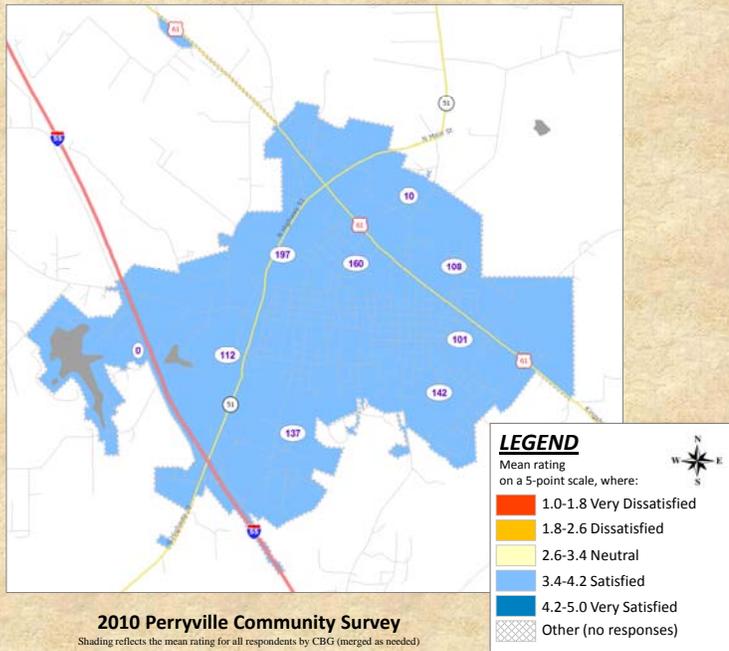




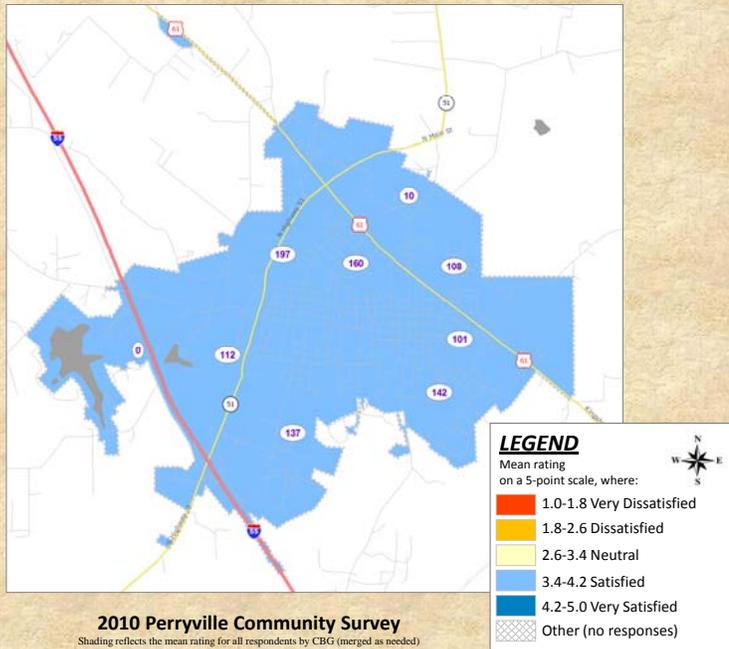
Q10b: Condition of neighborhood streets



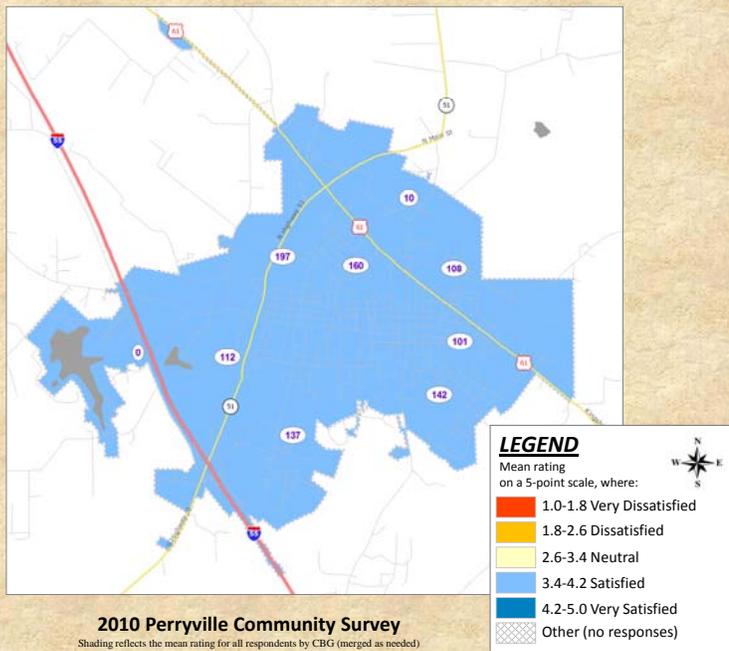
Q10c: Condition of street signs and traffic signals

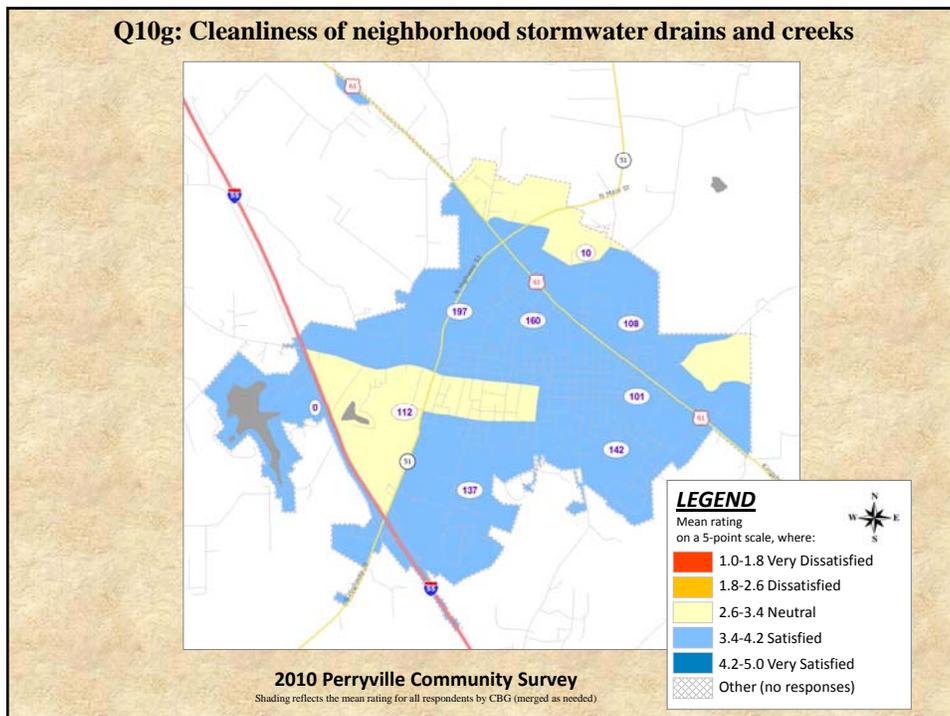
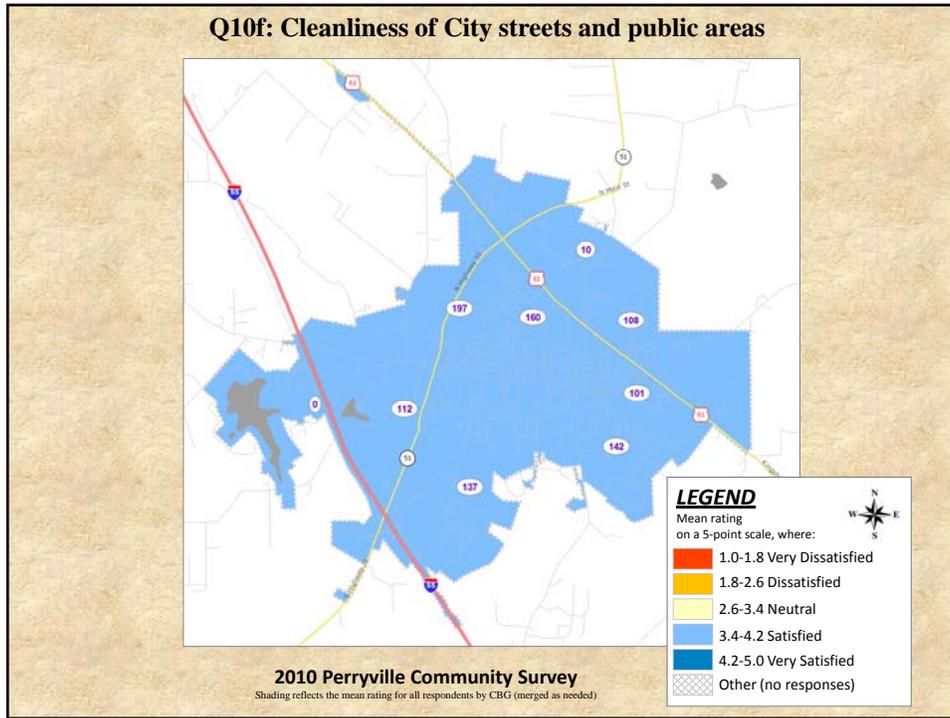


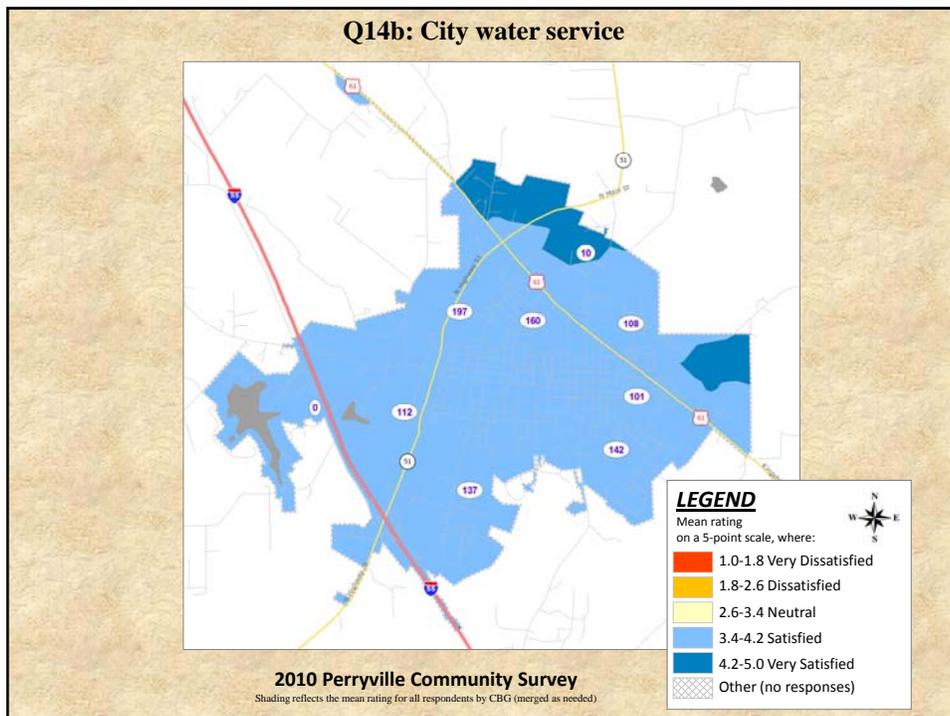
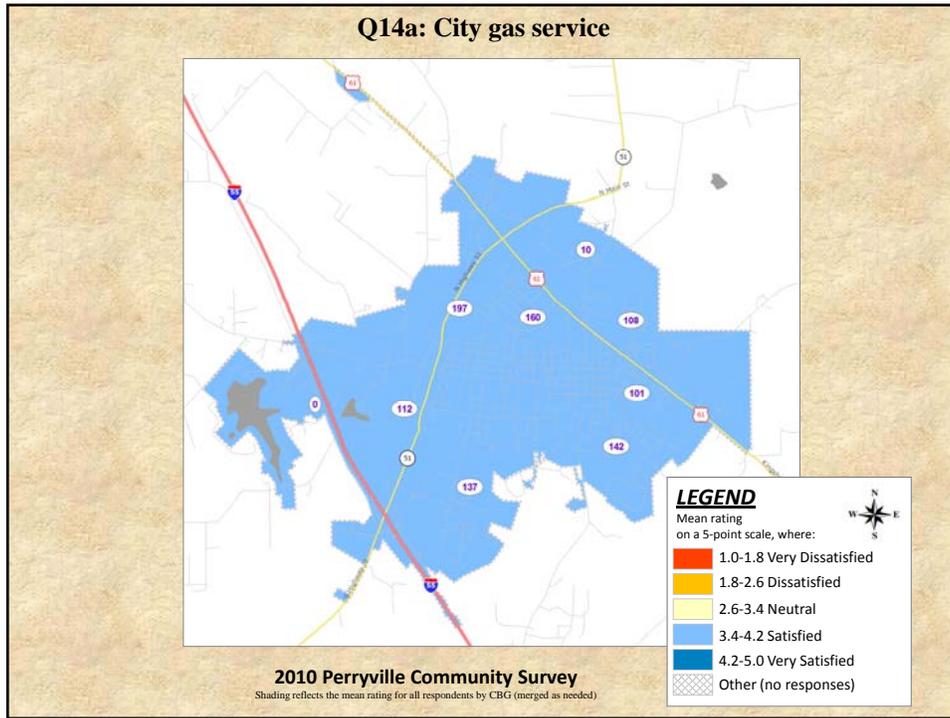
Q10d: Mowing and trimming along public areas

