

# **2005 CREVE COEUR CITIZEN POLL**

## **A Summary Report**

**Conducted**

**September 30 - October 11, 2005**

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*The Warren Poll*

# 2005 CREVE COEUR CITIZEN POLL

## A Summary Report

### Executive Summary

*Warren Poll* findings disclose that Creve Coeur is a very stable, affluent community. Most citizens have lived in Creve Coeur for over ten years with 42% having lived in Creve Coeur for over twenty years. Virtually all residents (96%) rank their community as a “Good” to “Excellent” place to live.

One reason for why residents love to live in Creve Coeur is because they are extremely pleased with the quality of services provided by their city with 92.5% of the citizenry ranking the overall quality of city services “Good” to “Excellent”. When asked about specific city services, almost all city services received very positive ratings. Police services were ranked as the best city service by a comfortable margin over the next best-ranked city service with 97% of the residents ranking police services “Good” to “Excellent”. However, eight other specific city services received near or above 90% “Good” to “Excellent” rankings. In this ranking of twelve city services, street maintenance, municipal court, and building permits and inspections received the worst ratings, yet still even the worst-ranked city service, building permits and inspections, earned a respectable 60.5% “Good” to “Excellent” rating.

A section in this poll devoted to public safety helped explain why police services were ranked number one. Poll results revealed that virtually all citizens (98.5%) feel “Safe” or “Very safe” living in Creve Coeur, so obviously they feel well protected by their police. Of those who have had contact with the police in the past three years (58% of the respondents), the vast

majority expressed satisfaction with their police, even residents stopped for a traffic violation. The overwhelming majority of citizens (94.5%) believe the police to be “Courteous” to “Very courteous”, while 98% were “satisfied” to “very satisfied” with how quickly police responded to emergency or non-emergency calls. Also, almost 97% of the respondents felt that police dispatchers or 911 operators were “Courteous” to “Very courteous”. Most residents (77.5%) rated traffic enforcement as “About right”, while a bare majority of residents (52%) favored using cameras at intersections to improve enforcement of red light violations.

Poll questions devoted to trash and recycling services disclosed that residents are “Satisfied” to “Very satisfied” (93.5%) with their trash service pick-up. Residents with rear trash pick-up were somewhat more satisfied, but not significantly. The vast majority (82%) use the recycling program weekly, do not show a strong preference for the recycling method used, and 97% say they are “Satisfied” to “Very satisfied” with the recycling service.

Several questions focused upon parks and recreation in this survey. Overall, 92.5% of residents gave parks and recreation services/facilities a “Good” to “Excellent” rating. Of those who said they had used city parks in the past three years (62.5%), 92% said that they were “Satisfied” to “Very satisfied” with the park’s playgrounds. However, residents were supportive of certain improvements such as dog parks (72%) and a skate park project (51%). When residents were asked to make their own suggestions for park improvements; the largest plurality favored a swimming pool; followed by bike, inline skating, and walking paths; additional athletic facilities (e.g., baseball and softball fields, tennis courts); an upgraded community center; more, better, and safer playground equipment for children and those with disabilities; park maintenance; family activities; and a variety of other suggestions. A majority of residents (66%) also said they would be “Likely” to “Very likely” to “vote for a new one-half-cent sales to

construct and maintain a new indoor recreation center if it had the program features” that they most preferred.”

Finally, the poll sought citizen opinion on a variety of other matters. In sum, questionable support was found for annexing a large area of unincorporated St. Louis County immediately north of Creve Coeur, although over a third of Creve Coeur residents were undecided on the matter; most residents feel that 10-story buildings are inappropriate for the new “downtown” in Creve Coeur plan; a hefty majority believe the city should adopt more restrictive architectural standards for new commercial property; a slight majority believe that gated subdivisions should be allowed in Creve Coeur; while, as a source for new tax revenues, citizens support building license fees and sales taxes the most and flatly reject the property tax option.

## **Summary Report**

### **Introduction: Methodology**

This Creve Coeur survey or opinion poll was conducted between September 30, 2005 and October 11, 2005. Trained interviewers interviewed by phone 683 adult citizens (18 years or older) living in Creve Coeur. Given the 683 respondents interviewed, the error margin for this poll is  $\pm 4\%$  at 95% confidence. This means that if 60% of the respondents answered “Yes” to a question, we could be 95% confident that no more than 64% and no less than 56% answered “Yes”, but with the odds being that the 60% response is the most statistically probable response percentage within the  $\pm 4\%$  range.

Of course, typically in public opinion surveys a certain percentage of respondents respond “Undecided” or “No Opinion”. In this Creve Coeur poll, for example, a modest, yet predictable number of respondents (86) answered “Undecided” to the question pertaining to the

proposed use of cameras to improve enforcement and to reduce red light violations at intersections. Pollsters know that “Undecided” responses are normal because many respondents simply feel uncomfortable in giving definitive responses to questions that they have not contemplated or where there are too many unknowns. For methodologists, the question is: how should the “Undecideds” be interpreted? It should be noted that pollsters cannot predict accurately how the “Undecideds” will eventually “vote”, but the rule of thumb is to divide the “Undecideds” in a manner which is consistent with the “Yes/No” ratio. Thus, if 60% of the respondents answered “Yes”, while 30% said “No” with 10% “Undecided”, the “Undecideds” would be divided in a 2:1 ratio. Therefore, including the “Undecideds”, it would be estimated that 66.7% will vote “Yes”, while 33.3% will vote “No”. A somewhat crude or more conservative approach, but one which I do not favor because it is less accurate, is simply to divide evenly the “Undecided” percentages.

In this Summary Report, all percentages, except when inappropriate, were rounded off to the nearest whole to simplify the presentation. However, in the computer printout submitted with this report percentages are not rounded.

Also, mere percentages may distort the real numbers somewhat. That is, percentages are given in this report for only those responding to the question (called “valid percent”). Since a very high percentage of the respondents responded to most questions, large numbers stand behind most percentages, thus causing no distortions. However, on some questions in this survey only a relatively small number of people answered the questions because answering the questions was dependent on whether the respondent answered “Yes” or “No” to the previous question. For example, in this Creve Coeur Poll, a large number of residents did not answer questions pertaining to the courtesy of police officers, satisfaction with police response time, or

the courtesy of police dispatchers because responding to such questions depended upon whether respondents “had any contact with the Creve Coeur police department in the past three years”. Only 392 respondents, or about 57% of the 683 citizens surveyed, said they had. This methodological consideration is noted just to point out that the error margin is greater when fewer people are included in the response. To place poll percentages into proper perspective, it is a good idea to consult the actual numbers provided in the computer printout, which is included in the Appendix of this Summary Report. (Note: Read the “Frequency” and “Valid Percent” lines in the tables.)

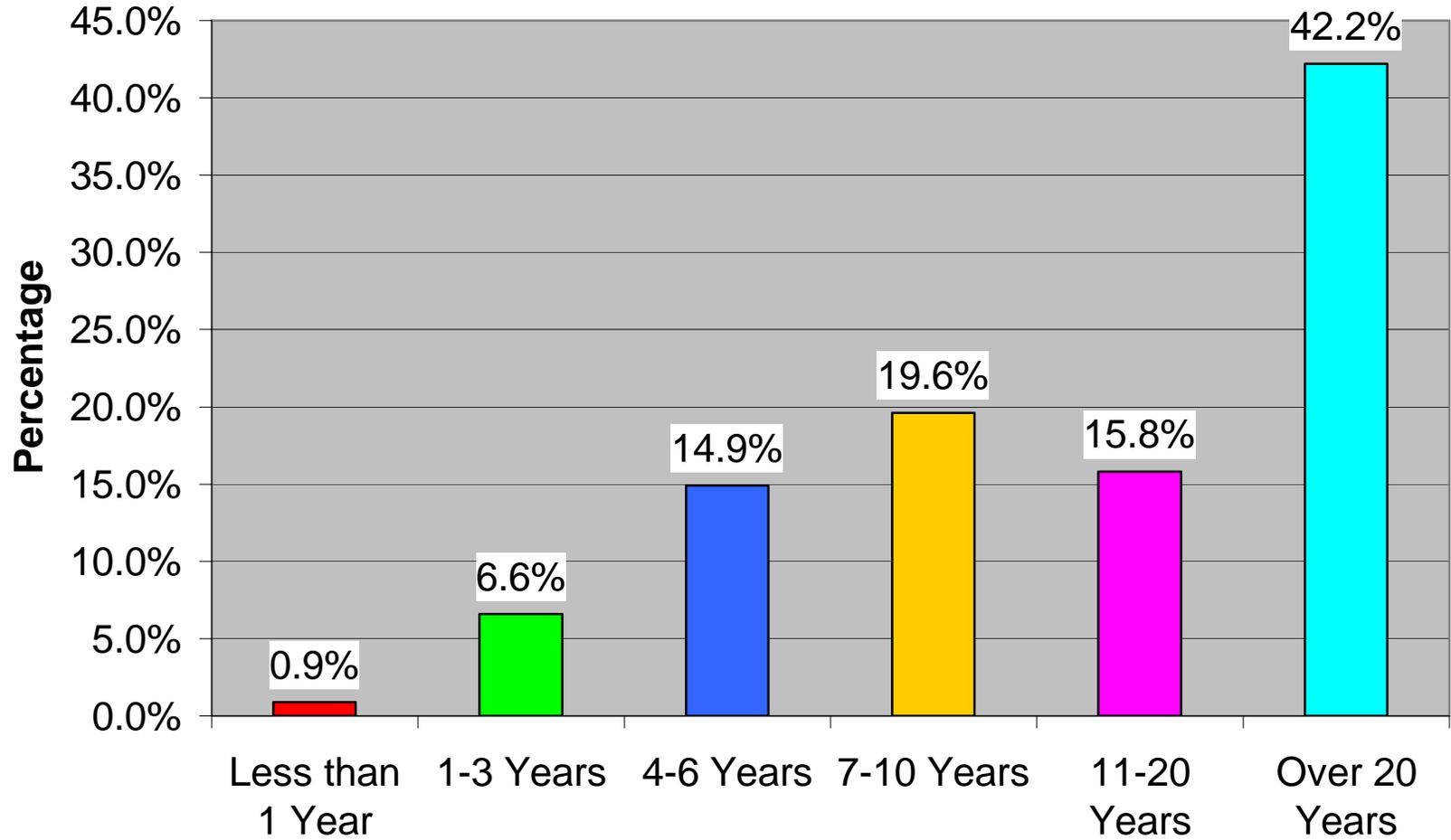
Finally, it should be noted that adult voters (18 years and older), not only registered voters, were interviewed in this survey. Some argue that it is better to interview registered voters because it is held that registered voters will provide a more accurate picture of how much actual voter support exists for proposals that will eventually be presented to the voters. However, some pollsters such as George Gallup, Jr. argue that research indicates that there is no significant difference between opinions held by registered voters and non-registered voters and, besides, he claims, non-registered voters still influence the opinion of registered voters and also shape overall public opinion. The bottom line, contrary to uninformed popular belief, is that it doesn't make much difference whether registered or non-registered voters are interviewed. But since registered voters as a group are always older than non-registered voters as a group, more older residents are included in a survey of only registered voters. Also, interviewing only registered voters may be based upon a false assumption since unregistered voters may end up registering, especially if the poll is conducted long before election day, as was the case with this poll.

## **Background Characteristics Of Creve Coeur Residents**

Before presenting survey results regarding resident opinion toward various issues, it is helpful to characterize the respondents. The demographical profile is only for Creve Coeur's adult voters. Any reference in this report to citizens, residents, voters, respondents, and the like, refer to these adult residents. As appropriate, some benchmark comparisons will be made in this section, as well as in other sections in the Summary Report. However, although benchmark comparisons may prove interesting and enlightening, they should be observed with caution since questions may not always be identical and/or the circumstances are never exactly the same (e.g., comparing responses to even the exact same questions, but during different years when, e.g., economic conditions have changed).

*The Warren Poll* found in this citizen survey that Creve Coeur is a very stable, quite affluent community with a slightly higher percentage of women, "empty nesters", elderly, and residents living in Creve Coeur for more than ten years. Unquestionably, part of what tends to make a community stable is the length of time citizens live in the community. Poll results disclose that most residents (58%) report having lived in Creve Coeur for over ten years, with 42% of them noting they have lived in Creve Coeur for over twenty years. Only 15% of its residents said that they had lived in Creve Coeur less than six years. Although this survey finding would not be found for newer communities such as St. Peters, Fenton, Valley Park, O'Fallon, or even Ballwin, *The Warren Poll* has found similar longevity findings for other, older, well-established communities in St. Louis County, such as Webster Groves, Kirkwood, and Des Peres. For example, in recent surveys *The Warren Poll* found that 36% and 52% respectively have lived in Des Peres and Kirkwood over twenty years, compared to 32% in Ballwin (See Graph 1).

### Graph 1: Years Living in Creve Coeur



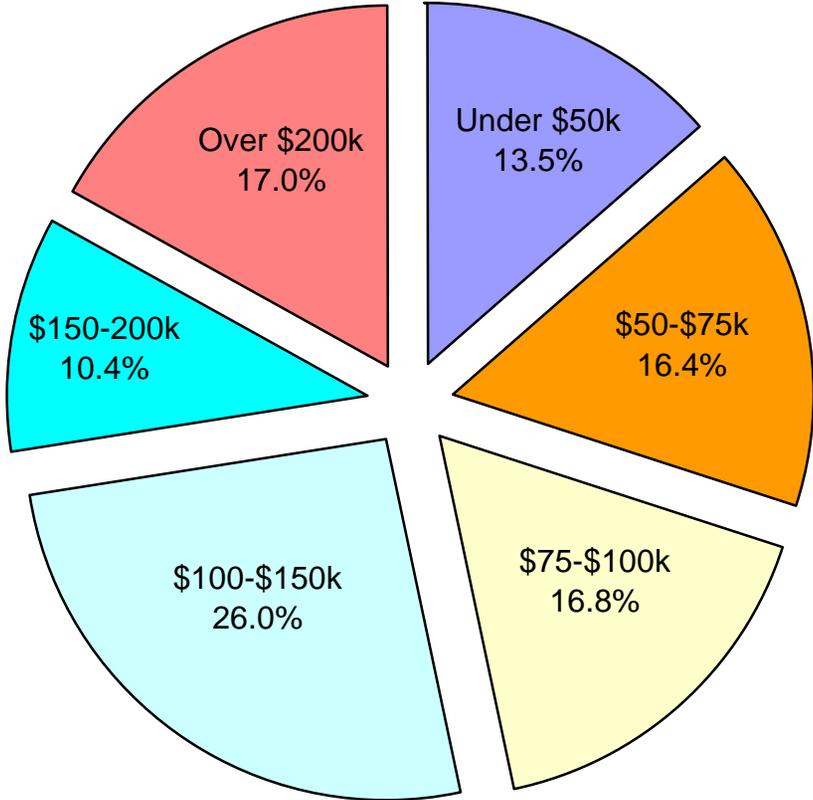
Given the fact that a relatively high percentage of adult residents have lived in Creve Coeur over twenty years, it is not surprising to find that 70% of Creve Coeur adult respondents were found to be forty-five or over with 34% noting they were over sixty-five. These statistics are not atypical for citizen surveys because only adult residents were interviewed, acknowledging that roughly 25% of the U.S. population is under eighteen and this large under-eighteen age group was excluded in this adult survey. In recent polls in Kirkwood and Des Peres, 70% of Kirkwood and Des Peres residents were also found to be over forty-five.

Also consistent with the above findings, poll results disclosed that 59% of Creve Coeur households consist of one or two people with only 11% having only one person. Another 12% had three living in the household, while almost 17% reported having four in the household. These findings are typical for established suburban communities. A recent *Warren Poll* study of Des Peres found similar statistics with the identical percentage of 11% for one living in the household with 84% having four or fewer, being only 4% less than the 88% for Creve Coeur households with up to four living in the household.

Regarding family income, poll findings reveal that Creve Coeur families are very affluent placing them way above the national average for household income and even far above the average for most families in St. Louis County. In this poll, over 86% of Creve Coeur residents reported a household income of \$50,000 or more. Just over 53% noted their household income to be \$100,000 or more, while 17% reported household incomes of over \$200,000. Placing these statistics into perspective, the medium household income in 2004, according to the U.S. Census, was \$44,389. U.S. Census statistics, as of 2000, estimated that the medium household income in St. Louis County to be \$50,532 with Creve Coeur's medium income placed at \$75,032, which is below what this survey has found for Creve Coeur almost six years later, although *The Warren*

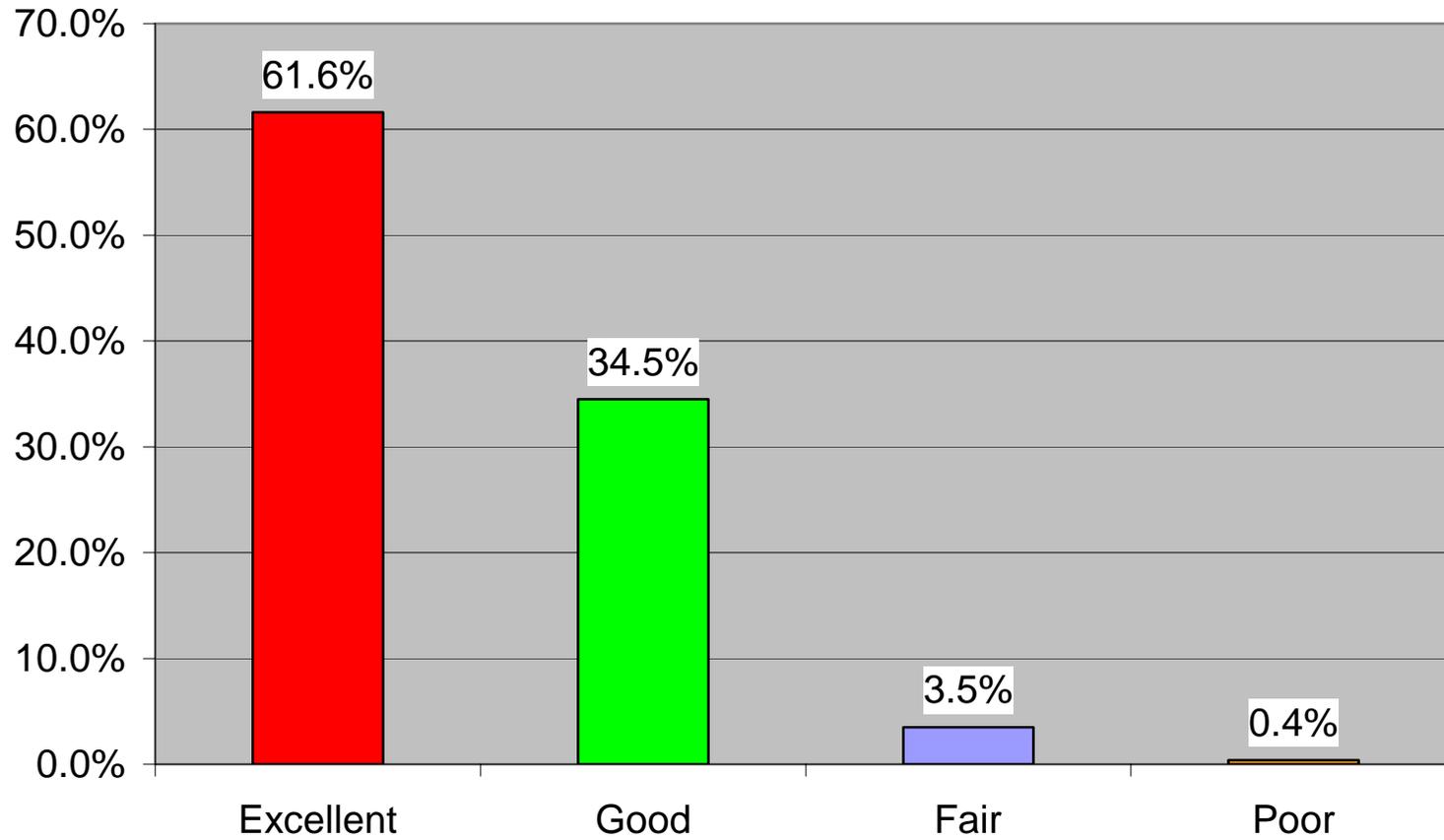
*Poll* cannot project a medium household income per se because respondents were asked to respond to income ranges, not to give exact household incomes. Nonetheless, *Warren Poll* findings seem reasonably consistent with U.S. Census estimates (see Graph 2).

**Graph 2: Estimated Gross Yearly Household Income**



Given the affluence and stability of Creve Coeur, it was not surprising to find that the majority of residents, as noted, have chosen not to move out of Creve Coeur. Of course, one obvious reason for this, according to poll findings, is that Creve Coeur citizens note that they find their community a very nice place to live. Only 4% of the respondents ranked Creve Coeur as a “Fair” to “Poor” place to live, while a whopping 96% said that Creve Coeur is a “Good” to “Excellent” place to live with the vast majority (62%) answering “Excellent” (see Graph 3). This favorable rating of Creve Coeur as a community compares very favorably with the ratings the City of St. Louis has received (near 50% “Good” to “Excellent”) or compared to much less affluent communities in St. Louis County. However, according to other community surveys by *The Warren Poll* in St. Louis County, these very positive ratings are not uncommon since residents of relatively affluent, low crime communities tend to exhibit community pride, also giving over 90% “Good” to “Excellent” ratings to their communities.

**Graph 3: Citizen Ranking Of Creve Coeur As A Place To Live**



## **Resident Opinion of the Quality of City Services**

In this citizen survey residents were asked to rate not only the overall quality of the services provided by the City of Creve Coeur, but many specific city services. The bottom line is that poll results reveal very clearly that residents have no serious problems with city services. All city services receive quite positive ratings. Consequently, if the city seeks to improve city services, city officials should consult the computer printout and scrutinize the relative differences in the ratings of the city services, especially looking at the difference between the “Good” to “Excellent” ratings, since some services receive much lower “Excellent” ratings than other services. This should raise a “red flag” and pose the obvious question: Even though this services receives a very positive “Good” to Excellent’ rating, why is the service receiving a significantly lower “Excellent” rating than the other services?

Citizens were first asked: “Overall, how would you evaluate the quality of services provided by the City of Creve Coeur?” The response was quite positive with 45% saying “Excellent”, 48% answering “Good”, while only 6% said “Fair” and only 1% answered “Poor”. But for comparison sake, let’s benchmark these ratings with a few other communities. My polls of St. Louis City, as well as other polls of St. Louis City, have shown that overall city services ratings and ratings for specific services most often fall below 50%. However, *Warren Poll* surveys for Des Peres, Kirkwood, and Ballwin in very recent years show similar ratings to Creve Coeur for overall city services (see Table 1).

**Table 1: Ranking of Overall City Services**

	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Creve Coeur	45%	48%	6%	1%
Des Peres	55%	41%	4%	0%
Kirkwood	41.5%	50%	8%	1%
Ballwin	46.5%	46%	7%	0%

Table 1 shows that for comparable cities in St. Louis County residents are quite pleased with the quality of services provided by their cities. For sundry reasons, Des Peres received a disproportionately high “Excellent” rating, although its combined “Excellent” to “Good” rating was insignificantly different from the other communities. Clearly, city officials in all of these cities deserve credit for the high quality of their services, which, according to poll data, met the approval of all but a tiny percentage of residents.