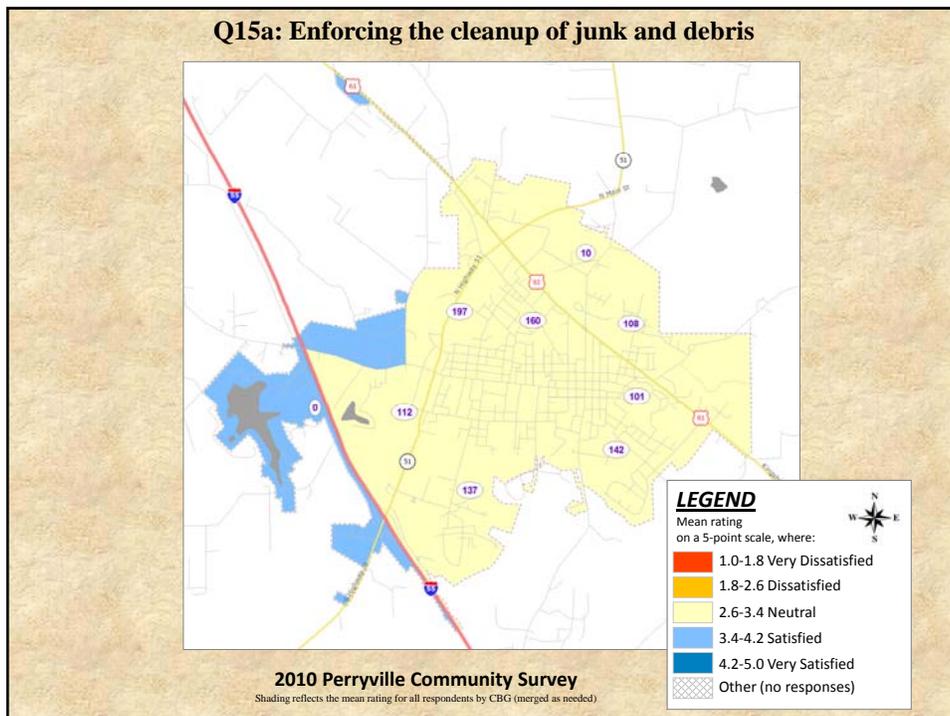
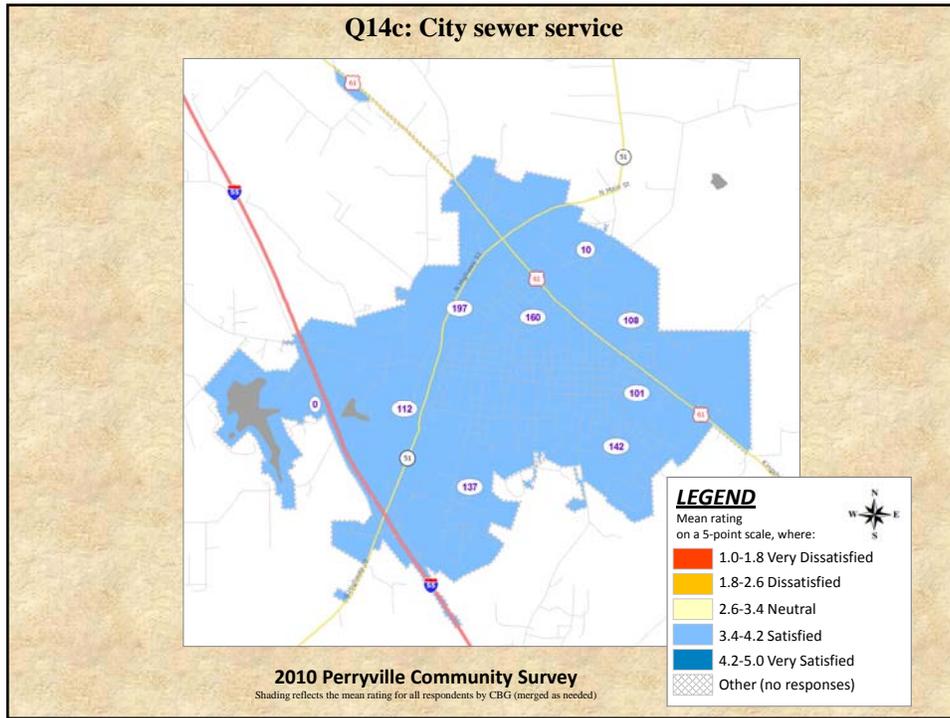


Q10e: Adequacy of City street lighting

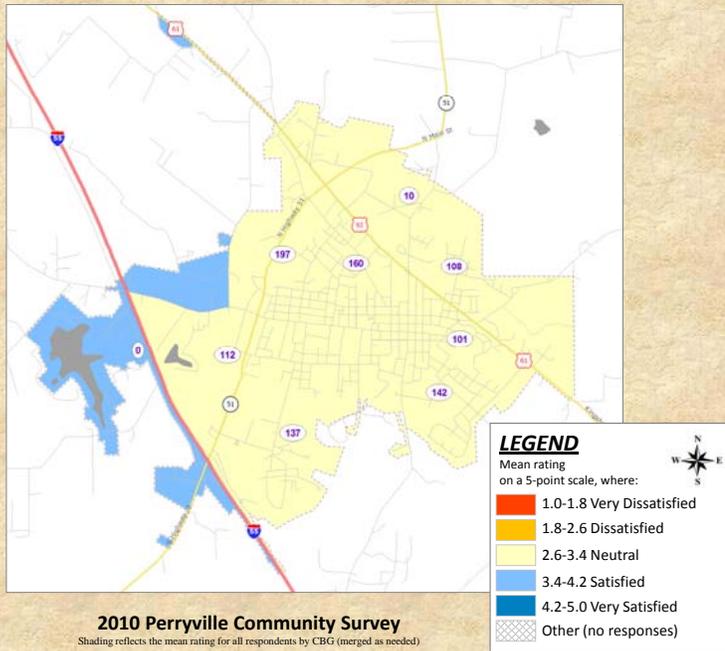




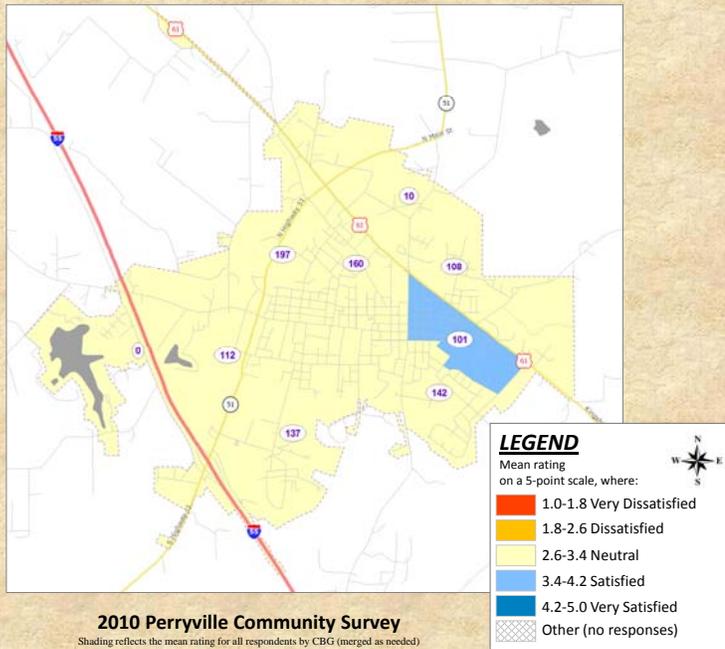




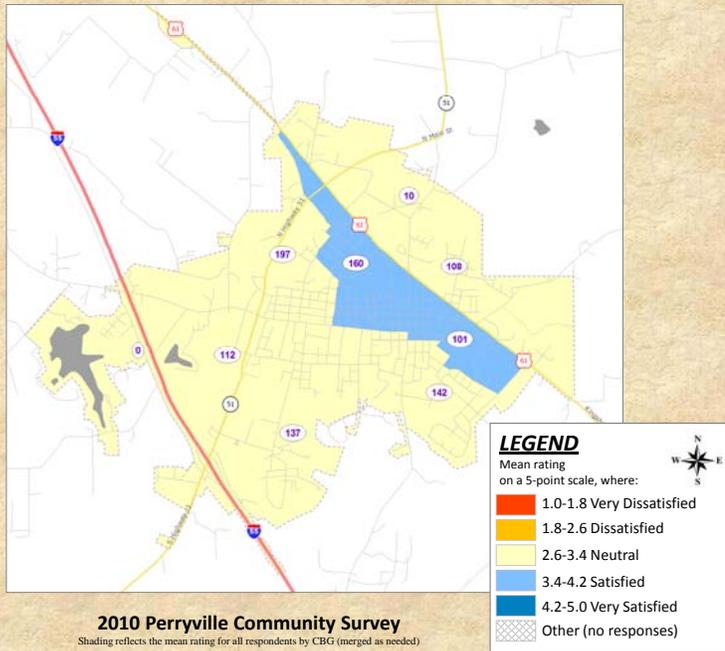
Q15b: Enforcing the cutting of weeds and grass



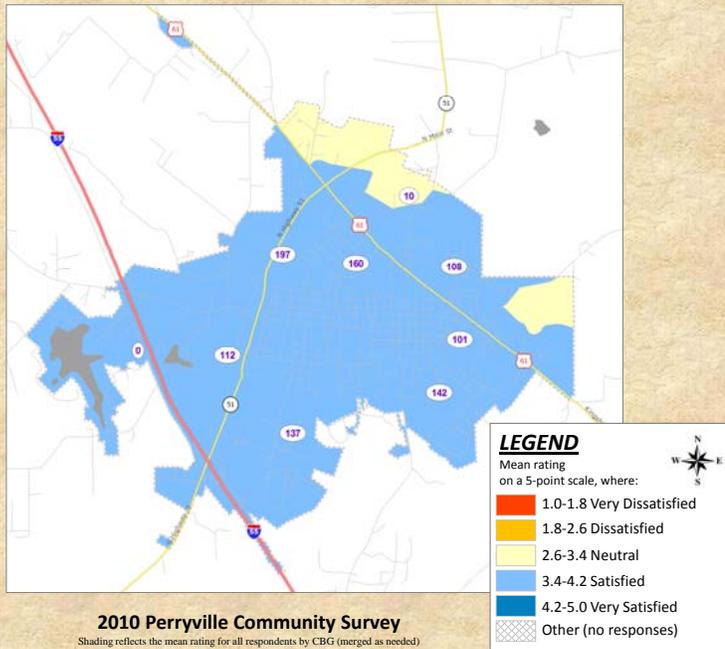
Q15c: Enforcing the exterior maintenance of residential property

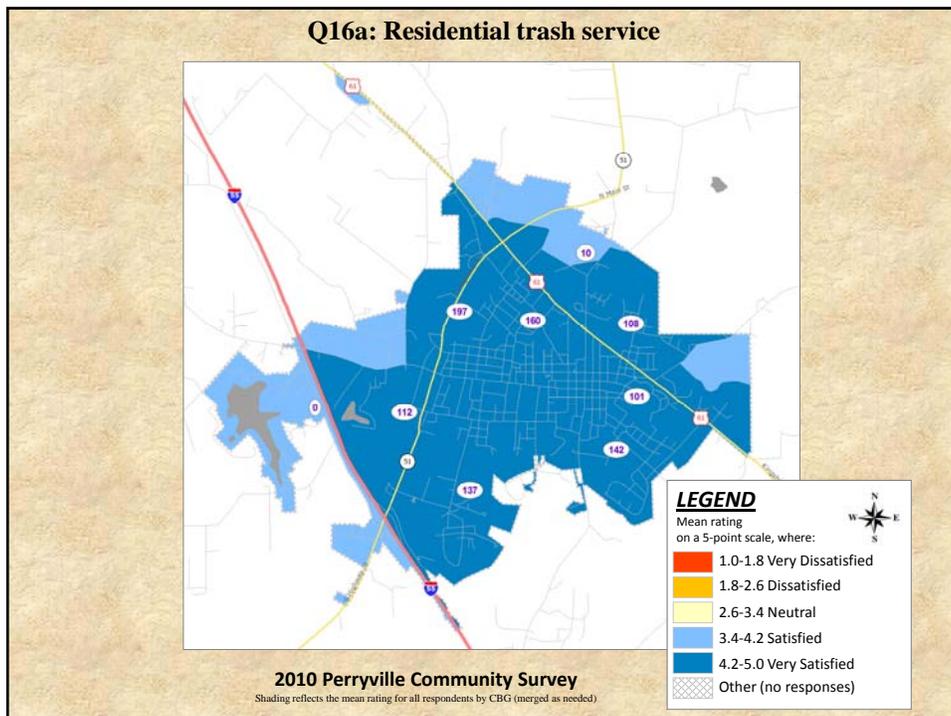
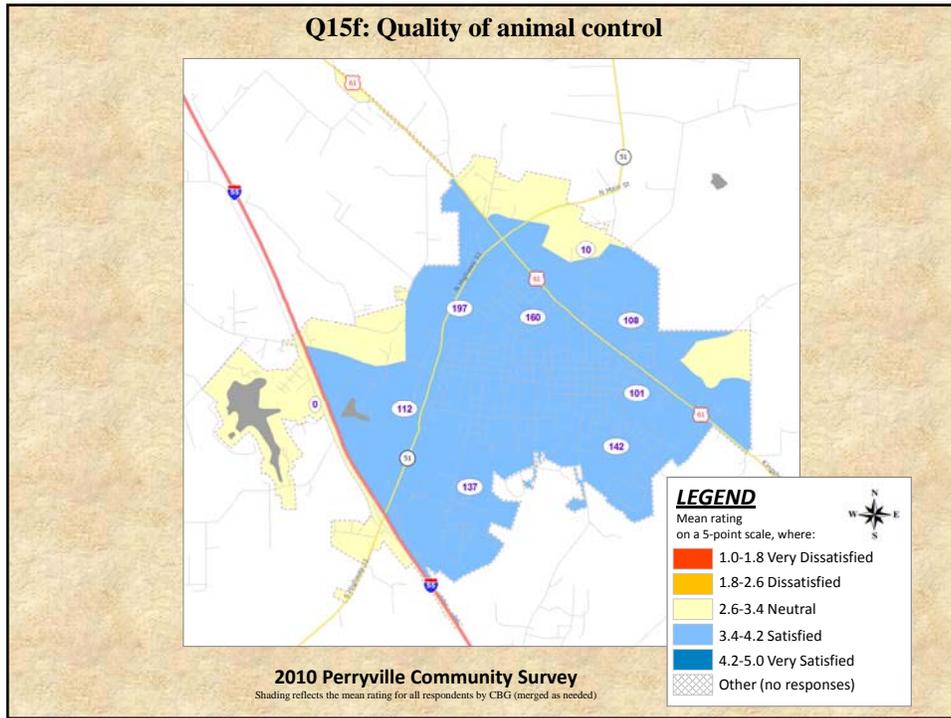