Turning now to the ranking of specific city services, *The Warren Poll* asked residents to rank as “Excellent”, “Good”, “Fair”, or “Poor”, twelve city “services”. To place the relative ranking of these services into perspective, Table 2 displays the rank order from first to last by percent of respondents ranking each service as “Excellent”. Also shown is the rank each service received when the “Excellent” and “Good” responses are combined. Note that in some cases the “Excellent” ranking is significantly different from the combined “Excellent” and “Good” ranking for the city service, although most time the two rankings are quite close or even identical. For example, “police services” ranks first in both rankings, while “building permits and inspections” ranks last in both rankings.

In Table 2, the rankings of the city services speak for themselves, but a few observations deserve emphasis. Clearly, the high ranking of police services stands out. Not only do police services receive the highest ranking in both the “Excellent” and combined categories, but also

“police services” received high praise elsewhere in the survey. Fifty-four percent of respondents gave “police services” an “Excellent” rating, while the next “Excellent” ranking was “leaf vacuuming” and “limb clipping”, with a 42% “Excellent” rating (tied for second with leaf vacuuming which had a slightly higher un-rounded percentage), yet still 12% below the 54% rating for “police services”. Less than a quarter of the respondents rated three city services as “Excellent”, “street maintenance” (23%), “municipal court” (14%), and “building permits and inspections” (13.5%), while the “city website” scored close to this level with a 27% “Excellent” score. In comparing these scores, city officials should ask themselves why police services received about four times the “Excellent” rating than did the “municipal court” or “building permits and inspections” or about twice the rating of “street maintenance” and the “city website”. To reiterate, ratings are only valuable or useful when compared to one another because their relative strengths are revealed. Obviously, for example, something the city is doing regarding “building permits and inspections” is bothersome to residents, especially when considering that 39% of Creve Coeur’s residents rated this service “Fair” (25%) to “Poor” (14%), but this service, often regarded as a “nuisance”, normally rates low in citizen polls.

**Table 2: Rank Ordering of 12 City “Services”\***

<b>Service</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
1. Police Services (1)	54	42	2	1
2. Leaf Vacuuming (7)	42	48	7	2
3. Limb Chipping (8)	42	47	8	4
4. Courteousness of City Employees (6)	40	50.5	8	2
5. City Newsletter (3)	37	57	6	1
6. Park Maintenance (2)	36	58.5	4.5	1
7. Snow Removal (9)	32.5	55	11	2
8. Parks and Recreation (4)	31.5	61	6	1
9. City Website (5)	27	64	8	1
10. Street Maintenance (10)	23	58	16	3
11. Municipal Court (11)	14	63	14	9
12. Building Permits and Inspections (12)	13.5	47	25	14

**\*Combined “Excellent” and “Good” ranking is shown in parentheses beside each service**

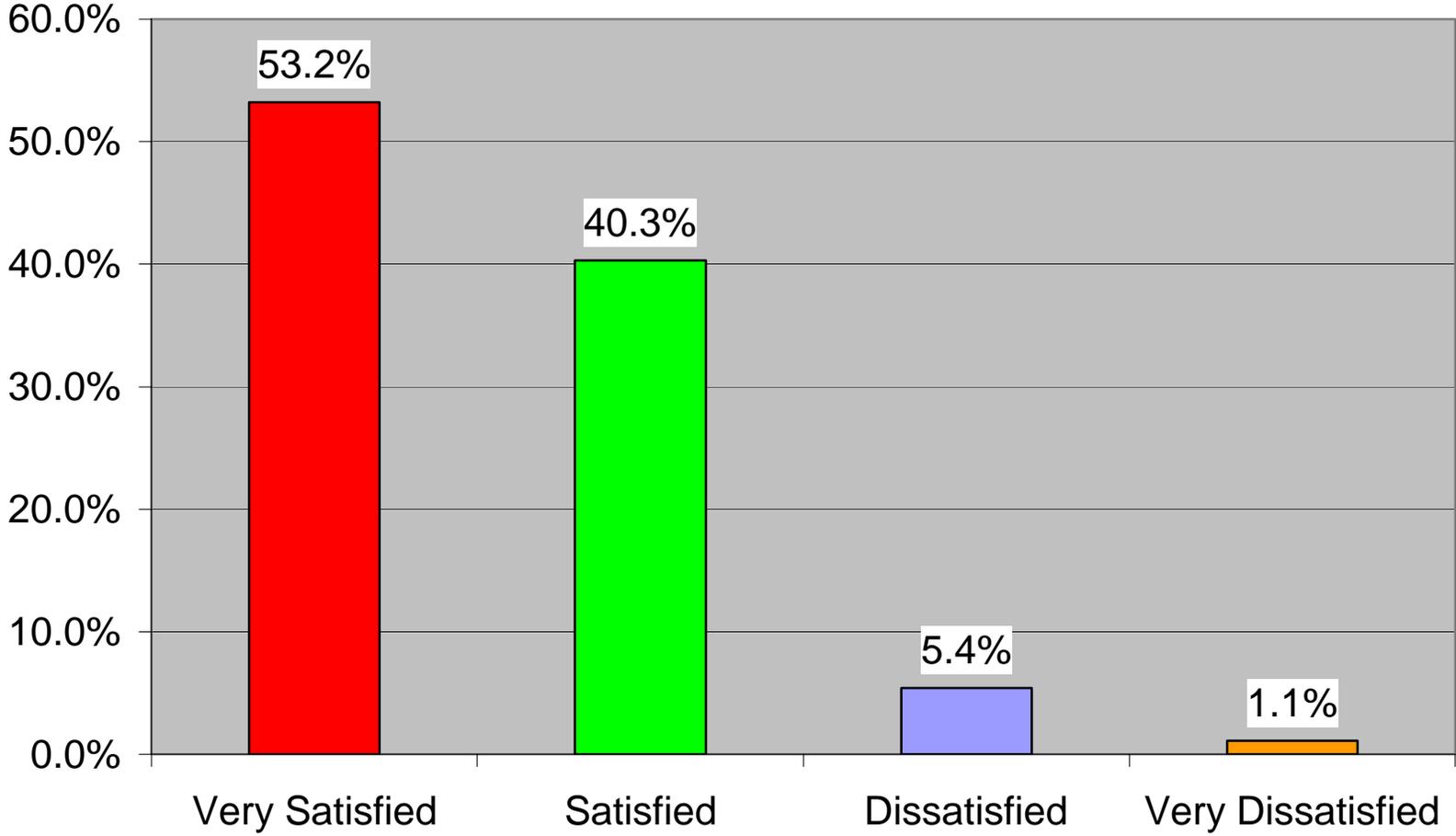
## **Citizen Opinion Regarding the City's Trash and Recycling Services**

Citizens were first asked whether they put their trash at the rear or at the curb. Most respondents answered "rear" (57.5%), while 42.5% said "at curb". However, it became evident when recording their responses that several residents said both with a few noting they put their trash in the rear, while they put their recycling "trash" at the curb, not making a distinction between the two kinds of trash. This means that the actual proportion of residents placing their trash at the curb or in the rear may be a little distorted.

Residents were found to be quite satisfied with their trash pick-up service whether their trash was picked up at the rear or at the curb. More than nine of ten residents (93.5%) told interviewers that they were "Very Satisfied" (53%) or "Satisfied" (40%) with the city's trash service, with only 6.5% answering "Dissatisfied" (5.5%) or "Very Dissatisfied" (1%) (see Graph 4). However, cross-tabulations did disclose, as expected, that residents having their trash picked up at the rear were noticeably more satisfied than those having curb service. For example, while 59.5% of the residents with rear trash pick-up service said they were "Very Satisfied", only 47% of those with curb service said they were "Very Satisfied".

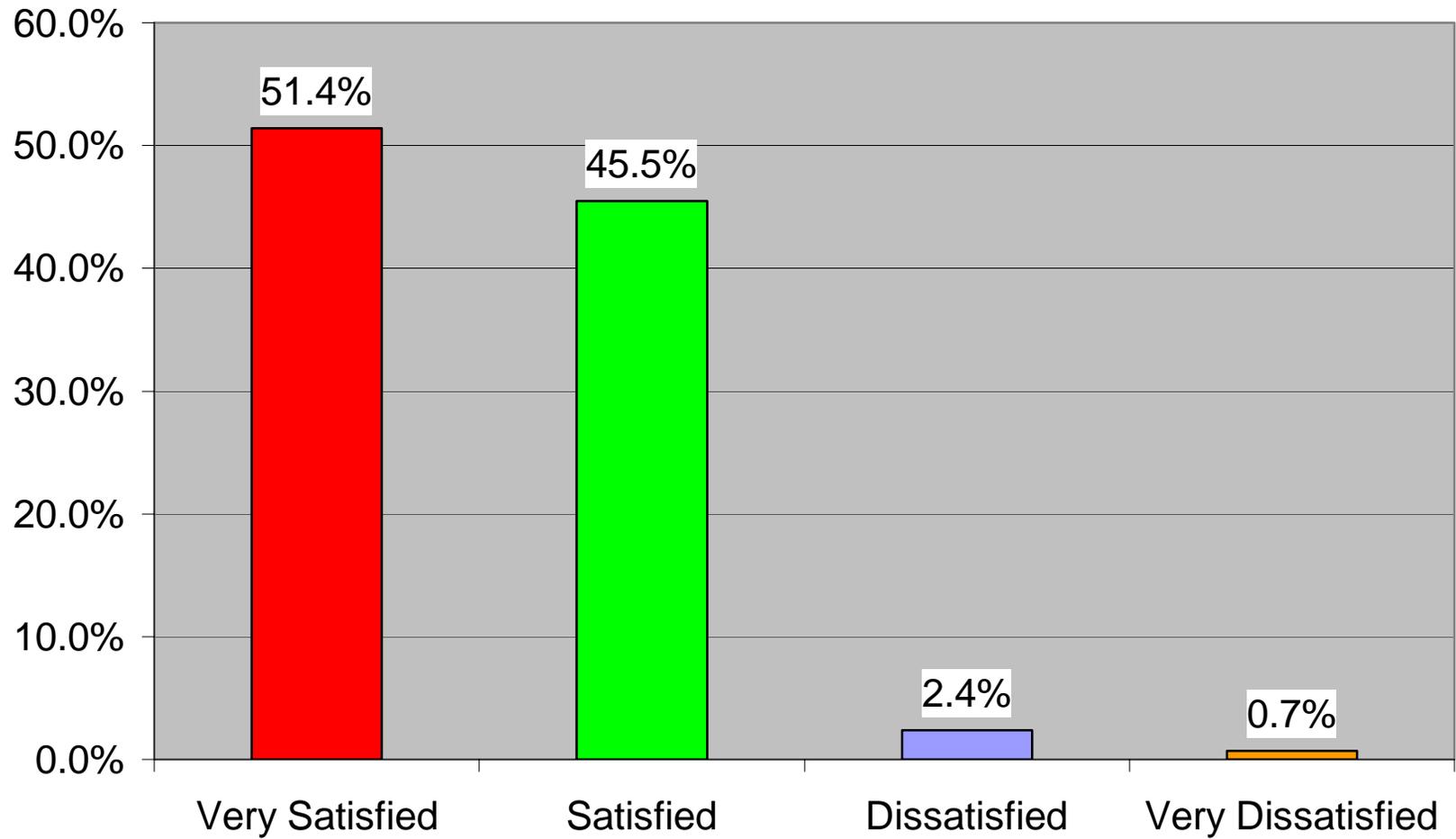
But despite the disproportionately high satisfaction level for rear trash service, residents were not very supportive of continued rear trash service if they had to pay for it. Residents were asked: "Providing rear trash pick-up is more costly to deliver than curbside trash service. Knowing this, which one of the following would you prefer?" The vast majority of respondents (61%) favored "Curbside trash service at no fee", only 8% noted that they would be willing to pay \$8-\$10 per month for rear trash service, while 31% supported "Rear yard trash service at no fee to residents even if it requires a voter approved tax to support it."

**Graph 4: Citizen Satisfaction With Trash Pick-Up Service**



As with Creve Coeur's trash service, residents were also quite content with the city's recycling program. Close to 97% of the respondents indicated that they were either "Very Satisfied" (51%) or "Satisfied" (45.5%) with their recycling service (see Graph 5). An overwhelming percentage of residents use the recycling services "Weekly", while a pretty evenly divided percentage said they use the recycling program "Every other week" (7.5%), "Monthly" (5%), or "Only a few times a year or less" (6%). As for the recycling pick-up method preferred, 40% preferred "Disposable recycling bags", while a much smaller percentage (17%) favored "Reusable bins", but the plurality (44%) said "Either" method.

**Graph 5: Citizen Satisfaction With Recycling Program**



## **Citizen Opinion Toward Police Services and Some Related Public Safety Issues**

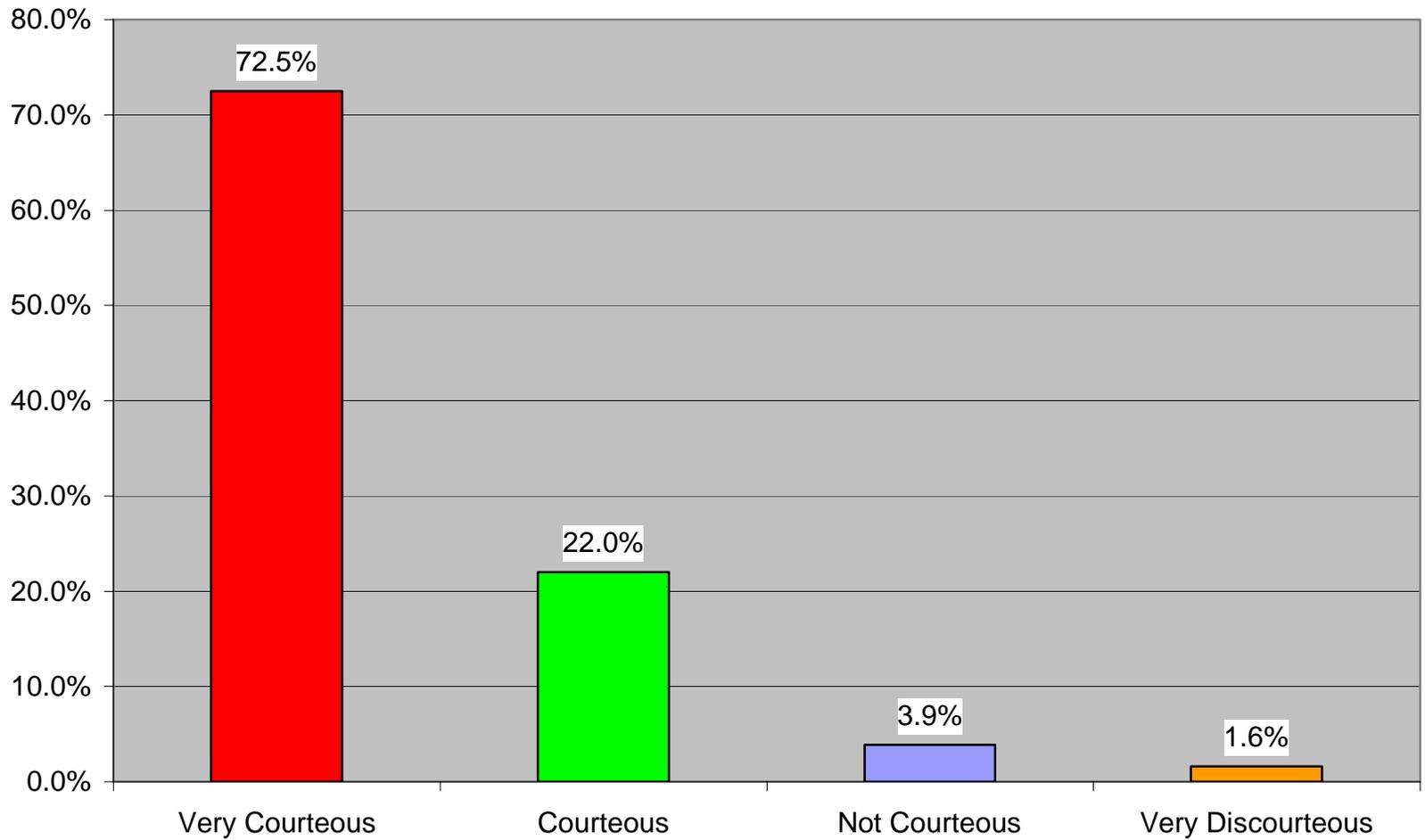
*Warren Poll* survey findings disclose that the Creve Coeur citizenry regard their city as an exceptionally safe place to live. In responding to the question, “How safe from crime do you feel living in Creve Coeur?”, out of 679 responding to this question, almost all of them or 669 respondents (i.e., 98.5%) answered that they feel “Safe” or “Very safe” with 59% alone saying “Very safe”. Of course, these statistics reflect the already reported finding that residents expressed more satisfaction with police services than any other Creve Coeur city service.

*The Warren Poll* was asked to probe further into the level of satisfaction residents had with the courtesy of police officers and the police’s response time, given the kind of contact, if any, they had with Creve Coeur police during the past three years. While 58% of the respondents noted that they had contact with the police in the last three years, 42% said they had not. When asked to note the type of contact that they had with police, 20% said “Emergency contact”, 64% “Non-emergency contact”, while 16% said their contact was for a “Traffic violation”.

When asked how courteous the police officers were in their contact with citizens, 94.5% of the residents felt that they were “Courteous” (22%) to “Very courteous” (72.5%), while 4% thought the police were “Not courteous”, while less than 2% felt they were “Very discourteous”. Closer scrutiny of these statistics, using cross-tabulations, reveals quite expected results. Of the people asserting that the police were either “Not courteous” or “Very discourteous”, most of them by far had been stopped for a traffic violation. That is, while almost 20% of the respondents stopped for a traffic violation felt the police were “Not courteous” (11%) or “Very discourteous” (8%), less than 4% of those having contact with the police because of an

emergency felt this way, while only 2.5% of those having “Non-emergency” contact with the police believed the police to be “Not courteous” or “Very discourteous” (see Graph 6). Obviously, citizens stopped by police for traffic violations would not be expected to be as pleased with their contact with police as people in contact with police because the police are helping them with “Emergency” or “Non-emergency” situations. Actually, it is a credit to the Creve Coeur Police Department that about 80% of those even stopped for traffic violations felt that the police to be either “Courteous” (39%) or “Very courteous” (42%).

**Graph 6: Citizen Ranking Of The Courteousness Of Police Officers When In Contact With Them**



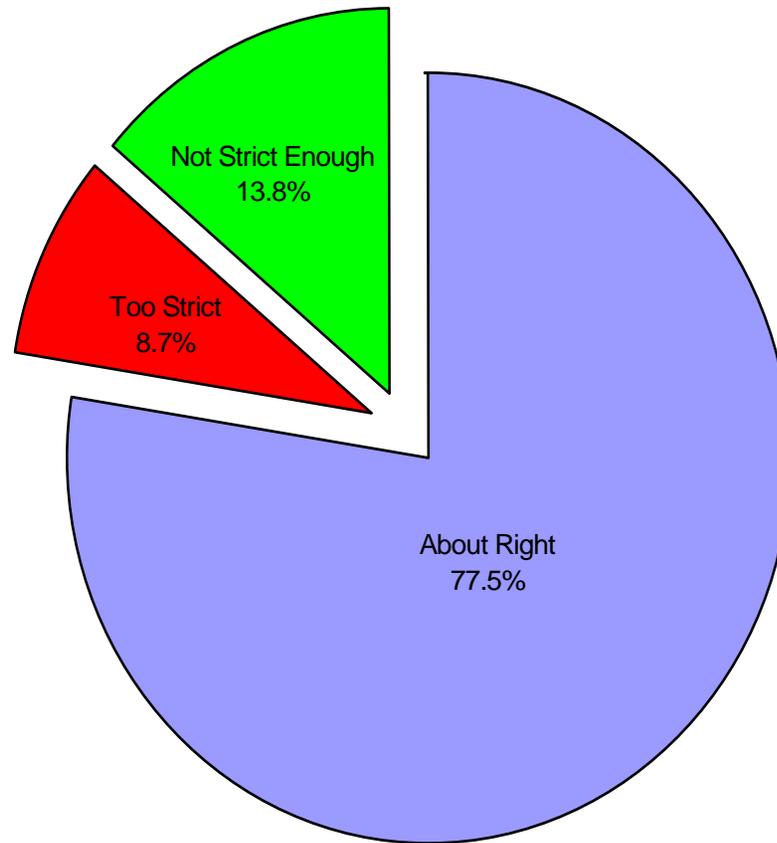
The Creve Coeur Police Department also received rave reviews from citizens regarding police response time to calls. Just over 98% of respondents told *Warren Poll* interviewers that they were “Satisfied” (34%) to “Very satisfied” (64%) with “How quickly the police responded” to their calls. Only 1% said they were “Dissatisfied” and less than 1% noted they were “Very dissatisfied”. Of course, this high level of citizen satisfaction with the response time of Creve Coeur police helps explain why residents are so pleased with their community’s police service overall since numerous studies have shown that response time is deemed very important to citizens and is highly correlated to the overall satisfaction level people have or do not have with their police (see, Jeffrey H. Witte, “Identifying Elements of Customer Satisfaction in the Delivery of Police Services”, The Police Chief, vol. 71, no. 5; May 2004). To provide sharp contrast, in *Warren Poll* survey research and focus group studies of the St. Louis Police Department used for expert witness testimony, a quite large percentage of St. Louis City residents expressed dissatisfaction with a variety of services provided by St. Louis City’s Police Department, but, of course, large inner-city police departments normally receive poorer ratings from citizens since inner city police departments are often stretched for resources and also face considerably greater problems with crime. Nonetheless, these high satisfaction scores for Creve Coeur police services constitute extraordinary achievements, even for suburban communities, and, therefore, merit praise.

Not unexpectedly, Creve Coeur police dispatchers also received laudable ratings from the citizenry. Almost 60% of the residents, having had contact with the police in the past three years, said they talked to a police dispatcher or a 911 operator. Almost 70% (69.5%) felt the dispatcher or 911 operator was “Very courteous”, while another 27% believed the dispatcher or

911 operator to be “Courteous”. Not a single respondent noted that a dispatcher or 911 operator was “Very discourteous” and only about 3% regarded them as “Discourteous”.