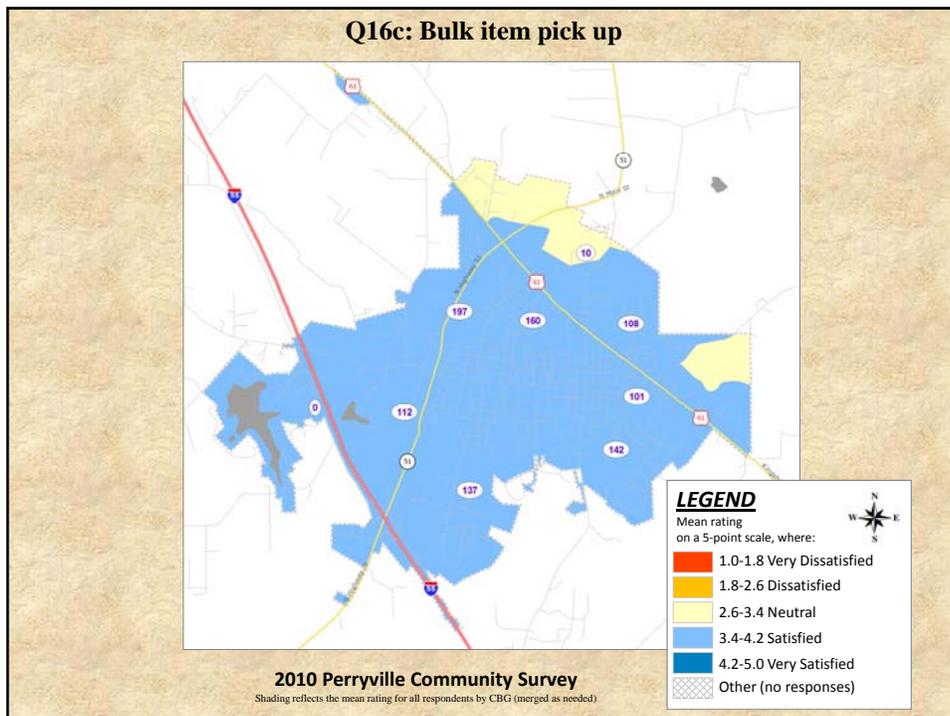
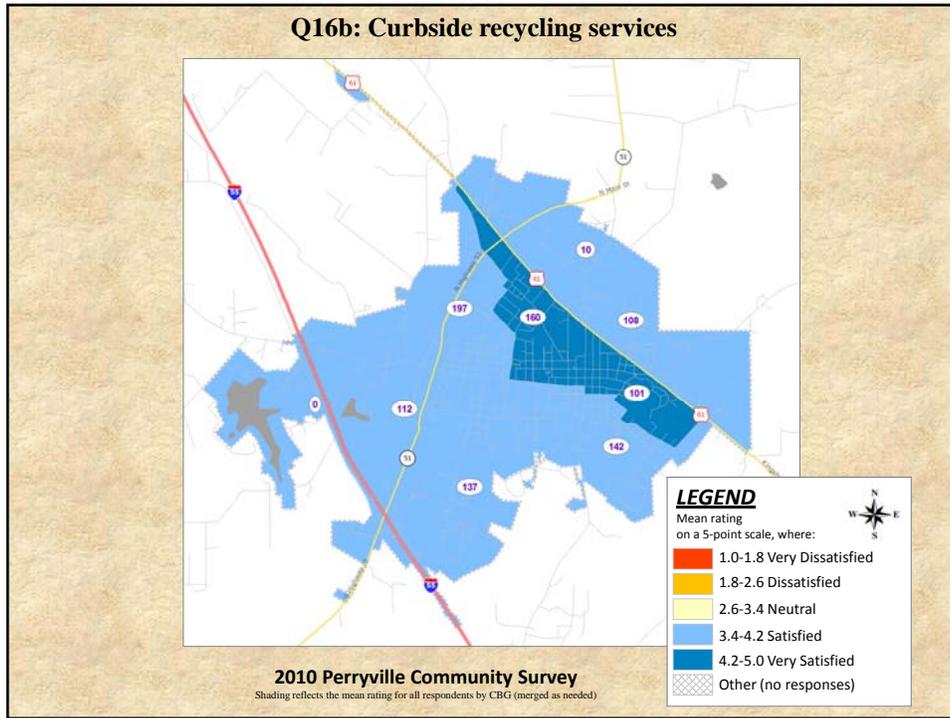
Q15d: Enforcing the exterior maintenance of commercial property

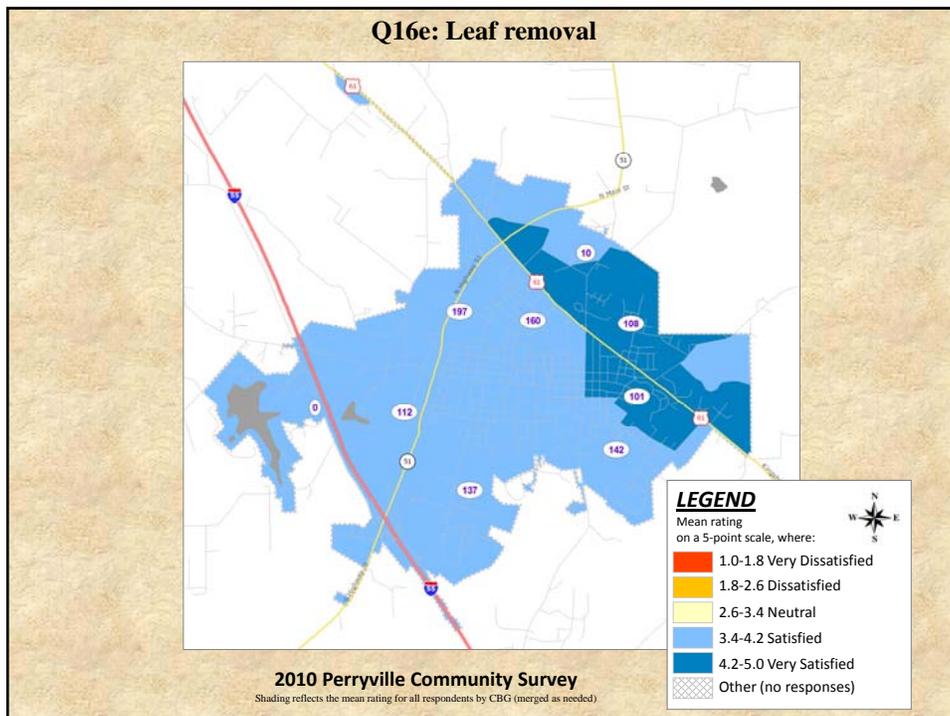
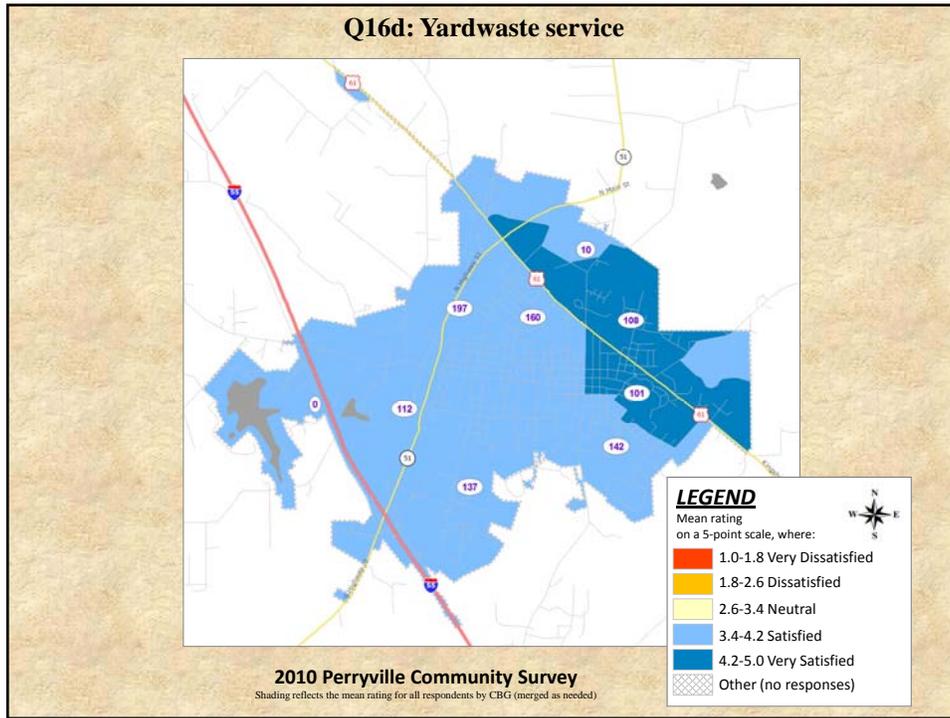


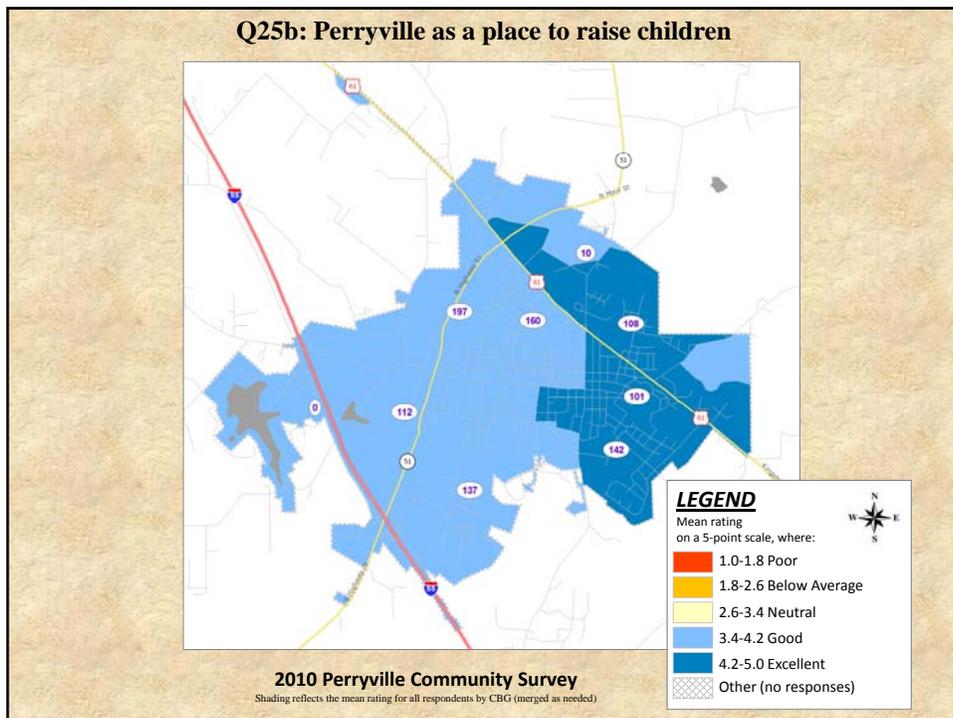
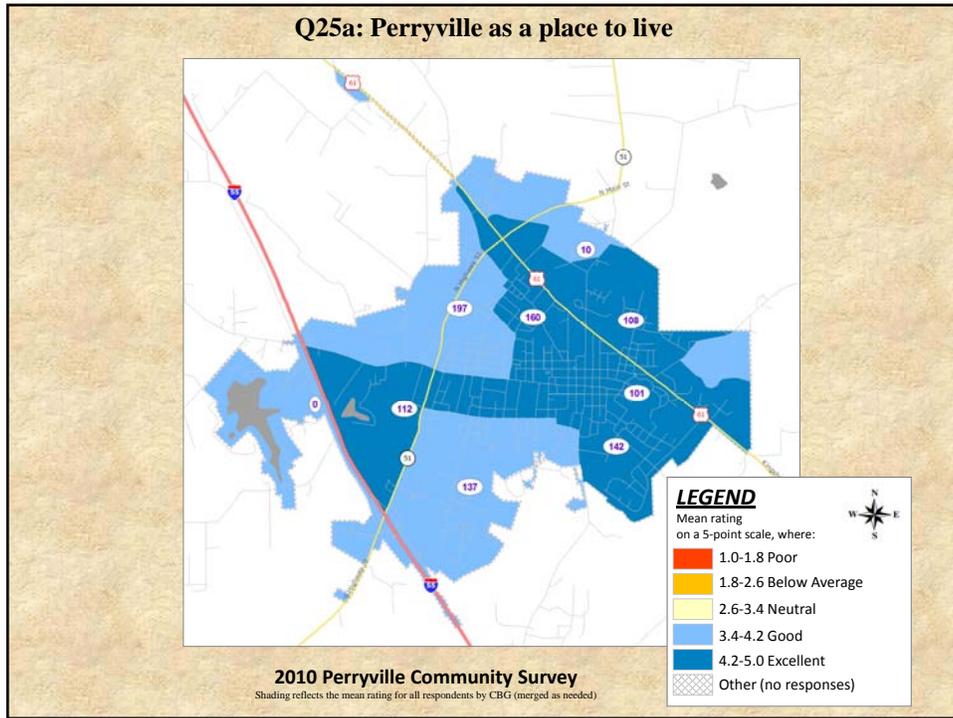
Q15e: Enforcing sign regulations