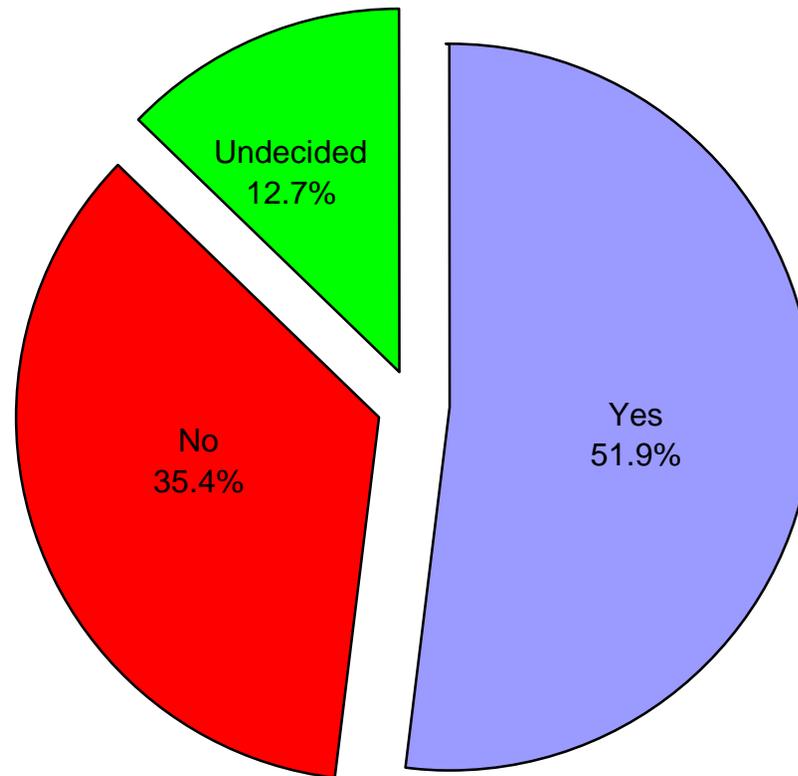
Two other questions were asked pertaining to public safety. Citizens were asked to rate the city’s traffic enforcement. The vast majority of residents (77.5%) said the “City’s traffic enforcement” was “About right”; while almost 9% noted it was “Too strict” with almost 13% saying it was “Not strict enough”. These results suggest rather strongly that the city is doing a satisfactory job in the area of traffic enforcement and should continue its present enforcement policy. Only slightly more people (about 5%) believe traffic enforcement is “Not strict enough” versus being “Too strict”, so changing the traffic enforcement so that it is more strict to satisfy those who believe the enforcement isn’t strict enough would be extremely risky because a stricter enforcement policy could easily bother the vast majority who believe that Creve Coeur’s traffic enforcement policy is “About right” (see Graph 7).

**Graph 7: Citizen Opinion On The City's Traffic Enforcement**



*The Warren Poll* also asked citizens to give their opinion on whether Creve Coeur should start using “cameras to improve enforcement and reduce red light violations at intersections” for the purpose of improving public safety. On this question, which has stirred considerable controversy in some communities and editorial debate, Creve Coeur citizens were only lukewarm toward the idea, which reinforces the finding that most residents (77.5%) think traffic enforcement is “About right”, suggesting that only small percentages of residents favor making significant changes to the present traffic enforcement policy. Just a bare majority (52%), said they would support the use of cameras, while just over 35% said they would not. Another 13% were undecided (see Graph 8). Since this issue is likely very new to voters with many knowing very little about the arguments for or against using enforcement cameras, public opinion on this matter should be considered “soft” and, therefore, likely to change in light of new information. Consequently, Creve Coeur officials should approach this issue with considerable caution.

**Graph 8: Citizen Support For Using Cameras To Enforce Red Light Violations**



## **Citizen Opinion on Recreation and Recreational Facilities**

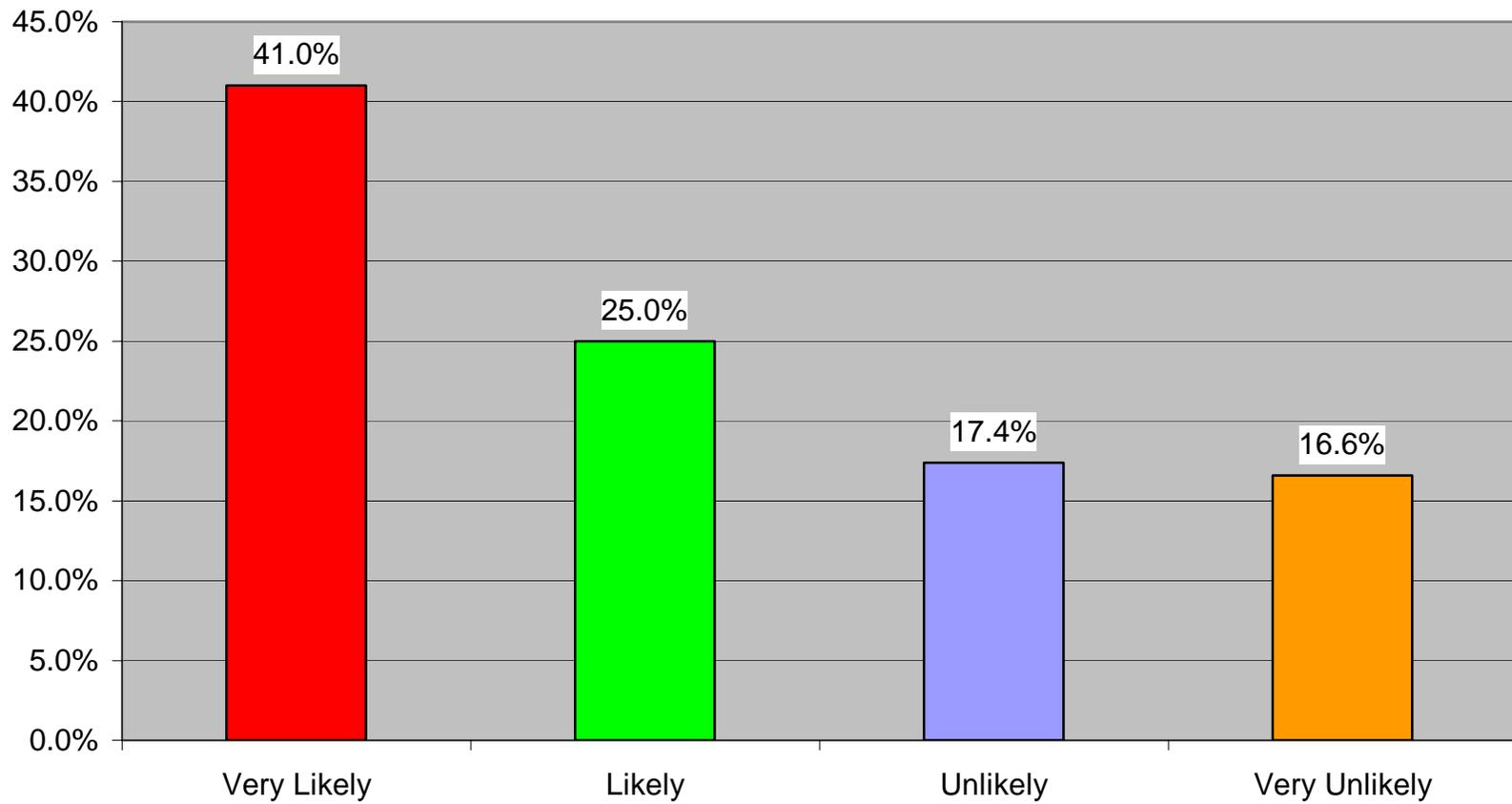
To get an idea of about how many residents use Creve Coeur parks, citizens were asked: “Have you used any Creve Coeur parks in the last three years?” Close to two-thirds (62.5%) said they had, while 37.5% answered that they had not. Those who had used the parks were positively impressed with the playgrounds with 92% saying they were “Satisfied” (45%) to “Very satisfied” (47%). Only 6% expressed “Dissatisfied”, while just 2% said they were “Very dissatisfied”.

In follow-up questions, it seemed that possibly the root of some of the dissatisfaction (only 45% were “Very satisfied”) came from citizens who simply wanted more out of their parks. For instance, *The Warren Poll* found overwhelming support (72%) for the city “fencing in a two-acre area within Conway Park as a special place where people could let their dogs run off-leash”, even though “dog owners would be required to vaccinate their dogs and pay a membership fee”. There was also slim majority support (51%) for a “skate park with ramps and other trick-oriented objects designated as a place for skateboarders and inline skaters”. Just over 30% opposed this idea, while 19% noted that they were “Undecided”.

*The Warren Poll* also found strong support for “building an indoor recreational facility that could include amenities such as a swimming pool, weight room, aerobic room, indoor track, and space for seniors and teens”, which would likely be financed through a ½-cent sales tax. Asked whether they would vote for such a proposal, 41% answered “Very likely”, 25% said “likely”, 17% responded “Unlikely”, while another 17% said “Very unlikely” (see Graph 9). As expected, cross-tabulations showed that younger citizens and those with larger numbers of people in the household, as well as females (not necessarily an expected finding), were more

likely to say they would vote for the building of an indoor recreational facility. Specifically, only 56% of one-person households said they would be likely (20%) or “More likely” (36%) to vote for the proposal; 61% of those with two in the household would be “Likely” (26%) or “More likely” (35%); 73% of those with three in their households would be “Likely (31%) or “Very likely” (42%); 76% of those having four in their households would be “Likely” (24%) or “Very likely” (52%); and 79% of those with five in their households would be “Likely” (16%) or “Very likely” (63%). Household with six or more were too few in number to draw statistically valid conclusions. Regarding age, naturally Creve Coeur’s younger citizens or those under 45 were considerably more supportive of building an indoor recreational facility than older residents, especially those over 65. Specifically, 75% of those “under 30” said they were “Likely” (25%) or “Very likely” (50%) to support it, 79% of those “30-44” expressed that they would “Likely” (25%) or “Very likely” (54%) vote for it; while 69% of those “45-65” said they would “Likely” (24%) or “Very likely” (45%) support it; while only 56% of those “over 65” said they would be “Likely” (26%) or “Very likely” (30%) to vote for it. Females were found to be slightly more supportive than males with 70% of the females saying they would be “Likely” (24.5%) or “Very likely” (45%) to vote for the indoor recreational facility, while only 61% of the males said they would be “Likely” (25.5%) or “Very likely” (35.5%) to vote for it.

**Graph 9: Citizen Opinion On How Likely They Would Be To Vote For A New Indoor Recreation Center Supported By A New 1/2 Cent Sales Tax**



When citizens were asked in an open-ended question, “what other possible recreation facilities, equipment, or services (they) would like to see in city parks”, a great variety of suggestions were given, but the most prevalent were: swimming pool (26%); bike, inline skating and walking paths (22%); athletic facilities (including, for example, baseball and softballs fields, tennis and racquetball courts) (16%); upgrades to community center (10%); better, safer playground equipment for children, especially young children and the disabled (9%); better park maintenance (6%); more activities for families (e.g., concerts) (4.5%); a dog park (3%); and other proposals (4%).

### **Citizen Opinion on a Few Matters Concerning Residential and Commercial Property Development, Annexation, Gated Subdivisions, and Taxes**

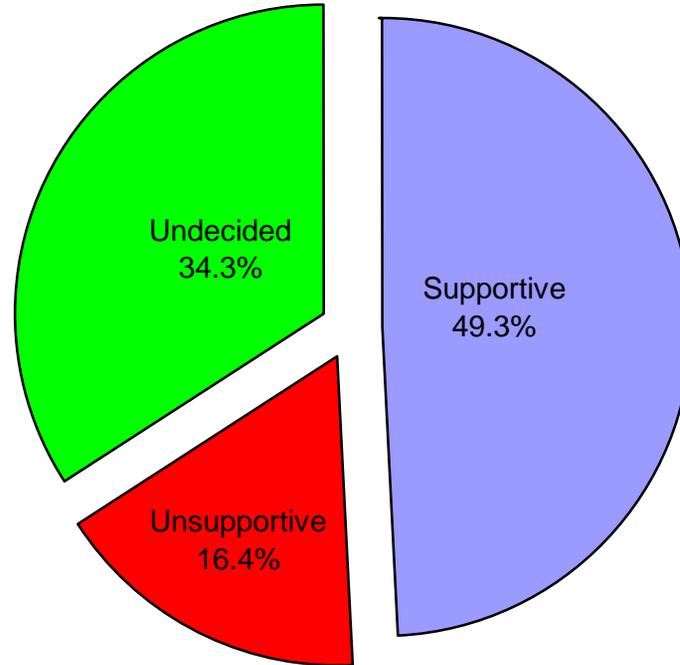
City officials sought to find out about how the citizenry regarded the “city’s enforcement of exterior property maintenance” ordinances that set standards for the condition of residential properties. The vast majority of respondents (76%) felt the enforcement was “About right”, 6% said “Too strict”, while about 18% believed that the city’s enforcement of exterior property maintenance was “Not strict enough”. Experienced pollsters believe that disproportionate responses outside of the neutral response category (e.g., “About right”) should merit attention. In this case, three times more respondents answered “Not strict enough” (18%) versus “Too strict” (6%). Of course, the 18% means that almost one out of five residents believe the city’s enforcement of exterior property maintenance is “Not strict enough”. The city should not ignore this response and look into the reasons why, keeping in mind, of course, that 76% of its residents believed such enforcement is fine (i.e., “About right”).