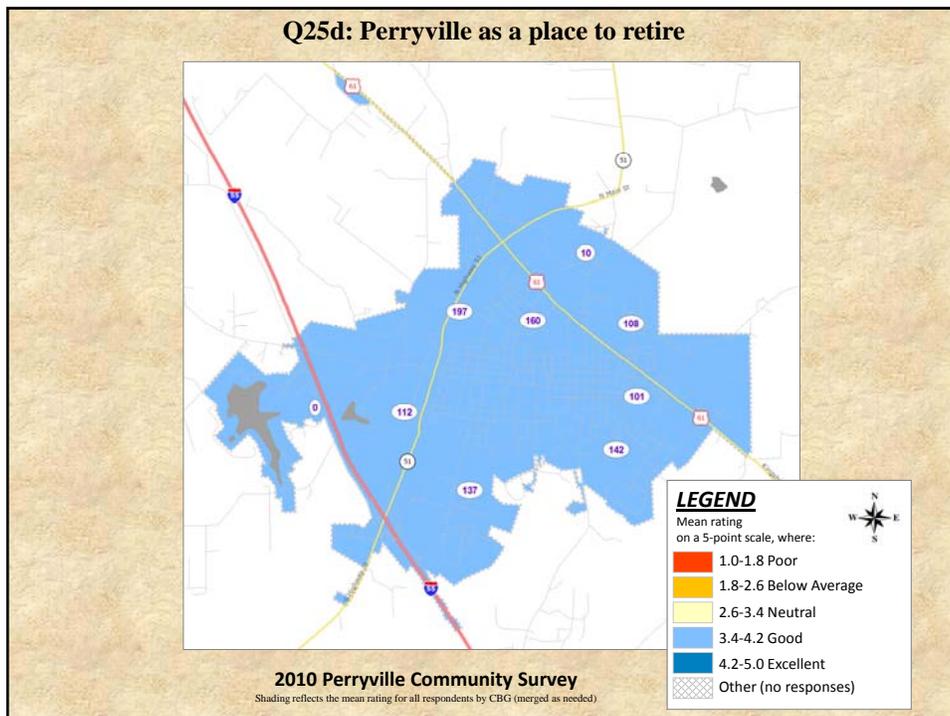
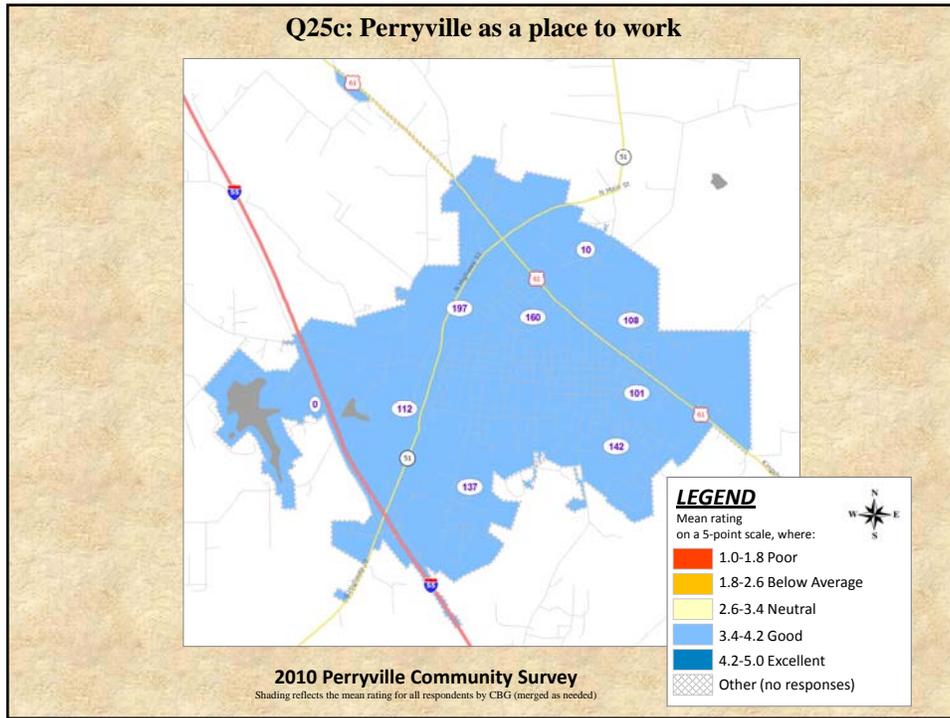


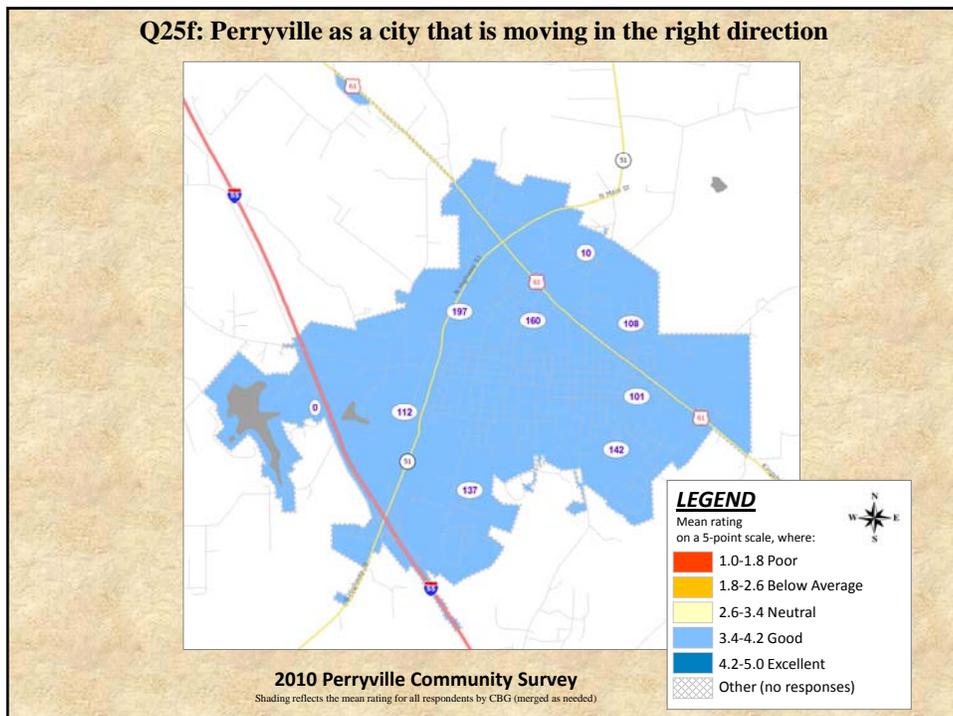
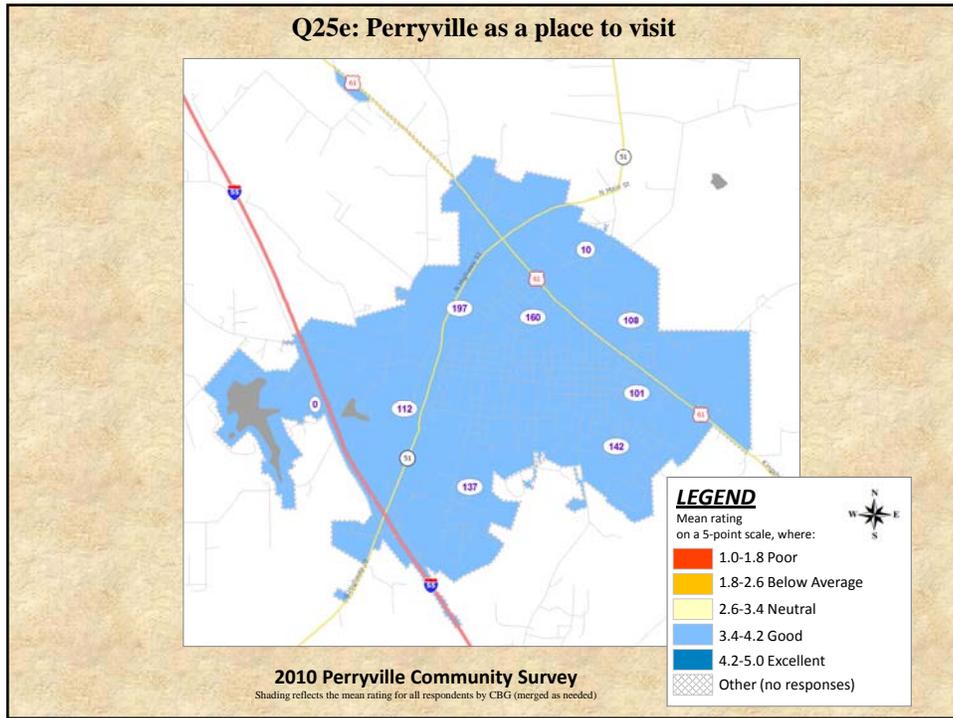












Section 5: **Tabular Data**

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

(N=1091)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a. Quality of police service	29.5%	49.5%	11.9%	4.3%	1.4%	3.4%
Q1b. Quality of fire service	37.8%	46.0%	7.3%	0.4%	0.0%	8.5%
Q1c. Quality of City parks & facilities	35.9%	44.8%	10.2%	3.3%	0.8%	4.9%
Q1d. Quality of City recreational programs	7.7%	13.1%	9.6%	2.0%	1.3%	66.3%
Q1e. Maintenance of City streets & infrastructure	20.8%	52.0%	18.2%	6.0%	1.2%	1.8%
Q1f. Enforcement of City codes & ordinances	12.8%	38.3%	27.1%	10.4%	4.1%	7.2%
Q1g. Quality of customer service from City employees	29.9%	48.5%	13.0%	3.8%	1.1%	3.7%
Q1h. Effectiveness of City communication with public	16.6%	44.1%	24.4%	7.0%	2.3%	5.7%
Q1i. Management of traffic flow on City streets	20.3%	49.3%	17.7%	8.2%	2.3%	2.2%
Q1j. Management of stormwater runoff	11.6%	43.4%	23.5%	11.0%	4.7%	5.9%

EXCLUDING DON'T KNOWS

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Quality of police service	30.6%	51.2%	12.3%	4.5%	1.4%
Q1b. Quality of fire service	41.3%	50.3%	8.0%	0.4%	0.0%
Q1c. Quality of City parks & facilities	37.8%	47.2%	10.7%	3.5%	0.9%
Q1d. Quality of City recreational programs	22.8%	38.9%	28.5%	6.0%	3.8%
Q1e. Maintenance of City streets & infrastructure	21.2%	52.9%	18.6%	6.1%	1.2%
Q1f. Enforcement of City codes & ordinances	13.8%	41.3%	29.2%	11.2%	4.4%
Q1g. Quality of customer service from City employees	31.0%	50.3%	13.5%	4.0%	1.1%
Q1h. Effectiveness of City communication with public	17.6%	46.7%	25.9%	7.4%	2.4%
Q1i. Management of traffic flow on City streets	20.7%	50.4%	18.1%	8.4%	2.3%
Q1j. Management of stormwater runoff	12.4%	46.1%	24.9%	11.7%	5.0%

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

<u>Q2. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Police service	203	18.6 %
Maintenance of streets & infrastructure	174	15.9 %
None chosen	156	14.3 %
Stormwater runoff	155	14.2 %
Codes & ordinances	124	11.4 %
Traffic flow on streets	88	8.1 %
City communication with public	65	6.0 %
Parks & facilities	48	4.4 %
Recreational programs	35	3.2 %
Customer service from City employees	26	2.4 %
Fire service	17	1.6 %
Total	1091	100.0 %

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of streets & infrastructure	132	12.1 %
Codes & ordinances	121	11.1 %
City communication with public	119	10.9 %
Stormwater runoff	102	9.3 %
Traffic flow on streets	96	8.8 %
Fire service	81	7.4 %
Police service	74	6.8 %
Parks & facilities	59	5.4 %
Customer service from City employees	42	3.8 %
Recreational programs	40	3.7 %
No second choice	225	20.6 %
Total	1091	100.0 %

Q2. Which THREE of these items 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>
Maintenance of streets & infrastructure	132	12.1 %
Stormwater runoff	130	11.9 %
City communication with public	117	10.7 %
Codes & ordinances	91	8.3 %
Traffic flow on streets	83	7.6 %
Parks & facilities	55	5.0 %
Customer service from City employees	54	4.9 %
Recreational programs	52	4.8 %
Police service	47	4.3 %
Fire service	34	3.1 %
No third choice	296	27.1 %
Total	1091	100.0 %

Q2. Which THREE of these items 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>
Maintenance of streets & infrastructure	438	40.1 %
Stormwater runoff	387	35.5 %
Codes & ordinances	336	30.8 %
Police service	324	29.7 %
City communication with public	301	27.6 %
Traffic flow on streets	267	24.5 %
Parks & facilities	162	14.8 %
Fire service	132	12.1 %
Recreational programs	127	11.6 %
Customer service from City employees	122	11.2 %
None chosen	156	14.3 %
Total	2752	

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

(N=1091)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3a. Quality of services provided by City	23.2%	57.5%	14.8%	1.9%	0.4%	2.3%
Q3b. Appearance/visual attractiveness of City	25.1%	54.7%	13.2%	4.6%	0.9%	1.5%
Q3c. Image of City	21.5%	52.3%	19.2%	2.8%	1.0%	3.0%
Q3d. How well City is managing growth	19.5%	45.9%	21.7%	6.1%	1.4%	5.3%
Q3e. Quality of life in City	21.9%	52.3%	18.2%	3.1%	1.6%	2.7%
Q3f. Feeling of safety in City	24.0%	49.4%	17.1%	5.1%	2.5%	1.8%
Q3g. Quality of Downtown Perryville	16.6%	45.0%	24.9%	9.5%	1.7%	2.2%
Q3h. Value received for City taxes & fees	11.7%	40.1%	30.0%	10.8%	3.8%	3.7%

EXCLUDING DON'T KNOWS

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3a. Quality of services provided by City	23.7%	58.8%	15.1%	2.0%	0.4%
Q3b. Appearance/visual attractiveness of City	25.5%	55.5%	13.4%	4.7%	0.9%
Q3c. Image of City	22.2%	54.0%	19.8%	2.9%	1.0%
Q3d. How well City is managing growth	20.6%	48.5%	22.9%	6.5%	1.5%
Q3e. Quality of life in City	22.5%	53.8%	18.8%	3.2%	1.7%
Q3f. Feeling of safety in City	24.5%	50.3%	17.5%	5.2%	2.5%
Q3g. Quality of Downtown Perryville	17.0%	46.0%	25.5%	9.7%	1.8%
Q3h. Value received for City taxes & fees	12.2%	41.6%	31.1%	11.2%	3.9%

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

(N=1091)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q4a. City efforts to prevent crime	20.8%	48.2%	16.7%	6.6%	2.3%	5.4%
Q4b. Enforcement of local traffic laws	17.5%	52.2%	17.0%	6.4%	2.3%	4.7%
Q4c. Police respond to emergencies	30.3%	42.8%	12.4%	2.1%	1.3%	11.1%
Q4d. Fire personnel respond to emergencies	34.3%	39.4%	10.3%	0.6%	0.4%	15.0%