Respondents in this poll were also asked whether they would support a possible annexation of a large area of unincorporated St. Louis County just north of Creve Coeur, consisting mainly of residential properties. Just less than half (49%) were supportive; about 16% were “Not supportive”, but a rather large percentage (34%) said they were “Undecided” (see Graph 10). City officials cannot draw any hard conclusions from these poll numbers except that there is a general tendency to support annexation. Obviously, over a third of Creve Coeur’s citizenry believe they need more information before they can take a position.

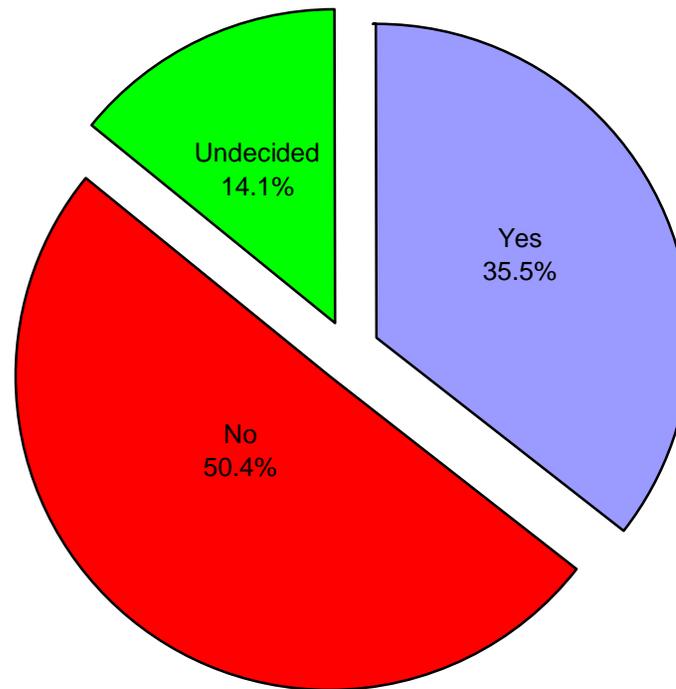
A polar opposite response was given by respondents to a question pertaining to the new plan for a “downtown” in Creve Coeur, near Olive and New Ballas, which would consist of pedestrian-oriented retail, restaurant and residential developments. Respondents were told that building heights should vary, but did they believe 10-story buildings would be appropriate in this “downtown” area. Just over a third (35.5%) said “Yes”, while half (50%) said “No” with 14% having “No opinion” (see Graph 11). This poll result suggests that there is less than majority support for 10-story buildings in the proposed downtown area since 86% have formed an opinion and just over half (50.4%) already are against 10-story buildings for this area. Applying the ratio formula to the 14% with no opinion, a pollster would conclude that about 60% of the citizenry would be against 10-story buildings if put to a vote.

Consistent with other responses in the survey relating to code enforcement, the vast majority of residents (61%) took the position that the “city should adopt more restrictive architectural standards for new commercial buildings, which would regulate the types of building materials to be used and other aspects of appearance.” Only 21% felt the city should not adopt more restrictive architectural standards for new commercial buildings.

**Graph 10: Citizen Support For Annexing  
Unincorporated St. Louis County North Of Creve  
Coeur**



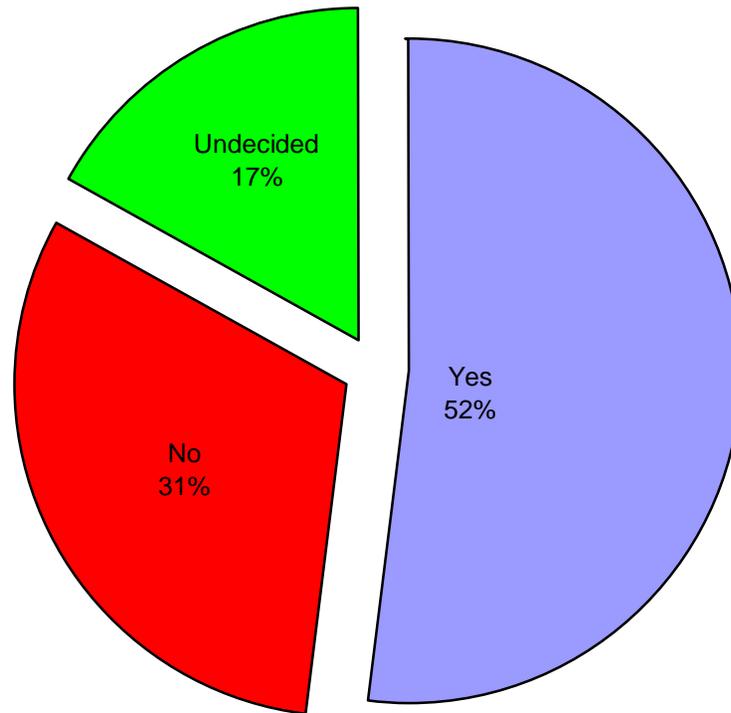
**Graph 11: Citizen Opinion On Whether 10-Story Buildings Are Appropriate For New "Downtown" Creve Coeur Proposal**



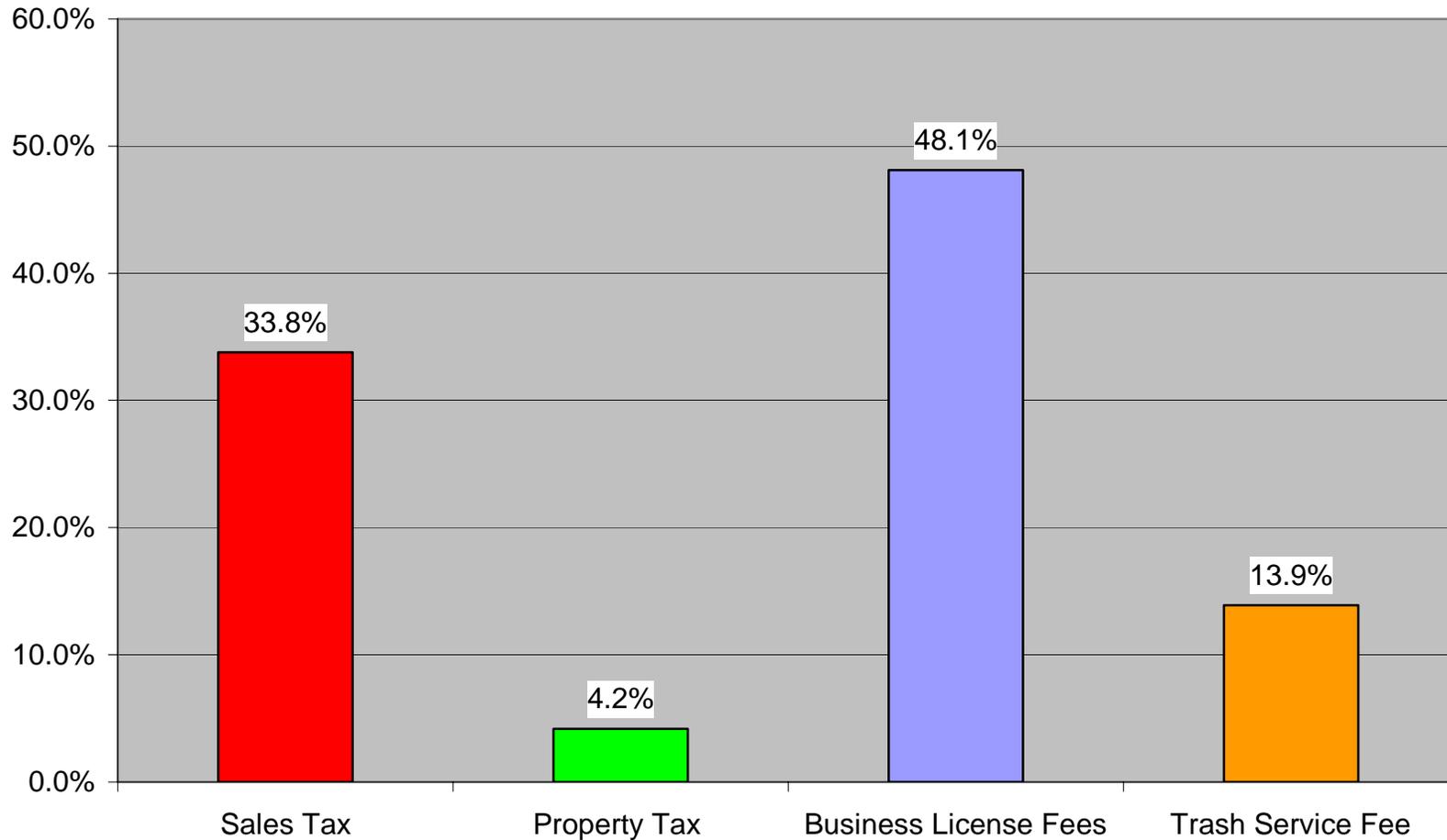
Regarding gated subdivisions, residents were first just told by interviewers that “In recent years, several gated subdivisions have been proposed, and it is expected that in the future proposals will include gates”. They were then asked: “Should gated subdivisions be allowed in Creve Coeur?” Barely half (52%) said “Yes”, while almost a third (31%) said “No”, while another 17% had “No opinion” (see Graph 12).

Interviewers also asked which tax residents preferred if the city had to impose new taxes to offset declining revenues in order to ensure that city services remained high. As expected, residents preferred taxes which would share the tax burden with others, many of whom would not be residents of Creve Coeur. Just over a third (34%) opted for the sales tax, while almost half (48%) favored business license fees. Almost 14% preferred charging a trash service fee, while only a few (4%) favored the property tax option (see Graph 13). Since survey research has consistently shown that the property tax is the most unpopular tax in America by far, this low support for the property tax was expected. *Warren Poll* surveys for local communities in St. Louis County have shown consistently that residents disfavor property taxes the most as an option to increasing revenues (see “Which Tax Gets Your Goat?”).  
[money.CNN.com/2005/04/19/pf/taxes/proptax\\_poll1](http://money.CNN.com/2005/04/19/pf/taxes/proptax_poll1)).