EXCLUDING DON'T KNOWS

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4a. City efforts to prevent crime	22.0%	51.0%	17.6%	7.0%	2.4%
Q4b. Enforcement of local traffic laws	18.4%	54.7%	17.8%	6.7%	2.4%
Q4c. Police respond to emergencies	34.1%	48.1%	13.9%	2.4%	1.4%
Q4d. Fire personnel respond to emergencies	40.3%	46.4%	12.1%	0.8%	0.4%

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

(N=1091)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q5a. Movie theater	19.2%	34.2%	18.8%	8.3%	1.9%	17.5%
Q5b. Gyms for basketball/volleyball	18.3%	37.8%	18.6%	1.9%	0.5%	22.9%
Q5c. Weight room	13.1%	30.3%	21.6%	4.0%	0.9%	30.0%
Q5d. Fitness center	14.1%	30.8%	21.5%	3.9%	0.8%	28.8%
Q5e. Pool	17.8%	33.6%	18.8%	5.1%	2.9%	21.7%
Q5f. Racquetball courts	11.6%	28.4%	23.1%	1.2%	0.4%	35.3%
Q5g. Quality of Park Center	24.5%	42.7%	15.9%	3.6%	0.8%	12.5%
Q5h. City Park	31.3%	47.3%	11.0%	2.9%	0.6%	6.9%
Q5i. Bank of MO Soccer Complex	41.1%	33.8%	10.8%	0.9%	0.6%	12.7%
Q5j. Neighborhood Parks	19.3%	39.9%	20.8%	4.4%	2.3%	13.3%
Q5k. Quality of City parks	26.6%	49.9%	12.6%	3.0%	0.7%	7.1%
Q5l. City pavilions	18.1%	47.3%	18.8%	4.4%	1.1%	10.4%
Q5m. Restrooms at City parks	7.1%	24.5%	22.5%	19.7%	10.3%	15.9%
Q5n. Playground equipment at parks	16.3%	40.6%	22.0%	4.7%	1.4%	15.0%
Q5o. Tennis courts	10.4%	29.7%	26.0%	2.8%	0.6%	30.3%
Q5p. Picnic tables at City parks	10.6%	36.0%	27.2%	9.8%	2.2%	14.1%
Q5q. City's community garden	8.2%	22.9%	24.0%	3.8%	3.3%	37.9%
Q5r. Concessions at City parks	8.2%	25.0%	25.7%	8.3%	2.9%	29.9%
Q5s. Baseball/softball fields	16.5%	41.9%	17.2%	3.6%	1.8%	19.0%
Q5t. Walking & biking trails	36.3%	36.7%	10.7%	0.7%	0.3%	15.3%
Q5u City's skate park	8.3%	19.8%	24.1%	3.6%	3.2%	41.0%
Q5v. City's sand volleyball courts	8.1%	24.8%	26.3%	1.3%	0.8%	38.7%
Q5w. Soccer fields	28.2%	34.8%	15.3%	0.6%	0.5%	20.5%
Q5x. Seasonal events	18.1%	43.3%	18.6%	3.8%	1.1%	15.1%

EXCLUDING DON'T KNOWS

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5a. Movie theater	23.3%	41.4%	22.8%	10.1%	2.3%
Q5b. Gyms for bball/volleyball	23.8%	49.0%	24.1%	2.5%	0.6%
Q5c. Weight room	18.7%	43.3%	30.9%	5.8%	1.3%
Q5d. Fitness center	19.8%	43.2%	30.2%	5.5%	1.2%
Q5e. Pool	22.7%	43.0%	24.0%	6.6%	3.7%
Q5f. Racquetball courts	18.0%	43.9%	35.7%	1.8%	0.6%
Q5g. Quality of Park Center	28.0%	48.8%	18.2%	4.1%	0.9%
Q5h. City Park	33.6%	50.8%	11.8%	3.1%	0.7%
Q5i. Bank of MO Soccer Comp	47.1%	38.8%	12.4%	1.1%	0.7%
Q5j. Neighborhood Parks	22.3%	46.0%	24.0%	5.1%	2.6%
Q5k. Quality of City parks	28.6%	53.7%	13.6%	3.3%	0.8%
Q5l. City pavilions	20.1%	52.8%	21.0%	4.9%	1.2%
Q5m. Restrooms at City parks	8.5%	29.1%	26.7%	23.4%	12.2%
Q5n. Playground equipment	19.2%	47.8%	25.9%	5.5%	1.6%
Q5o. Tennis courts	15.0%	42.6%	37.4%	4.1%	0.9%
Q5p. Picnic tables at City parks	12.4%	41.9%	31.7%	11.4%	2.6%
Q5q. City's community garden	13.1%	36.9%	38.6%	6.0%	5.3%
Q5r. Concessions at City parks	11.6%	35.7%	36.6%	11.9%	4.2%
Q5s. Baseball/softball fields	20.4%	51.7%	21.3%	4.4%	2.3%
Q5t. Walking & biking trails	42.9%	43.3%	12.7%	0.9%	0.3%
Q5u City's skate park	14.1%	33.5%	40.8%	6.1%	5.4%
Q5v. Sand volleyball courts	13.2%	40.5%	42.9%	2.1%	1.3%
Q5w. Soccer fields	35.5%	43.8%	19.3%	0.8%	0.6%
Q5x. Seasonal events	21.3%	51.0%	21.9%	4.5%	1.3%

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

<u>Q6. Usage fees at Park Center</u>	<u>Number</u>	<u>Percent</u>
Too high	352	32.3 %
About right	405	37.1 %
Too low	11	1.0 %
Don't know	323	29.6 %
Total	1091	100.0 %

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

<u>Q7. Membership to Park Center</u>	<u>Number</u>	<u>Percent</u>
Yes	210	19.2 %
No	881	80.8 %
Total	1091	100.0 %

Q8. What improvements would you suggest the City make to its park system?

Based on a word search of key terms that were suggested as improvements by respondents, the most frequently mentioned improvements are listed below. The verbatim suggestions have also been provided.

<u>Improvement (Key Word)</u>	<u># Times Mentioned</u>
Restroom/Bathroom	93
Pool	29
Walk/Bike Trails/Paths	27
Playgrounds	24
Parking	21
Lights/Lighting	18
Movies	16
Pavilions	16
Softball	12
Weight/weight room	11
Ballfields	9
Baseball	8
Plants	5
Gyms	5
Dog/Dog park	5
Arts/Sculpture	5

VERBATIM SUGGESTIONS

Q8. What improvements would you suggest the City make to its park system? (continued)

- MOST FREQUENTLY MENTIONED
- A DOG PARK WOULD BE GREAT!
- A SMALL POND OR LAKE
- ADD A LAKE; GARDEN IS A JOKE
- ADD AN OUTDOOR POOL FOR THE SUMMERTIME
- ADD DRINKING FOUNTAINS, GOOD BATHROOMS
- ADD GOLF COURSE
- ADD MORE SWINGS!
- ADD PAVILION & RESTROOM AT MINI-PARKS
- ADD SMALL POND W/FOUNTAIN; MORE TREES
- ADD SOFT SURFACE HIKING TRLS; CLEAN THEATER
- ADDING LIGHTS TO THE HIKE/BIKE TRAIL
- AIR FLOW AT POOL
- ALL PARKS INCL PARK CENTER SHOULD BE FREE
- ALL SERVICES INCLUDED W/EACH PASS
- ART SCULPTURE OR ROSE GARDEN
- BALL LEAGUES ARE RUN POORLY & TOO EXPENSIVE
- BALLFIELDS IN TERRIBLE SHAPE; DANGEROUS
- BALLFIELDS NEED TO BE UPDATED
- BASEBALL/SOFTBALL FIELDS & TODDLER PLAYGRND
- BASEBALL/SOFTBALL NEEDS NEW FENCES & DUGOUT
- BATHROOM FACILITIES AT PARK
- BATHROOMS - CONDITIONING OF BALLFIELDS
- BATHROOMS ARE BAD; BALLFIELDS COULD IMPROVE
- BATHROOMS COULD BE CLOSER TO PLAYING AREAS
- BATHROOMS IN PARK
- BATHROOMS NEED TO BE GREATLY IMPROVED!
- BATHROOMS NEED TO BE IMPROVED
- BATHROOMS; OVERALL WE LOVE THE PARK
- BE MORE TODDLER FRIENDLY FOR 2 YRS & UNDER
- BETTER AND MORE PLAYGROUNDS
- BETTER AREA FOR KIDS TO PLAY
- BETTER BASEBALL FIELDS; TOO MANY ROCKS
- BETTER BATHROOMS!!!
- BETTER/CLEANER BATHROOMS
- BETTER/CLEANER RESTROOMS; PAVED PARKING
- BETTER FITNESS/WEIGHT EQUIP; BETTER MAINT
- BETTER HANDICAPPED ACCESS/WHEELCHAIRS
- BETTER LAWN CARE AROUND PARK CTR BUILDING
- BETTER LIGHTING ON THE WALK/BIKE TRAILS

VERBATIM SUGGESTIONS

Q8. What improvements would you suggest the City make to its park system? (continued)

- BETTER LIGHTING ON THE WALKWAY
- BETTER LIGHTING ON WALK/BIKE TRAIL
- BETTER LIGHTING; UPDATED PLAYGROUND EQUIP
- BETTER MAINTENANCE OF BALL DIAMONDS
- BETTER/MORE PARKING AT UMB COMPLEX & VISTA
- BETTER MOVIE SELECTION
- BETTER MOVIES & CONCESSIONS
- BETTER MOVIES/BETTER LIGHTING
- BETTER OUTDOOR RESTROOMS
- BETTER PARKING AT PARK CTR & RESTROOMS
- BETTER PAVILIONS, TABLES & RESTROOMS
- BETTER PICNIC TABLES
- BETTER PLAYGROUND EQUIPMENT
- BETTER PLAYGROUNDS FOR SMALL CHILDREN
- BETTER RESTROOM FACILITIES
- BETTER RESTROOMS
- BETTER RESTROOMS & MORE; LIGHTS AT PAVILION
- BETTER RESTROOMS ON WALKING PATH
- BETTER RESTROOMS WITHIN THE PARK
- BETTER RESTROOMS, LOWER PASSES
- BETTER RESTROOMS; CLOSER TO PAVILIONS
- BETTER TOILETS AT BIG PAVILION
- BETTER UPKEEP
- BETTER UPKEEP OF EXISTING FACILITIES
- BETTER USE OF CONCESSION AREAS; CLEANLINESS
- BETTER WEIGHT ROOM
- BIGGER GYM AND MORE FREE WEIGHTS
- BIGGER PARKING LOT AT HECKER RD; PAVED
- BIGGER WEIGHT ROOM & FITNESS ROOM
- BLACKTOP ALL GRAVEL PARKING
- BUILD AN OUTDOOR PUBLIC POOL
- BUILD RESTROOM & CONCESSION @ MAIN FIELD
- CARE OF THE BALLFIELDS
- CENTRALIZE MGMT SO EVERYONE ON SAME PAGE
- CHANGE MOVIES MORE OFTEN; ADD OUTDOOR POOL

VERBATIM SUGGESTIONS

Q8. What improvements would you suggest the City make to its park system? (continued)

- CHILDREN 11-16 ACCOMPANIED BY A PARENT
- CITY HAS MADE GIANT IMPROVEMENTS!
- CITY HAS VERY GOOD PARK SYSTEM
- CLEAN RESTROOMS
- CLEAN RESTROOMS AND MAKE MORE PRIVATE
- CLEAN THE BATHROOMS
- CLEAN UP LEAVES IN PARK IN WINTER
- CLEAN UP PAVILIONS; SAND & FINISH TABLES
- CLEAN UP ROCKS ON SOFTBALL FIELDS
- CLEANER, NICER BATHROOMS
- CLEANER, UPDATED BATHROOMS
- CLEANER BATHROOMS & BETTER LIGHTING
- CLEANER BATHROOMS AT BALL PARKS
- CLEANER EQUIPMENT IN FITNESS AREA
- CLEANER RESTROOMS
- CLEANER RESTROOMS AND MORE OF THEM
- CLEANLINESS
- CLEANLINESS OF AMENITIES; PLAYGROUND EQUIP
- CLEANLINESS OF PARK CENTER
- CLEANLINESS; MORE ACTIVITIES
- CLEAR FRONT WALK; SWEEP STEPS; REPAINT RAIL
- CLOSE EARLIER THAN MIDNIGHT
- CLOSE FELTZ STREET DOPE PARK
- CLOSE THE SKATE PARK; KIDS LOUD, DISRESPECT
- CLOSER TO DOWNTOWN RESIDENTS
- COLLAPSE HORSESHOE PINS WHEN NOT IN USE
- CONCESSION FOR BALLFIELDS
- CONCESSION STAND & CLEANER BATHROOMS
- CONTINUE TO KEEP THINGS NICE AND CLEAN
- CONTROL DUST PROBLEM AT PARKING LOTS
- COUPLE MORE PAVILIONS
- DAY CARE; SOMEONE TO READ TO CHILDREN
- DISABLED FREE
- DISCOUNT FAMILY MEMB -LARGER WEIGHT ROOM
- DOING A GREAT JOB!
- DON'T LIKE HOURS CUT AT PARK CENTER
- DONT ALLOW STORM RUNOFF TO RUN INTO CAVES
- DONT CLOSE POOL FOR EVENTS IN GYM OR THEATR
- DROP FEES

VERBATIM SUGGESTIONS

Q8. What improvements would you suggest the City make to its park system? (continued)