**Graph 12: Citizen Opinion On Whether Gated Subdivisions Should Be Allowed In Creve Coeur**



**Graph 13: Citizen Tax Preference If Taxes Had To Be Raised To Offset Declines In Revenues**



**Note: Number in response space is the rounded % responding. NA not included. See printout for all statistics.**

**Hello, I am (give your name) and I am conducting an opinion poll for *THE WARREN POLL*, a polling organization hired by the City of Creve Coeur to obtain citizen opinions on matters concerning Creve Coeur. Your phone number, not identified with your name, was selected randomly. Are you an adult resident (i.e., 18 years or older) living in Creve Coeur? \_\_\_ Yes \_\_\_ No**

**(Interviewer Note: If "no", ask to speak to an adult or call back when one will be at home.)**

**Let's start with a few general questions:**

1. How long have you lived in Creve Coeur?  
1 Less than 1 year      15 4-6 years      16 11-20 years  
7 1-3 years              20 7-10 years      42 Over 20 years
2. In general, how would you rate Creve Coeur as a place to live?  
62 Excellent    34.5 Good    3.5 Fair    0 Poor
3. Overall, how would you evaluate the quality of services provided by the City of Creve Coeur?  
45 Excellent    48 Good      6 Fair      1 Poor

**Please rate the following city services as “Excellent”, “Good”, “Fair”, or “Poor”.**

	Excellent	Good	Fair	Poor	N/A
4. Park Maintenance	36	58.5	4.5	1	--
5. Street Maintenance	23	58	16	3	--
6. Limb Chipping	42	47	8	4	--
7. Leaf Vacuuming	42	48	7	2	--
8. Snow Removal	32.5	55	11	2	--
9. Police Services	54	42	2	1	--
10. Courteousness of City Employees	40	50.5	8	2	--
11. Parks and recreation	31.5	61	6	1	--
12. Building Permits And Inspections	13.5	47	25	14	--
13. Municipal Court	14	63	14	9	--
14. City Newsletter	37	57	6	1	--
15. City Website	27	64	8	1	--

16. City ordinances contain standards for the condition of residential properties. How would you rate the city’s enforcement of Exterior Property Maintenance  
6 To strict    76 About right    18 Not strict enough
17. Immediately north of Creve Coeur, a large area of unincorporated St. Louis County exists. The area mainly consists of residential properties. How supportive would you be of annexing the unincorporated area into the City of Creve Coeur if it were economically neutral or advantageous?  
49 Supportive    16 Not Supportive    34 Undecided

18. The city provides trash pick-up at the rear at no cost. Do you place your trash at the rear or at the curb? 57.5 At rear 42.5 At curb -- NA
19. How satisfied are you with the city's current trash pick-up service?  
53 Very satisfied 40 Satisfied 5 Dissatisfied 1 Very dissatisfied -- NA
20. Providing rear year trash pick-up is more costly to deliver than curbside trash service. Knowing this, which one of the following would you most prefer?  
61 Curbside trash service at no fee  
8 Rear yard trash service at \$8-\$10 per month  
31 Rear yard trash service at no fee to residents even if it requires a voter approved tax to support it
21. How often do you typically use the recycling program?  
82 Weekly 7.5 Every other week 5 Monthly 6 Only a few times a year or less -- NA
22. The city currently pays for residential curbside pick-up for recyclable items providing plastic recycling bags. There is a significant cost associated with this service. Which one of the following pick-up methods would you most prefer for your recycled materials?  
40 Disposable recycling bags 17 Reusable bins 44 Either is acceptable
23. How satisfied are you with the city's current recycling program?  
51 Very satisfied 45.5 Satisfied 2 Dissatisfied 1 Very dissatisfied -- NA

**Now turning to a few questions on communications:**

24. How often would you say you read the city's newsletter?  
82 Every month 12 A few times a year 6 Never

**Now turning to a few questions regarding the police department:**

25. How safe from crime do you feel living in Creve Coeur?  
59 Very safe 40 Safe 1 Unsafe 0 Very unsafe
26. How would you rate the city's traffic enforcement?  
9 Too strict 77.5 About right 14 Not strict enough
27. Some communities are using cameras to improve enforcement and to reduce red light violations at intersections. Only the back of the vehicle and the rear license plate are photographed. Would you support the use of such photo enforcement in Creve Coeur to help improve public safety at signalized intersections? 52 Yes 35 No 13 Undecided
28. Have you had any contact with the Creve Coeur police department in the past three years?  
58 Yes 42 No

**(Interviewer Note: If respondent answered "No", skip to Question #34.)**

29. Was the contact the result of an emergency or non-emergency, or traffic violation?  
20 Emergency 64 Non-emergency 16 Traffic Violation

30. How courteous were the police officers?  
72.5 Very Courteous 22 Courteous 4 Not courteous 2 Very discourteous
31. **(Interviewer Note: Ask Questions #31 and #32 only if respondent answered “Emergency” or “Non-Emergency” to Question #29.)** How satisfied were you with how quickly the police responded to your call?  
64 Very satisfied 34 Satisfied 1 Dissatisfied 1 Very dissatisfied
32. Did you talk to a dispatcher or 911 Operator? 59.5 Yes 40.5 No
33. **(Interview Note: Ask only if respondent answered, “Yes” to Question #32.)** How courteous and professional was the dispatcher?  
69.5 Very Courteous 27 Courteous 3 Not courteous 0 Very discourteous

**Now a few questions on recreation...**

34. Have you used any Creve Coeur parks in the last three years? 62.5 Yes 37.5 No
35. **(Interviewer Note: Ask questions #35 only if respondents answered, “Yes” to Question #34.)** How satisfied were you with the playgrounds  
45 Very satisfied 47 Satisfied 6 Dissatisfied 1.8 Very dissatisfied -- Haven’t used
36. The city is considering fencing in a two-acre area within Conway Park as a special place where people could let their dogs run off-leash. To participate, dog owners would be required to vaccinate their dogs and pay a membership fee, which would help offset maintenance costs. Would you support this type of a project? 72 Yes 28 No
37. A skate park is a recreational area with ramps and other trick-oriented objects designated as a place for skateboarders and inline skaters to participate in their sport. Would you be in favor of the city establishing such a facility in one of its existing parks? 51 Yes 30 No 19 Undecided
38. What other possible recreation facilities, equipment, or services would you like in city parks?  
Swim pool (26); Bike walking paths (22); athletic facilities (16) See printout
39. From time to time, the city has explored the idea of building an indoor recreation facility that could include amenities such as a swimming pool, weight room, aerobic room, indoor track, and space for seniors and teens. Missouri communities are allowed to pass up to a one-half-cent sales tax to be used for parks and recreation programs and facilities. Knowing this, how likely would you be to vote for a new one-half-cent sales tax to construct a new indoor recreation center if it had the program features you most preferred?  
41 Very like 25 Likely 17 Unlikely 17 Very Unlikely

**Now a couple questions on commercial development...**

40. The Planning & Zoning Commission just completed a plan for a “Downtown” in Creve Coeur,” near Olive and New Ballas, consisting of pedestrian-oriented retail, restaurants and residential developments. The plan states that building heights should vary. Some buildings could be up to 10 stories high in height. Do you feel 10-story buildings are appropriate in the downtown area?  
35.5 Yes 50 No 14 No Opinion

41. Do you believe the city should adopt more restrictive architectural standards for new commercial buildings, which would regulate the types of building materials to be used and other aspects of appearance?  
61 Yes 21 No 18 No Opinion

**Now a question residential neighborhoods**

42. In recent years, several gated subdivisions have been proposed, and it is expected that future proposals will include gates. Should gated subdivisions be allowed in Creve Coeur?  
52 Yes 31 No 17 No Opinion

**One final question on the financing of city services...**

43. As with many cities, in recent years the City of Creve Coeur has experienced a decline in revenues in the face of rising expenses. If city officials felt they had to raise revenues, which one would you prefer to raise?  
34 Sales tax 4 Property tax 48 Business license fees 14 Charge a trash service fee

**So we can plot citizen opinion by various demographical categories, we need your help on the remaining few questions.**

44. Are you a neighborhood or subdivision trustee in Creve Coeur or have you been one in the past three years? 14 Yes 86 No
45. Could you please give a general estimate of your yearly gross family income?  
13.5 Under \$50,000 26 \$100,000-\$149,999  
16 \$50,000-\$74,999 10 \$150,000-\$200,000  
17 \$75,000-\$99,999 17 Over \$200,000
46. Could you please indicate the number of people in your household, including yourself?  
11 One 49 Two 12 Three 17 Four 9.5 Five 2 Six 0 Seven or more
47. Could you please indicate your general age category?  
25 Under 18 30-44 45.5 45-65 34.5 Over 65
48. If you know for sure what city Ward you live in, please tell me: Ward #\_\_\_\_\_. If you do not know your Ward, please tell me your trash day since your trash day is determined by ward. Your trash day is \_\_\_\_\_. If you do not know your ward or your trash day and you live in a multi-family complex, could you please tell me the name of your multi-family complex.  
**Ward 1 (25.5); Ward 2 (26); Ward 3 (22); Ward 4 (27)**
49. **(Interviewer Note: Don't ask, just indicate respondent's gender.)** 43 Male 57 Female

Thanks for your time and courtesy. The poll's results will be posted on the city's Website upon completion. If you would like to discuss any aspects of the survey or city services further, please contact the Office of the City Administrator (314-872-2511).

# Frequency Table

## Years in Creve Coeur

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 1 year	6	.9	.9	.9
	1-3 years	45	6.6	6.6	7.5
	4-6 years	102	14.9	14.9	22.4
	7-10 years	134	19.6	19.6	42.0
	11-20 years	108	15.8	15.8	57.8
	Over 20 years	288	42.2	42.2	100.0
	Total	683	100.0	100.0	

## Place to Live Rating

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	420	61.5	61.6	61.6
	Good	235	34.4	34.5	96.0
	Fair	24	3.5	3.5	99.6
	Poor	3	.4	.4	100.0
	Total	682	99.9	100.0	
Missing	0	1	.1		
Total		683	100.0		

## Quality of Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	303	44.4	44.7	44.7
	Good	324	47.4	47.8	92.5
	Fair	42	6.1	6.2	98.7
	Poor	9	1.3	1.3	100.0
	Total	678	99.3	100.0	
Missing	0	5	.7		
Total		683	100.0		

## Park Maintenance Rating

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	185	27.1	36.2	36.2
	Good	299	43.8	58.5	94.7
	Fair	23	3.4	4.5	99.2
	Poor	4	.6	.8	100.0
	Total	511	74.8	100.0	
Missing	0	172	25.2		
Total		683	100.0		

### Street Maintenance Rating

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	155	22.7	23.3	23.3
	Good	386	56.5	58.0	81.4
	Fair	105	15.4	15.8	97.1
	Poor	19	2.8	2.9	100.0
	Total	665	97.4	100.0	
Missing	0	18	2.6		
Total		683	100.0		

### Limb Chipping Rating

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	260	38.1	42.1	42.1
	Good	288	42.2	46.6	88.7
	Fair	47	6.9	7.6	96.3
	Poor	23	3.4	3.7	100.0
	Total	618	90.5	100.0	
Missing	0	65	9.5		
Total		683	100.0		

### Leaf Vacuuming Rating

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	261	38.2	42.2	42.2
	Good	299	43.8	48.4	90.6
	Fair	44	6.4	7.1	97.7
	Poor	14	2.0	2.3	100.0
	Total	618	90.5	100.0	
Missing	0	65	9.5		
Total		683	100.0		

### Snow Removal Rating

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	207	30.3	32.5	32.5
	Good	350	51.2	54.9	87.4
	Fair	70	10.2	11.0	98.4
	Poor	10	1.5	1.6	100.0
	Total	637	93.3	100.0	
Missing	0	46	6.7		
Total		683	100.0		

**Police Services Rating**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	344	50.4	54.4	54.4
	Good	264	38.7	41.8	96.2
	Fair	15	2.2	2.4	98.6
	Poor	9	1.3	1.4	100.0
	Total	632	92.5	100.0	
Missing	0	51	7.5		
Total		683	100.0		

**City Employees Courtesy Rating**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	231	33.8	39.8	39.8
	Good	293	42.9	50.5	90.3
	Fair	46	6.7	7.9	98.3
	Poor	10	1.5	1.7	100.0
	Total	580	84.9	100.0	
Missing	0	103	15.1		
Total		683	100.0		