- ELIMINATE LEAGUE COORDINATOR OR MAKE RESPON
- ENCOURAGE SPORTS BESIDES BASEBALL/SOFTBALL
- ENFORCE THE LAW ABOUT REMOVING DOG FECES
- ENFORCEMENT OF SPEED LIMITS & STOP SIGNS
- EVENING PROGRAMS IN THE PARK
- EVERYONE IN THE CITY USE CENTER FOR FREE
- EVERYTHING TO HELP EVERYONE IN PERRYVILLE
- EXPAND WEIGHT ROOM; CONTROL MUSIC LOUDNESS
- FEES ARE TOO HIGH SINCE BUILT BY TAX MONEY
- FENCED IN DOG AREA W/EQUIPMENT TO PLAY ON
- FEW MORE EASILY ACCESSIBLE PAVILIONS
- FISHING AT WILLOW POND OR NEW POND;LABYRINT
- FISHING DOCK FOR SM KIDS AT WILLOW OR VETS
- FIX PROBLEMS AT MOVIE THEATER; NO DELAYS
- FIX THE SPEAKERS AT THE MOVIE THEATER
- FLYERS FOR UPCOMING EVENTS
- FOCUS ON FIXING NEIGHBORHOOD PARKS
- FREE USE OF PARK CTR FOR TAXPAYERS
- FRISBEE GOLF COURSE
- GET A NICE RESTROOM; REDUCE FEES FOR SENIOR
- GET RID OF THE SPEED BUMPS
- GET SOMEONE TO TAKE CARE OF SOFTBALL FIELDS
- HAVE A BUBBLE OVER CITY POOL & CLEANER POOL
- HAVE A FEE FOR WALKING TRACK ONLY
- HAVE AN OPEN AIR POOL
- HAVE AN OUTDOOR AMPHITHEATRE
- HAVE AN OUTDOOR POOL OR PARTIALLY OUTDOORS
- HAVE BELONGED BEFORE!
- HAVE MORE FREE EVENTS
- HELP SENIORS
- I MISS THE CENTER OPENING AT 9 AM ON SUNDAY
- I THINK THEY ARE DOING A GREAT JOB NOW!
- I WOULD LIKE MATINEE MOVIES
- IMPROVE BASEBALL FIELDS & RESTROOMS
- IMPROVE BASEBALL/SOFTBALL FIELD FOR KIDS
- IMPROVE BASEBALL/SOFTBALL FIELDS
- IMPROVE CHLORINE LEVELS IN POOL; IT SMELLS
- IMPROVE CUST SVC AT PARK CENTER
- IMPROVE LIGHTING ON WALKING TRAILS

VERBATIM SUGGESTIONS

Q8. What improvements would you suggest the City make to its park system? (continued)

- IMPROVE MEN'S SOFTBALL FIELD & BATHROOMS
- IMPROVE PICNIC TABLES, RESTROOMS
- IMPROVE RESTROOMS, PICNIC TABLES & BBQ PITS
- IMPROVE SUPV IN FITNESS, WEIGHT RM & POOL
- IMPROVE THE FITNESS AREA
- IMPROVE TRAFFIC FLOW IN FRONT OF THE PPC
- IMPROVE WEIGHT ROOM; FITNESS CLASSES; PILATE
- IMPROVEMENT OF THE POOL
- INCL ALL PROG IN PASS; EXPAND HOURS
- INCL GRANDCHILDREN IN FAMILY PLANS; LIGHTS
- INCREASE WALKING PATHS WITH DISTANCE MARKER
- INDOOR/OUTDOOR POOL AND MORE ACTIVITIES
- KEEP ADDING MORE FUN PLAYGROUND EQUIPMENT
- KEEP IT MAINTAINED AND CLEAN
- KEEP LEAVES & FALLEN BRANCHES UP
- KEEP PARK CTR CLEANER (WEIGHT & FITNESS RM)
- KEEP PARK CTR OPEN LATER THAN 6 ON WEEKENDS
- KEEP TENNIS COURTS IN BETTER SHAPE
- KEEP THEM MOWED & CLEANER
- KEEP UP THE GOOD WORK
- KEEP UP THE GOOD WORK
- KEEP UP THE GOOD WORK
- KEEP WALKING/BIKING TRAILS TRIMMED
- LARGER FITNESS AREA
- LEAVE A RESTROOM UNLOCKED YEAR ROUND
- LESS CHLORINE IN THE POOL
- LESS LOITERING BY TEENAGERS AT THE PARK CTR
- LET THE PEOPLE IN THE CITY WALK FREE
- LIBRARY IS EXCELLENT; GREAT CITY PARK
- LIGHTING FOR TRAILS; SEATING & SHADE
- LIGHTS ON WALK/BIKE TRAIL; A LAKE
- LIGHTS ON WALKING TRAIL; FITNESS CLASSES
- LONGER LIBRARY HOURS; MAYBE WKENDS PARTTIME
- LONGER WALKING PATH WITH DISTANCE MARKERS
- LOOK INTO WHY A FELON CAN'T USE PARK CENTER
- LOVE THE WALKING TRAIL AND PLAYGROUNDS
- LOWER COST FOR MOVIE ADMISSIONS
- LOWER COST OF MEMB TO PARK CENTER
- LOWER COST OF MEMBERSHIP

VERBATIM SUGGESTIONS

Q8. What improvements would you suggest the City make to its park system? (continued)

- LOWER COST; GET WORKERS WHO WILL WORK
- LOWER FEES
- LOWER FEES AT THE PARK CENTER
- LOWER FEES; BETTER MAINT OF FIELDS
- LOWER FEES; MORE PLAY EQUIP FOR KIDS
- LOWER MEMB FEES; SHOW MORE MATURE FILMS
- LOWER MEMBERSHIP SO EVERYONE CAN USE IT
- LOWER MOVIE FEES AND MEMBERSHIPS
- LOWER PARK CENTER PRICES
- LOWER PRICE FOR TAX PAYING SR CITIZENS
- LOWER PRICES; WE PAID TAXES FOR PARK CENTER
- LOWER RATES AND BETTER SERVICE
- LOWER SOME FEES
- LOWER THE COST
- LOWER THE FEES
- LOWER THE FEES
- LOWER THE PRICE FOR A SEASONS PASS/FAMILY
- LOWER THE PRICE SO ALL CAN AFFORD
- LOWER YEARLY FEE; WOULD USE FACILITIES MORE
- MAINTAIN - STOP BUILDING NEW PLAYGROUNDS
- MAINTAIN PAVILIONS, TABLES & BATHROOMS
- MAINTAIN RESTROOMS AND PLAYING FIELDS
- MAINTAIN SOFTBALL FIELDS; BETTER GRASS
- MAKE AFFORDABLE FOR EVERYONE; WE PAY TAXES
- MAKE COST LOWER FOR PEOPLE W/LOWER INCOME
- MAKE IT A LITTLE SAFER FOR YOUNGER KIDS
- MAKE IT AFFORDABLE FOR MIDDLE CLASS
- MAKE IT AFFORDABLE FOR SINGLE FAMILY
- MAKE MORE RESTROOMS AND TAKE BETTER CARE
- MAKE PARK CTR AVAILABLE TO EVERYONE
- MAKE PARK CTR FEES MORE AFFORDABLE
- MAKE PARK CTR MORE AFFORDABLE FOR SENIORS
- MAKE POOL WATER WARMER!
- MAKE SURE THERE ARE SUPPLIES IN RESTROOMS
- MINIMIZE NUMBER OF WORKERS; TOO MUCH WASTE
- MONITOR AREAS MORE FREQUENTLY
- MONITOR THE PARKS BETTER
- MONTHLY FEE FOR PARK CENTER
- MORE & BETTER RESTROOMS; SEATING AT FIELDS

VERBATIM SUGGESTIONS

Q8. What improvements would you suggest the City make to its park system? (continued)

- MORE & BETTER TABLES; UPDATE PLAYGROUND
- MORE ACTIVITIES FOR THE DISABLED
- MORE ADULT FEATURE MOVIES; GRAVEL IN DITCHE
- MORE AEROBICS/GROUP FITNESS CLASSES
- MORE BATHROOMS IN THE PARKS
- MORE BENCHES NEAR PLAYGROUND; NEW CONCESSIONS
- MORE BIKE/HIKING TRAILS
- MORE/CLEANER BATHROOM FACILITIES
- MORE CONCESSIONS; CLEANER BATHROOMS
- MORE DISABILITY ACCESSIBILITY
- MORE EQUIP; MORE SPACE FOR WORKOUT ROOM
- MORE EVENTS FOR INDIVIDUALS
- MORE FOR SMALLER CHILDREN & FAMILIES
- MORE HANDICAPPED PARKING
- MORE INVOLVED DIRECTOR! USE TAX MONEY PAID
- MORE LIGHTS
- MORE LIGHTS ON WALKING TRAILS
- MORE MOVIES ABOVE THE G RATING
- MORE NIGHTTIME LIGHTING
- MORE PARKING
- MORE PARKING & MORE FLUSHABLE TOILETS
- MORE PARKING FOR FOOTBALL ON HUBER RD
- MORE PARKING FOR LARGE EVENTS
- MORE PARKING LOTS FOR PARK CENTER EVENTS
- MORE PARKING SPACE
- MORE PARKING SPACES
- MORE PARKING, BATHROOMS, PLAYGROUNDS
- MORE PARKS
- MORE PATROLLING; LOTS OF BAD LOITERING
- MORE PAVILIONS
- MORE PAVILIONS
- MORE PAVILIONS
- MORE PAVILIONS & RESTROOMS
- MORE PAVILIONS; PARKING SPACE
- MORE PICNIC TABLES
- MORE PICNIC TABLES & BENCHES
- MORE PICNIC TABLES AND SHADE/MORE TREES
- MORE PLACES FOR TEENS TO GATHER
- MORE PLACES TO PARK FOR HANDICAPPED

VERBATIM SUGGESTIONS

Q8. What improvements would you suggest the City make to its park system? (continued)

- MORE PLAY AND PICNIC AREAS
- MORE PLAY AREAS; LOWER PRICES AT PARK CTR
- MORE PLAYGROUND EQUIP FOR TODDLERS
- MORE PLAYGROUND EQUIP; RESTROOMS NEAR PAV
- MORE PLAYGROUND EQUIPMENT
- MORE POLICE PATROL
- MORE POLICE PATROL
- MORE PUBLICITY ABOUT AVAILABLE PROGRAMS
- MORE RESTROOMS
- MORE RESTROOMS
- MORE RESTROOMS FOR BOTH SEXES
- MORE RESTROOMS, BETTER TABLES, MORE PAVILIO
- MORE RESTROOMS, MORE PARKING FOR EVENTS
- MORE ROOM IN FITNESS W/MORE ELLIPTICAL MACH
- MORE SAND VOLLEYBALL COURTS; MORE PARKING
- MORE SECURITY AGAINST VANDALISM
- MORE SHOWS LIKE GUN SHOW, HUNTING, CAMPING
- MORE STUFF FOR TEENAGERS
- MORE SUPERVISION ON GYM FLOOR & TRACK
- MORE SWINGS/SLIDES; FIX TABLES
- MORE TENNIS COURTS
- MORE TREES AT LITTLE LEAGUE DIAMOND
- MORE TYPES OF MOVIES
- MORE VOLLEYBALL COURTS
- MORE WALKING TRAILS; BASKETBALL HOOPS
- MOVIE THEATER LOWER PRICES
- MOVIE THEATER SEATS NEED TO BE CLEANED
- MOVIE THEATER'S SOUND IS QUITE POOR
- MOW BALLFIELDS MORE OFTEN DURING SEASON
- NEED MORE INFORMATION ABOUT PROGRAMS
- NEED NEW CARPETING IN THEATER
- NEED OUTSIDE CONCESSIONS; RESTROOMS
- NEED PET WASTE BAGS IN MORE PLACES
- NEED SOME WINDOWS/SKYLIGHT ON WALKING TRACK
- NEIGHBORHOOD PARKS ARE TERRIBLE AND UNSAFE
- NEW BATHROOMS
- NEW BENCHES ON TENNIS COURTS; BATHROOMS
- NEW CARPET & SEATS IN THEATER
- NEW PLAYGROUND EQUIP; PEEWEE BASKETBALL PGM

VERBATIM SUGGESTIONS

Q8. What improvements would you suggest the City make to its park system? (continued)

- NEW PLAYGROUND EQUIPMENT FOR THE CHILDREN
- NEWER RESTROOMS; ENFORCE SPEED LIMIT IN PAR
- NICE OUTSIDE RESTROOMS
- NICER GYM - UPSTAIRS WITH A VIEW
- NIGHT WATCHMAN
- NO SKATE PARK - CRIME HIGH! MOVE TO VISIBLE
- NONE I THINK THEY ARE VERY GOOD
- NOT IMPRESSED WITH RECREATIONAL LEAGUES
- OFFER EVENING DANCE & AEROBIC CLASSES
- ONE-WAY TRAFFIC THRU THE PARK
- ONLY USED TO WALK IN THE CENTER
- OPEN ROOF POOL
- OUTDOOR ACTIVITIES FOR ADULTS
- OUTDOOR POOL
- OUTDOOR POOL OR WATER PARK LIKE ST LOUIS
- OUTDOOR POOL!
- OUTDOOR RESTROOMS
- OUTDOOR SWIMMING IN SUMMER
- OUTSIDE BASKETBALL
- OUTSIDE POOL
- OUTSIDE POOL NEXT TO PPC
- PAINT THE BUMPS BETTER SO THEY SHOW UP
- PARK AND SOCCER COMPLEX ARE BEAUTIFUL!
- PARK CENTER OPEN 24 HRS/DAY; MORE ACTIVITIE
- PARK CENTER SHOULD OFFER WALKING ONLY MEMB
- PARK CTR IS GROSSLY OVERSTAFFED; IDLE TIME!
- PARK CTR MORE USER FRIENDLY ACCESS FOR ALL
- PARK SYSTEM SEEMS TO BE IN GOOD SHAPE
- PARKING
- PAVE EXISTING GRAVEL PARKING LOTS
- PAVE PARKING LOTS
- PAVE PARKING LOTS; LIGHTS ON TRAILS
- PAVILIONS, CLEANER, UPDATED RESTROOMS
- PAY PARK GROUNDSKEEPERS MORE
- PICK UP DOG POOP OR GIVE TICKETS
- PICNIC TABLES - CHILDRENS PLAYGROUNDS SAFET
- PICNIC TABLES NEED WORK
- PLACE BASIC PLAY EQUIP AT NORTHDAL PARK
- PLACE FOR PRESCHOOL W/PARENTS TO WALK

VERBATIM SUGGESTIONS

Q8. What improvements would you suggest the City make to its park system? (continued)

- PLANT FLOWERS, THEN MAINTAIN THEM
- PLANT MORE TREES
- PLANT SOME FLOWERS FOR BEAUTIFICATION
- PLANT TREES AT HUBER RD FIELDS 4 & 5
- PLANTS/FLOWERS AROUND PLAYGROUNDS
- PLAY ITEMS FOR SMALLER CHILDREN
- PLAYGROUND EQUIPMENT
- PLAYGROUND EQUIPMENT; BALLFIELDS; BENCHES
- POOL TOO CLOSED IN; PARK NOT ACCESSIBLE
- PREVENT CHILDREN RUNNING AT POOL; CROWDED
- PROVIDE PICNIC TABLES AT NORTHDAL PARK
- PUBLIC RESTROOM BY FIELD; OPEN POOL ENCLOS
- PUT A WALKWAY UP TO PAVILION #20
- PUT MORE MAINT IN WORKOUT ROOM - FRIENDLIER
- PUT OUTDOOR POOL BACK, LIKE IT USED TO BE
- PUT PLAYGROUND EQUIP & SWINGS IN SAME AREA
- PUT PLAYGROUND EQUIP TOGETHER IN EACH AREA
- RATE JUST FOR WALKING TRACK
- REDUCE FEES FOR TAXPAYERS
- REMOVE EXPENSIVE ITEMS THAT FEW USE
- REMOVE FELTZ PARK BATHROOM; IMPROVE FIELDS
- RENAME SKATE PARK FOR MATTHEW CORNELIUS
- REPAINT PICNIC TABLES
- REPLACE CARPET & CLEAN SEATS IN THEATER
- RESTROOM FACILITIES ARE HORRIBLE IN PARKS
- RESTROOMS
- RESTROOMS & COMMUNITY PAVILION
- RESTROOMS & CONC STANDS; LIGHTS FOR FIELD
- RESTROOMS & NEW PLAY EQUIPMENT
- RESTROOMS BY VETERANS MEMORIAL FIELD
- RESTROOMS NEED CHECKED MORE OFTEN
- RESTROOMS NEED TO BE CLEAN!

VERBATIM SUGGESTIONS

Q8. What improvements would you suggest the City make to its park system? (continued)

- RESTROOMS UPDATED
- RESTROOMS, CONCESSIONS
- RESTROOMS, PAVILIONS & PICNIC TABLES
- RESTROOMS; PAVILIONS COULD USE TOUCHING UP
- REVERT TO PREVIOUS HOURS FOR WEEKENDS
- ROADS, PAVILIONS, TABLES
- ROLLER OR ICE-SKATING RINK; ACCESS TO PAVIL
- SEE THAT LIGHTS ARE WORKING AT ALL PARKS
- SELL A PARK PASS JUST FOR WALKING TRACK
- SERVICE/QUALITY OF SOFTBALL/BASEBALL FIELDS
- SHADE AT THE BALLFIELDS
- SHADE FOR THE PLAYGROUND EQUIPMENT
- SHOULD BE A 24-HR PARK
- SMALL LAKE
- SMALL PAVILIONS NEED ATTENTION
- SMALLER PARKS NEED NEW OR ADDED EQUIPMENT
- SMOKING AREA FOR TAXPAYERS AT THE POOL!
- SODA MACHINES, CANDY BARS, PERSONAL DISP
- SOFTBALL FIELD; MORE PAVILIONS W/PLAYGROUND
- SOFTBALL FIELDS; BATHROOMS & CONCESSIONS
- SPRAY FOR ROACHES AT EAGLE PARK POOL
- TAKE CARE OF EXISTING PROPERTY
- TAKE OUT SPEED BUMP AND WIDEN THE STREET
- TEAR IT DOWN AND START ALL OVER AGAIN!
- THEATER NEEDS LONGER HRS; MORE INVITING
- THIS CITY NEEDS A DOG PARK VERY BADLY
- TIME FOR CHILDREN TO SWIM; LG WEIGHT ROOM
- TODDLER PLAY AREA; INFLATABLES IN POOL
- TOO MUCH TAX ALREADY FOR THE ELDERLY
- TURN DOWN THE VOLUME IN THE THEATER
- UPDATE
- UPDATE BATHROOMS AND PAVILIONS
- UPDATE EQUIP; FIX SOUND EQUIP; FIELDS ROUGH
- UPDATE EQUIPMENT
- UPDATE MOVIE THEATER
- UPDATE RESTROOMS; MORE PLAY AREA & CONCESSI
- UPDATE THE PARKS; MOST SWINGS ARE BROKEN

VERBATIM SUGGESTIONS

Q8. What improvements would you suggest the City make to its park system? (continued)

- UPDATE THE SMALLER PARKS
- UPGRADE PAVILIONS, TABLES & AMENITIES CLEAN
- UPGRADE RESTROOMS; POLICE PATROL PARK
- UPGRADE THE BATHROOM
- UPGRADE THE BATHROOMS IN CITY PARK
- USE DIFFERENT SANITATION SYSTEM IN POOL
- WATER FEATURES;GAZEBOS; BETTER GRILLS/TABLE
- WEIGHT ROOM ACCESSIBLE AT ANY TIME
- WORK ON PAVILION BATHROOMS
- WORKING CONCESSION STAND; LOWER FEES/TAXES
- YOGA CLASSES

Q9. 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.

Q9.How Supportive of 3/8 sales tax	Number	Percent
Very supportive	215	19.7 %
Somewhat supportive	415	38.0 %
Not supportive	282	25.8 %
Don't know	179	16.4 %
Total	1091	100.0 %

Q10. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following Maintenance items:

(N=1091)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q10a. Condition of major City streets	22.9%	59.5%	11.5%	3.7%	0.3%	2.1%
Q10b. Condition of neighborhood streets	28.6%	52.0%	10.6%	5.3%	1.6%	1.9%
Q10c. Condition of street signs & traffic signals	21.2%	58.6%	13.9%	3.3%	0.7%	2.3%
Q10d. Mowing & trimming along City streets & other public areas	20.4%	57.3%	14.3%	4.1%	1.3%	2.6%
Q10e. Adequacy of City street lighting	16.8%	53.3%	17.7%	7.4%	2.0%	2.8%
Q10f. Cleanliness of City streets & other public areas	18.0%	55.0%	16.0%	7.0%	1.9%	2.1%
Q10g. Cleanliness of stormwater drains & creeks in neighborhood	10.6%	44.4%	22.6%	9.4%	3.8%	9.2%

EXCLUDING DON'T KNOWS

Q10. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following Maintenance items:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q10a. Condition of major City streets	23.4%	60.8%	11.8%	3.7%	0.3%
Q10b. Condition of neighborhood streets	29.2%	53.0%	10.8%	5.4%	1.6%
Q10c. Condition of street signs & traffic signals	21.7%	59.9%	14.3%	3.4%	0.8%
Q10d. Mowing & trimming along City streets & other public areas	21.0%	58.8%	14.7%	4.2%	1.3%
Q10e. Adequacy of City street lighting	17.3%	54.8%	18.2%	7.6%	2.1%
Q10f. Cleanliness of City streets & other public areas	18.4%	56.2%	16.4%	7.1%	2.0%
Q10g. Cleanliness of stormwater drains & creeks in neighborhood	11.7%	48.8%	24.9%	10.4%	4.1%

Q11. Which TWO of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next two years?

<u>Q11. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Cleanliness of stormwater drains & creeks in neighborhood	231	21.2 %
Adequacy of street lighting	172	15.8 %
Condition of major streets	156	14.3 %
Cleanliness of City streets/public areas	136	12.5 %
Condition of neighborhood streets	93	8.5 %
Condition of street signs & traffic signals	88	8.1 %
Mowing & trimming along City streets/public areas	53	4.9 %
None chosen	162	14.8 %
Total	1091	100.0 %

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Cleanliness of stormwater drains & creeks in neighborhood	191	17.5 %
Cleanliness of City streets/public areas	174	15.9 %
Adequacy of street lighting	150	13.7 %
Condition of major streets	85	7.8 %
Condition of street signs & traffic signals	85	7.8 %
Mowing & trimming along City streets/public areas	81	7.4 %
Condition of neighborhood streets	64	5.9 %
No second choice	261	23.9 %
Total	1091	100.0 %

Q11. Which TWO of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next two years? (top 2)

<u>Q11. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Cleanliness of stormwater drains & creeks in neighborhood	422	38.7 %
Adequacy of street lighting	322	29.5 %
Cleanliness of City streets/public areas	310	28.4 %
Condition of major streets	241	22.1 %
Condition of street signs & traffic signals	173	15.9 %
Condition of neighborhood streets	157	14.4 %
Mowing & trimming along City streets/public areas	134	12.3 %
None chosen	162	14.8 %
Total	1921	

Q12. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following Communication items:

(N=1091)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q12a. Information about City programs & services	9.2%	40.1%	29.9%	10.8%	2.5%	7.5%
Q12b. City keeps you informed about local issues	9.7%	39.4%	29.9%	12.0%	2.1%	6.9%

EXCLUDING DON'T KNOWS

Q12. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following Communication items:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q12a. Information about City programs & services	9.9%	43.4%	32.3%	11.7%	2.7%
Q12b. City keeps you informed about local issues	10.4%	42.3%	32.1%	12.9%	2.3%

Q13. Which of the following do you use to get information about the City of Perryville?

<u>Q13. Sources to get information</u>	<u>Number</u>	<u>Percent</u>
Local newspaper	918	84.1 %
Local radio	414	37.9 %
Television news	387	35.5 %
Calling the City	199	18.2 %
City website	120	11.0 %
Other	88	8.1 %
City newsletter	81	7.4 %
Social networking sites	69	6.3 %
None chosen	26	2.4 %
Total	2302	

Q13. Other

- ALDERMAN
- ASK PEOPLE
- ASKING OTHERS
- CABLE CHANNEL 7
- CHAMBER OF COMMERCE
- CHAMBER OF COMMERCE
- CHAMBER OF COMMERCE
- CHAMBER OF COMMERCE
- CITIZENS
- CITY OFFICIALS
- CITY WORKERS
- COMMUNITY MEMBERS
- COWORKERS
- EAST MO ACTION AGENCY
- FAMILY & FRIENDS
- FAMILY & FRIENDS
- FRIENDS
- FRIENDS
- FRIENDS
- GOSSIP
- GOSSIP
- GOSSIP
- GOSSIP
- GOSSIP I HEAR IN TOWN

Q13. Other (continued)

- INTERNET/SUNTIMESNEWS.COM
- LIBRARY
- MAIL
- NEIGHBOR
- NEIGHBORS
- NEIGHBORS
- NEIGHBORS/FRIENDS
- NONE
- NONE
- OTHER PEOPLE
- OTHER PEOPLE
- PEOPLE
- PEOPLE
- PEOPLE
- PEOPLE IN THE CITY
- PERSON TO PERSON
- PERSONAL CONTACT
- SE MISSOURIAN
- SEE COMMENTS
- SENIOR CENTER
- SUNTIMENEWS.COM
- SUNTIMES.COM
- SUNTIMES NEWS
- SUNTIMES NEWS
- SUNTIMES NEWS.COM
- SUNTIMESNEWS.COM
- SUNTIMESNEWS.COM
- SUNTMES.COM
- TELEPHONE
- TOWN GOSSIP
- TV STATION
- WORD OF MOUTH

Q13. Other (continued)

- WORD OF MOUTH

Q14. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following City Utility Services items:

(N=1091)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14a. City gas service	24.8%	43.4%	13.3%	2.2%	1.4%	14.9%
Q14b. City water service	27.1%	51.4%	12.6%	3.7%	1.4%	3.8%
Q14c. City sewer service	24.8%	50.3%	14.4%	3.8%	2.3%	4.4%

EXCLUDING DON'T KNOWS

Q14. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following City Utility Services items:

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14a. City gas service	29.2%	51.0%	15.6%	2.6%	1.6%
Q14b. City water service	28.2%	53.5%	13.1%	3.8%	1.4%
Q14c. City sewer service	26.0%	52.6%	15.1%	3.9%	2.4%

Q15. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following Code Enforcement items:

(N=1091)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15a. Cleanup of junk & debris on private property	9.1%	34.0%	24.1%	19.5%	6.7%	6.6%
Q15b. Mowing & cutting of weeds & grass on private property	8.5%	35.4%	26.3%	16.5%	5.6%	7.7%
Q15c. Exterior maintenance of residential property	7.5%	34.2%	30.2%	13.7%	5.2%	9.3%
Q15d. Exterior maintenance of commercial property	7.9%	35.5%	31.2%	11.1%	3.7%	10.7%
Q15e. Sign regulations	9.3%	38.5%	29.9%	7.0%	2.6%	12.7%
Q15f. Animal control	15.6%	42.3%	20.1%	10.1%	5.3%	6.7%

EXCLUDING DON'T KNOWS

Q15. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following Code Enforcement items:

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15a. Cleanup of junk & debris on private property	9.7%	36.4%	25.8%	20.9%	7.2%
Q15b. Mowing & cutting of weeds & grass on private property	9.2%	38.3%	28.5%	17.9%	6.1%
Q15c. Exterior maintenance of residential property	8.3%	37.7%	33.2%	15.1%	5.8%
Q15d. Exterior maintenance of commercial property	8.8%	39.7%	34.9%	12.4%	4.1%
Q15e. Sign regulations	10.7%	44.1%	34.2%	8.0%	2.9%
Q15f. Animal control	16.7%	45.3%	21.5%	10.8%	5.7%

Q16. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following Refuse Services items:

(N=1091)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16a. Residential trash service	41.2%	47.7%	6.0%	1.4%	0.2%	3.5%
Q16b. Curbside recycling services	35.4%	38.3%	11.3%	3.8%	1.4%	9.9%
Q16c. Bulk item pick up	26.5%	39.0%	14.2%	3.8%	1.7%	14.8%
Q16d. Yardwaste service	33.7%	45.4%	10.0%	3.3%	0.5%	7.1%
Q16e. Leaf Removal	32.6%	43.4%	11.6%	2.3%	1.0%	9.1%

EXCLUDING DON'T KNOWS

Q16. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following Refuse Services items:

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16a. Residential trash service	42.7%	49.4%	6.3%	1.4%	0.2%
Q16b. Curbside recycling services	39.3%	42.5%	12.5%	4.2%	1.5%
Q16c. Bulk item pick up	31.1%	45.7%	16.7%	4.5%	2.0%
Q16d. Yardwaste service	36.3%	48.8%	10.7%	3.6%	0.6%
Q16e. Leaf Removal	35.9%	47.7%	12.8%	2.5%	1.1%

Q17. Do you currently recycle?

<u>Q17. Do you recycle</u>	<u>Number</u>	<u>Percent</u>
Yes	664	60.9 %
No	427	39.1 %
Total	1091	100.0 %

Q17a. If YES, 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?