**Parks and Recreation Rating**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	156	22.8	31.5	31.5
	Good	302	44.2	61.0	92.5
	Fair	30	4.4	6.1	98.6
	Poor	7	1.0	1.4	100.0
	Total	495	72.5	100.0	
Missing	0	188	27.5		
Total		683	100.0		

**Building Permits and Inspections Rating**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	50	7.3	13.5	13.5
	Good	175	25.6	47.2	60.6
	Fair	93	13.6	25.1	85.7
	Poor	53	7.8	14.3	100.0
	Total	371	54.3	100.0	
Missing	0	312	45.7		
Total		683	100.0		

### Municipal Court Rating

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	19	2.8	14.2	14.2
	Good	84	12.3	62.7	76.9
	Fair	19	2.8	14.2	91.0
	Poor	12	1.8	9.0	100.0
	Total	134	19.6	100.0	
Missing	0	549	80.4		
Total		683	100.0		

### City Newsletter Rating

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	233	34.1	36.7	36.7
	Good	362	53.0	57.0	93.7
	Fair	36	5.3	5.7	99.4
	Poor	4	.6	.6	100.0
	Total	635	93.0	100.0	
Missing	0	48	7.0		
Total		683	100.0		

### City Website Rating

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	60	8.8	26.8	26.8
	Good	143	20.9	63.8	90.6
	Fair	18	2.6	8.0	98.7
	Poor	3	.4	1.3	100.0
	Total	224	32.8	100.0	
Missing	0	459	67.2		
Total		683	100.0		

### Exterior Property Maintenance Enforcement

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Too strict	38	5.6	6.0	6.0
	About Right	483	70.7	76.4	82.4
	Not strict enough	111	16.3	17.6	100.0
	Total	632	92.5	100.0	
Missing	0	51	7.5		
Total		683	100.0		

### Annexation Support

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Supportive	334	48.9	49.3	49.3
	Not supportive	111	16.3	16.4	65.7
	Undecided	232	34.0	34.3	100.0
	Total	677	99.1	100.0	
Missing	0	6	.9		
Total		683	100.0		

### Trash at Rear or Curb

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	At rear	352	51.5	57.5	57.5
	At curb	260	38.1	42.5	100.0
	Total	612	89.6	100.0	
Missing	0	23	3.4		
	3	48	7.0		
	Total	71	10.4		
Total		683	100.0		

### Satisfaction with Trash Pick-Up

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	336	49.2	53.2	53.2
	Satisfied	255	37.3	40.3	93.5
	Dissatisfied	34	5.0	5.4	98.9
	Very dissatisfied	7	1.0	1.1	100.0
	Total	632	92.5	100.0	
Missing	0	51	7.5		
Total		683	100.0		

### Trash Pick-Up Preference

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Curbside no fee	388	56.8	61.3	61.3
	Rear at \$8-\$10	51	7.5	8.1	69.4
	Rear at no fee to residents even if it requires appr. tax	194	28.4	30.6	100.0
	Total	633	92.7	100.0	
Missing	0	50	7.3		
Total		683	100.0		

### Use of Recycling Program

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Weekly	482	70.6	81.7	81.7
	Every other week	44	6.4	7.5	89.2
	Monthly	31	4.5	5.3	94.4
	Few times a year	33	4.8	5.6	100.0
	Total	590	86.4	100.0	
Missing	0	93	13.6		
Total		683	100.0		

### Recycling Items Pick-Up Methods Preferred

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disposable bags	254	37.2	39.7	39.7
	Reusable bins	107	15.7	16.7	56.4
	Either	279	40.8	43.6	100.0
	Total	640	93.7	100.0	
Missing	0	43	6.3		
Total		683	100.0		

### Satisfaction with Recycling Program

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	300	43.9	51.4	51.4
	Satisfied	266	38.9	45.5	96.9
	Dissatisfied	14	2.0	2.4	99.3
	Very dissatisfied	4	.6	.7	100.0
	Total	584	85.5	100.0	
Missing	0	99	14.5		
Total		683	100.0		

### City Newsletter Reading Frequency

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Every month	555	81.3	81.7	81.7
	Few times a year	82	12.0	12.1	93.8
	Never	42	6.1	6.2	100.0
	Total	679	99.4	100.0	
Missing	0	4	.6		
Total		683	100.0		

### Safety from Crime

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very safe	399	58.4	58.8	58.8
	Safe	270	39.5	39.8	98.5
	Unsafe	9	1.3	1.3	99.9
	Very unsafe	1	.1	.1	100.0
	Total	679	99.4	100.0	
Missing	0	4	.6		
Total		683	100.0		

### Traffic Enforcement Rating

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Too strict	57	8.3	8.7	8.7
	About Right	510	74.7	77.5	86.2
	Not strict enough	91	13.3	13.8	100.0
	Total	658	96.3	100.0	
Missing	0	25	3.7		
Total		683	100.0		

### Traffic Photo Enforcement

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	350	51.2	51.9	51.9
	No	239	35.0	35.4	87.3
	Undecided	86	12.6	12.7	100.0
	Total	675	98.8	100.0	
Missing	0	8	1.2		
Total		683	100.0		

### Contact with Police in Past Three Years

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	392	57.4	58.0	58.0
	No	284	41.6	42.0	100.0
	Total	676	99.0	100.0	
Missing	0	7	1.0		
Total		683	100.0		

### Reason for Police Contact

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Emergency	78	11.4	20.3	20.3
	Non-emergency	245	35.9	63.6	83.9
	Traffic violation	62	9.1	16.1	100.0
	Total	385	56.4	100.0	
Missing	0	298	43.6		
Total		683	100.0		

**Courtesy of Police Officers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very courteous	277	40.6	72.5	72.5
	Courteous	84	12.3	22.0	94.5
	Not courteous	15	2.2	3.9	98.4
	Very discourteous	6	.9	1.6	100.0
	Total	382	55.9	100.0	
Missing	0	301	44.1		
Total		683	100.0		

**Satisfaction of Police Response**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	191	28.0	64.3	64.3
	Satisfied	101	14.8	34.0	98.3
	Dissatisfied	3	.4	1.0	99.3
	Very dissatisfied	2	.3	.7	100.0
	Total	297	43.5	100.0	
Missing	0	386	56.5		
Total		683	100.0		

**Talked to Dispatcher or 911 Operator**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	181	26.5	59.5	59.5
	No	123	18.0	40.5	100.0
	Total	304	44.5	100.0	
Missing	0	379	55.5		
Total		683	100.0		

**Courtesy of Dispatcher**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very courteous	130	19.0	69.5	69.5
	Courteous	51	7.5	27.3	96.8
	Not courteous	6	.9	3.2	100.0
	Total	187	27.4	100.0	
Missing	0	496	72.6		
Total		683	100.0		

**Use of Parks in Past Three Years**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	421	61.6	62.5	62.5
	No	253	37.0	37.5	100.0
	Total	674	98.7	100.0	
Missing	0	9	1.3		
Total		683	100.0		

### Satisfaction with Playgrounds

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	124	18.2	44.9	44.9
	Satisfied	130	19.0	47.1	92.0
	Dissatisfied	17	2.5	6.2	98.2
	Very dissatisfied	5	.7	1.8	100.0
	Total	276	40.4	100.0	
Missing	0	390	57.1		
	Haven't used	17	2.5		
	Total	407	59.6		
Total		683	100.0		

### Support of Dog Park Project

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	467	68.4	72.2	72.2
	No	180	26.4	27.8	100.0
	Total	647	94.7	100.0	
Missing	0	36	5.3		
Total		683	100.0		

### Support of Skate Park Project

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	340	49.8	51.0	51.0
	No	201	29.4	30.1	81.1
	Undecided	126	18.4	18.9	100.0
	Total	667	97.7	100.0	
Missing	0	16	2.3		
Total		683	100.0		

### Support for Other Recreational Projects

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Swimming pool	57	8.3	25.8	25.8
	Upgrade community center	22	3.2	10.0	35.7
	Bike, walking paths, etc.	49	7.2	22.2	57.9
	Park maintenance	13	1.9	5.9	63.8
	Athletic facilities	35	5.1	15.8	79.6
	Safe kid/disabled equipment	20	2.9	9.0	88.7
	Dog park	6	.9	2.7	91.4
	Family activities	10	1.5	4.5	95.9
	Other	9	1.3	4.1	100.0
	Total	221	32.4	100.0	
	Missing	0	462	67.6	
Total		683	100.0		

**Support for Tax for Indoor Recreational Facility**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very likely	271	39.7	41.0	41.0
	Likely	165	24.2	25.0	66.0
	Unlikely	115	16.8	17.4	83.4
	Very unlikely	110	16.1	16.6	100.0
	Total	661	96.8	100.0	
Missing	0	22	3.2		
Total		683	100.0		

**Are 10-Story Buildings Appropriate?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	239	35.0	35.5	35.5
	No	339	49.6	50.4	85.9
	No opinion	95	13.9	14.1	100.0
	Total	673	98.5	100.0	
Missing	0	10	1.5		
Total		683	100.0		

**Should City Adopt More Restrictive Architectural Standards?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	412	60.3	61.4	61.4
	No	138	20.2	20.6	82.0
	No opinion	121	17.7	18.0	100.0
	Total	671	98.2	100.0	
Missing	0	12	1.8		
Total		683	100.0		

**Should Gated Subdivisions Be Allowed?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	350	51.2	52.1	52.1
	No	208	30.5	31.0	83.0
	No opinion	114	16.7	17.0	100.0
	Total	672	98.4	100.0	
Missing	0	11	1.6		
Total		683	100.0		

**Preference for Raising Revenues**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sales tax	207	30.3	33.8	33.8
	Property tax	26	3.8	4.2	38.0
	Business license fees	295	43.2	48.1	86.1
	Trash service fee	85	12.4	13.9	100.0
	Total	613	89.8	100.0	
Missing	0	70	10.2		
Total		683	100.0		

**Neighborhood or Subdivision Trustee**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	93	13.6	13.9	13.9
	No	578	84.6	86.1	100.0
	Total	671	98.2	100.0	
Missing	0	12	1.8		
Total		683	100.0		

**Estimated Family Income**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under \$50k	66	9.7	13.5	13.5
	\$50-\$74.9k	80	11.7	16.4	29.9
	\$75k-\$99.9k	82	12.0	16.8	46.6
	\$100k-\$149.9k	127	18.6	26.0	72.6
	\$150k-\$200k	51	7.5	10.4	83.0
	Over \$200k	83	12.2	17.0	100.0
	Total	489	71.6	100.0	
Missing	0	194	28.4		
Total		683	100.0		

**Number of People in Household**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	One	71	10.4	10.7	10.7
	Two	323	47.3	48.6	59.3
	Three	78	11.4	11.7	71.1
	Four	111	16.3	16.7	87.8
	Five	63	9.2	9.5	97.3
	Six	16	2.3	2.4	99.7
	Seven or more	2	.3	.3	100.0
	Total	664	97.2	100.0	
Missing	0	19	2.8		
Total		683	100.0		

### General Age Category

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 30	16	2.3	2.4	2.4
	30-44	117	17.1	17.6	20.0
	45-65	303	44.4	45.5	65.5
	Over 65	230	33.7	34.5	100.0
	Total	666	97.5	100.0	
Missing	0	17	2.5		
Total		683	100.0		

### City Ward

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	One	167	24.5	25.5	25.5
	Two	172	25.2	26.2	51.7
	Three	142	20.8	21.6	73.3
	Four	175	25.6	26.7	100.0
	Total	656	96.0	100.0	
Missing	0	27	4.0		
Total		683	100.0		

### Sex of Respondent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	295	43.2	43.2	43.2
	Female	388	56.8	56.8	100.0
	Total	683	100.0	100.0	