<u>Q17a. Would you continue to recycle</u>	<u>Number</u>	<u>Percent</u>
Yes	258	38.9 %
No	388	58.4 %
Don't know	18	2.7 %
Total	664	100.0 %

Q18. The City of Perryville has not raised rates for refuse services (trash, recycling, yard waste, etc.) since 1993 and is now faced with a difficult decision. The City's costs have increased significantly in that time and, in order to continue providing the same level of service, the City will need to raise its user fees (estimated at \$18.34/month per user). Please indicate how willing you would be to pay this new rate to keep your current service levels for each of the following items.
(N=1091)

	Very willing	Willing	Somewhat willing	Not willing	Not willing at all	Don't know
Q18a. Residential trash service	13.6%	27.2%	25.9%	16.7%	10.3%	6.3%
Q18b. Leaf removal	6.9%	19.5%	24.3%	25.3%	15.7%	8.3%
Q18c. Limb removal	6.6%	20.4%	26.3%	22.9%	15.5%	8.2%
Q18d. Yardwaste removal	7.1%	19.0%	25.3%	24.7%	15.9%	8.2%
Q18e. Curbside recycling services	8.7%	20.0%	22.7%	22.1%	17.9%	8.6%
Q18f. Bulk item pick up	7.3%	20.1%	25.4%	21.7%	17.0%	8.4%

Q19. In order to avoid a significant rate increase, would you be willing to deliver leaves, limbs and yardwaste to a designated drop-off spot located within City Limits?

(N=1091)

	Very willing	Willing	Somewhat willing	Not willing	Not willing at all	Don't know
Q19a. Leaves	12.9%	15.0%	14.8%	27.5%	20.8%	8.9%
Q19b. Limbs	13.7%	15.5%	15.4%	26.6%	19.9%	9.0%
Q19c. Yard waste	14.0%	16.5%	16.8%	24.5%	19.2%	9.0%

Q20. Have you contacted the City of Perryville during the past year?

Q20. Have you contacted the City	Number	Percent
Yes	601	55.1 %
No	459	42.1 %
Don't remember	31	2.8 %
Total	1091	100.0 %

Q20a. If YES, Which City department did you contact most recently?

Q20a. Which City department	Number	Percent
Police	218	36.3 %
Public Works	108	18.0 %
Utility Billing	70	11.6 %
Parks & Recreation	69	11.5 %
City Administration	59	9.8 %
Planning & Development	20	3.3 %
Water/sewer	20	3.3 %
Fire	6	1.0 %
Don't remember	31	5.2 %
Total	601	100.0 %

Q20b-f. If YES, please rate your satisfaction with the employees in the City Department you contacted most recently.

(N=601)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q20b. How easy they were to contact	41.6%	46.1%	7.5%	2.7%	1.3%	0.8%
Q20c. The way you were treated	40.6%	42.1%	9.0%	5.0%	2.0%	1.3%
Q20d. Accuracy of information given	35.9%	40.6%	11.1%	6.7%	2.8%	2.8%
Q20e. How quickly City staff responded	38.1%	39.6%	9.7%	5.7%	4.7%	2.3%
Q20f. How well issue was resolved	34.8%	36.4%	11.6%	5.7%	8.2%	3.3%

EXCLUDING DON'T KNOWS

Q20b-f. If YES, please rate your satisfaction with the employees in the City Department you contacted most recently. (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q20b. How easy they were to contact	41.9%	46.5%	7.6%	2.7%	1.3%
Q20c. The way you were treated	41.1%	42.7%	9.1%	5.1%	2.0%
Q20d. Accuracy of information given	37.0%	41.8%	11.5%	6.8%	2.9%
Q20e. How quickly City staff responded	39.0%	40.5%	9.9%	5.8%	4.8%
Q20f. How well issue was resolved	36.0%	37.7%	12.0%	5.9%	8.4%

Q21. Please indicate how important each of the following types of Economic Development should be when planning the City's future.

(N=1091)

	Extremely important	Very important	Important	Less important	Not important	Don't know
Q21a. Adding restaurants	24.6%	24.2%	22.9%	15.4%	8.9%	4.0%
Q21b. Promoting more retail development	25.4%	36.0%	22.8%	6.8%	3.8%	5.1%
Q21c. Attracting high quality jobs	56.8%	27.0%	9.9%	1.6%	1.0%	3.7%
Q21d. Improving Downtown Perryville	21.5%	26.5%	30.5%	13.7%	3.4%	4.3%
Q21e. Promoting more housing development	15.2%	20.7%	30.2%	21.1%	8.3%	4.5%

Q22. Please indicate how supportive you would be of developing a new interchange on I-55 at the following locations?

(N=1091)

	Very supportive	Supportive	Somewhat supportive	Not supportive	Not supportive at all	Don't know
Q22a. T Road (near Eagle's club)	22.8%	18.2%	18.8%	17.1%	15.4%	7.6%
Q22b. Intersection of B & K Road	28.0%	17.8%	19.4%	15.5%	11.9%	7.4%

Q23. How supportive would you be of having the City of Perryville adopt an ordinance that would ban smoking in public places, such as restaurants?

Q23. How supportive would you be of smoking ban	Number	Percent
Very supportive	660	60.5 %
Somewhat supportive	127	11.6 %
Not supportive	262	24.0 %
Don't know	42	3.8 %
Total	1091	100.0 %

Q24. 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?

Q24. How supportive would you be of annexation	Number	Percent
Very supportive	263	24.1 %
Somewhat supportive	447	41.0 %
Not supportive	147	13.5 %
Don't know	234	21.4 %
Total	1091	100.0 %

Q25. Using a scale of 1 to 5 where 5 means "excellent" and 1 means "poor," please rate the City of Perryville with regard to the following:

(N=1091)

	Excellent	Good	Neutral	Below Average	Poor	Don't know
Q25a. As a place to live	37.7%	52.1%	6.7%	1.6%	0.8%	1.1%
Q25b. As a place to raise children	36.0%	47.7%	8.7%	2.7%	1.1%	3.8%
Q25c. As a place to work	19.6%	39.7%	20.1%	11.4%	3.9%	5.3%
Q25d. As a place to retire	30.0%	44.7%	14.7%	4.7%	2.5%	3.5%
Q25e. As a place to visit	24.3%	38.4%	20.6%	9.7%	3.4%	3.6%
Q25f. As a City moving in right direction	24.4%	42.2%	20.9%	5.0%	2.8%	4.7%

EXCLUDING DON'T KNOWS

Q25. Using a scale of 1 to 5 where 5 means "excellent" and 1 means "poor," please rate the City of Perryville with regard to the following:

	Excellent	Good	Neutral	Below Average	Poor
Q25a. As a place to live	38.1%	52.6%	6.8%	1.7%	0.8%
Q25b. As a place to raise children	37.5%	49.6%	9.1%	2.8%	1.1%
Q25c. As a place to work	20.7%	41.9%	21.2%	12.0%	4.2%
Q25d. As a place to retire	31.1%	46.3%	15.2%	4.8%	2.6%
Q25e. As a place to visit	25.2%	39.8%	21.4%	10.1%	3.5%
Q25f. As a City moving in right direction	25.6%	44.2%	21.9%	5.3%	3.0%

Q26. Which of the following would you use if the City enhances its communication services?

<u>Q26. Which would you use</u>	<u>Number</u>	<u>Percent</u>
Website	548	50.2 %
Other	211	19.3 %
Facebook	179	16.4 %
Text messaging	106	9.7 %
YouTube	31	2.8 %
Twitter	12	1.1 %
<u>None chosen</u>	<u>250</u>	<u>22.9 %</u>
Total	1337	

Q27. Approximately how many years have you lived in Perryville?

<u>Q27. Years lived in Perryville</u>	<u>Number</u>	<u>Percent</u>
Less than 5 years	85	7.8 %
5-10 years	116	10.6 %
11-20 years	143	13.1 %
20+ years	741	67.9 %
Declined	6	0.5 %
Total	1091	100.0 %

Q28. Please indicate where each adults in your household are employed:

<u>Q28a. Location of Employment</u>	<u>Number</u>	<u>Percent</u>
Within City of Perryville	744	68.2 %
Outside City of Perryville	378	34.6 %
Total	1122	

Q29. Do you own or rent your home?

<u>Q29. Own or rent</u>	<u>Number</u>	<u>Percent</u>
Own	917	84.1 %
Rent	161	14.8 %
Declined	13	1.2 %
Total	1091	100.0 %

Q30. Which of the following best describes your race/ethnicity?

<u>Q30. Race/Ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian/Pacific Islander	3	0.3 %
White	1070	98.1 %
American Indian/Eskimo	6	0.5 %
Hispanic/Latino/Spanish	6	0.5 %
Other	11	1.0 %
Declined	11	1.0 %
Total	1107	

Q31. What is your gender?

<u>Q31. Gender</u>	<u>Number</u>	<u>Percent</u>
Male	534	48.9 %
Female	557	51.1 %
Total	1091	100.0 %

Section 6:
Survey Instrument

2010 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 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>How Satisfied are you with:</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
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						
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].

1st. _____ 2nd. _____ 3rd. _____

3. Items that may influence your perception of the City of Perryville are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>How Satisfied are you with:</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
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

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

___(1) Yes ___(2) No

8. What improvements would you suggest the City make to its park system? _____

9. **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.

___(1) Very supportive
 ___(2) Somewhat supportive
 ___(3) Not supportive
 ___(9) Don't know

10. **Maintenance.** Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the 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.	Condition of major City streets	5	4	3	2	1	9
B.	Condition of streets in YOUR neighborhood	5	4	3	2	1	9
C.	Condition of street signs and traffic signals	5	4	3	2	1	9
D.	Mowing and trimming along City streets and other public areas	5	4	3	2	1	9
E.	Adequacy of City street lighting	5	4	3	2	1	9
F.	Cleanliness of City streets and other public areas	5	4	3	2	1	9
G.	Cleanliness of stormwater drains and creeks in your neighborhood	5	4	3	2	1	9

11. Which TWO of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next two years? [Write in the letters below using the letters from the list in Question 10 above].

1st. _____ 2nd. _____

12. **Communication.** Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the 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.	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

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

- (1) Local Newspaper (5) Local radio
 (2) City Newsletter (6) Television news
 (3) Calling the City (7) Social networking sites (Facebook, Topix, etc).
 (4) City website (8) Other: _____

14. **City Utility Services.** Using a scale of 1 to 5, where 5 means “very satisfied” and 1 means “very dissatisfied,” please rate your satisfaction with each of the 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

15. **Code Enforcement:** Using a scale of 1 to 5, where 5 means “very satisfied” and 1 means “very dissatisfied,” please rate your satisfaction with each of the 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.	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

16. **Refuse Services.** Using a scale of 1 to 5, where 5 means “very satisfied” and 1 means “very dissatisfied,” please rate your satisfaction with each of the 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.	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

17. Do you currently recycle?

- (1) Yes [answer Question 17a]
 (2) No

17a. 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

18. The City of Perryville has not raised rates for refuse services (trash, recycling, yard waste, etc.) since 1993 and is now faced with a difficult decision. The City's costs have increased significantly in that time and, in order to continue providing the same level of service, the City will need to raise its user fees (estimated at \$18.34/month per user). Please indicate how willing you would be to pay this new rate to keep your current service levels for each of the following items.

How willing would you be to pay an increase in fees to prevent a reduction in service for the following		<i>Very Willing</i>	<i>Willing</i>	<i>Somewhat Willing</i>	<i>Not Willing</i>	<i>Not willing At All</i>	<i>Don't Know</i>
A.	Residential trash service	5	4	3	2	1	9
B.	Leaf Removal	5	4	3	2	1	9
C.	Limb Removal	5	4	3	2	1	9
D.	Yardwaste Removal	5	4	3	2	1	9
E.	Curbside recycling services	5	4	3	2	1	9
F.	Bulk item pick up	5	4	3	2	1	9

19. In order to avoid a significant rate increase, would you be willing to deliver leaves, limbs and yardwaste to a designated drop-off spot located within City Limits?

How willing would you be to deliver the following items to a central drop-off location?		<i>Very Willing</i>	<i>Willing</i>	<i>Somewhat Willing</i>	<i>Not Willing</i>	<i>Not willing At All</i>	<i>Don't Know</i>
A.	Leaves	5	4	3	2	1	9
B.	Limbs	5	4	3	2	1	9
C.	Yardwaste	5	4	3	2	1	9

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

- ___(1) Yes [answer Question 20a-f]
 ___(2) No [go to Question 21]

20a. Which City department did you contact most recently? (check one)

- | | |
|-----------------------------|--|
| ___(1) Police | ___(6) Planning and Development |
| ___(2) Fire | ___(7) Public Works (streets, recycling) |
| ___(3) Parks and Recreation | ___(8) Water/sewer |
| ___(4) City Administration | ___(9) Other: _____ |
| ___(5) Utility Billing | |

20b-f. [Only if "YES" to Question 20] 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 #20a) 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

21. **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 "1" to "5" where "5" is "Extremely Important" and "1" is "Not Important."

<u>Type of Development</u>	Extremely Important	Very Important	Important	Less Important	Not Important
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

22. **New Interchanges on I-55.** Using a scale from "1" to "5" where "5" is "Very Supportive" and "1" is "Not Supportive," please indicate how supportive you would be of developing a new interchange on I-55 at the following locations?

<u>Location of Interchange</u>	Very Supportive	Supportive	Somewhat Supportive	Not Supportive	Not Supportive at All
A. T Road (near Eagle's club)	5	4	3	2	1
B. Intersection of B & K Road (near Shakertown)	5	4	3	2	1

23. **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

24. **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

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

<u>How would you rate the City of Perryville:</u>	Excellent	Good	Neutral	Below Average	Poor	Don't Know
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

26. Which of the following would you use if the City enhances its communication services?

- ___(1) Website
- ___(1) Facebook
- ___(2) Twitter
- ___(3) YouTube
- ___(4) Text messaging
- ___(5) Other: _____

27. 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

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

If at least 1 person in your household is employed

28a-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

29. Do you own or rent your home?

- ___(1) Own ___(2) Rent

30. Which of the following best describes your race/ethnicity? (check all that apply)

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

31. What is your gender?

- ___(1) Male ___(2) Female

[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 on the sticker 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.