2019 City of Clayton Community Survey

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Findings Report

Submitted to the City of Clayton, Missouri
by:
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2019 City of Clayton Community Survey Executive Summary Report

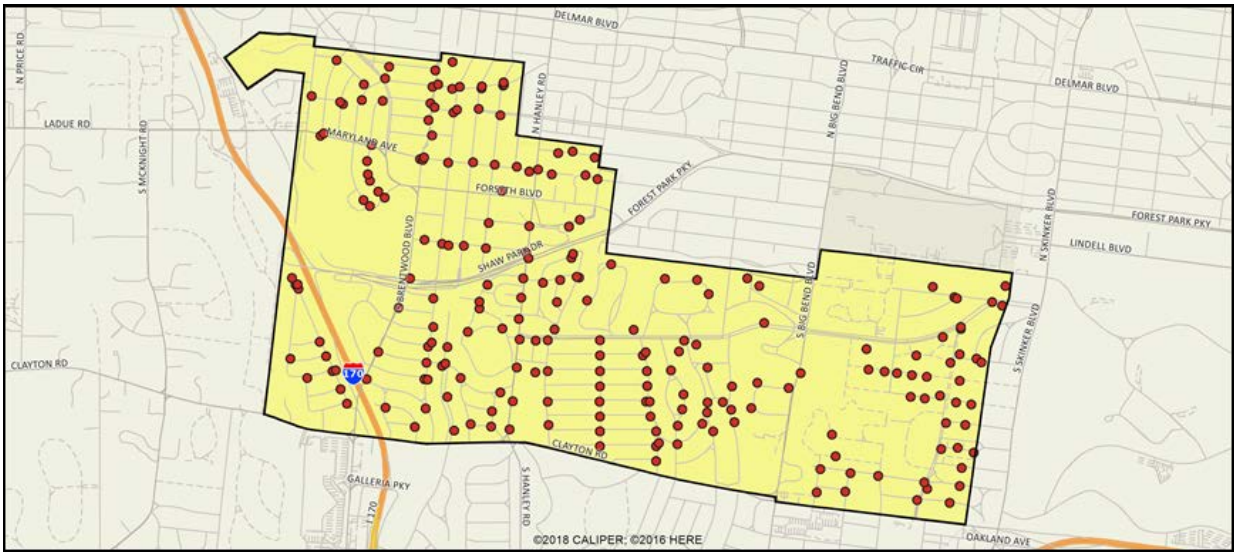
Overview and Methodology

ETC Institute administered the DirectionFinder® survey for the City of Clayton, Missouri for the eighth time during the spring of 2019. The survey was administered as part of the City's on-going effort to assess citizen satisfaction with the quality of city services. The first survey was administered in 2009.

Methodology. A seven-page survey was mailed to a random sample of households in the City of Clayton. The mailed survey included a postage-paid return envelope, a cover letter explaining the purpose of the survey and a link to the online version of the survey (www.clayton2019survey.org). Approximately ten days after the surveys were mailed, residents who received the survey were contacted by e-mail to encourage participation.

The goal was to receive at least 400 completed surveys. This goal was exceeded, with a total of 453 households completing a survey. The results for the random sample of 453 households have a 95% level of confidence with a precision of at least +/- 4.6%.

Location of Respondents. In order to better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. The map below shows the physical distribution of survey respondents based on the locations of their homes.



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

This report contains:

- an executive summary of the methodology for administering the survey and major findings
- charts showing the overall results of the survey (Section 1)
- benchmarking data that show how the results for Clayton compare to residents in other communities (Section 2)
- Importance-satisfaction analysis that can help the City set priorities for improvement (Section 3)
- tabular data that shows the overall results for each question on the survey (Section 4)
- a copy of the survey instrument (Section 5)

The following is published as a separate appendix:

- GIS maps that show the results of selected questions on the survey

Quality of Life in the City

Most residents surveyed (91%), who had an opinion, were "very satisfied" or "satisfied" with the overall quality of life in the City. When asked about the quality of services provided by the City, ninety-two percent (92%) of the residents surveyed, who had an opinion, were either "very satisfied" or "satisfied".

Overall Satisfaction with City Services

The overall city services that had the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents who had an opinion, were: the quality of public safety services (94%), the quality of parks and recreation programs and facilities (94%), maintenance of City buildings and facilities (83%), the effectiveness of City communication with citizens (79%), and the quality of customer service received from City employees (74%).

Satisfaction with Specific City Services

- **Public Safety.** The highest levels of satisfaction with public safety services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents who had an opinion, were: the quality of the Clayton Fire Department (92%), how quickly police respond to emergencies (90%), competency of the Fire Department and ambulance service (89%), how quickly ambulance/EMS responds (90%), how quickly the Fire Department responds (89%), and the quality of Clayton EMS (88%).

  Residents were also asked to rate how safe they felt in various situations in the City. The areas/situations where residents felt most safe, based upon the combined percentage of "very safe" and "safe" responses among those who had an opinion, were: walking alone in business areas during the day (100%) and walking alone in their neighborhood during the day (100%).

- **Maintenance and Public Works.** The highest levels of satisfaction with maintenance and public works in the City of Clayton, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents who had an opinion, were: snow removal on major City streets (92%), adequacy of City street lighting (89%), and maintenance of City buildings (87%).

- **Maintenance of City Streets.** The highest levels of satisfaction with maintenance of City streets in Clayton, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents who had an opinion, were: snow removal services (89%) and street cleaning services (77%).

- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents who had an opinion, were: maintenance of City parks (95%), how close neighborhood parks are to home (91%), the availability of information about city parks and recreation programs (86%), and the City's adult fitness programs (82%).

- **City Communication.** The highest levels of satisfaction with the City's communication services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: the availability of information about City programs and services (77%), City efforts to keep residents informed about local issues (73%), and the quality of the City's website (64%).

- **Waste Collection Service.** Residents were generally satisfied with the City's waste collection service. Ninety-one percent (91%) of the residents surveyed, who had an opinion, were "very satisfied" and "satisfied" with the quality of residential trash collection service; 85% of the residents surveyed, who had an opinion, were "very satisfied" and "satisfied" quality of recycling collection services, and 83% were satisfied with the quality of yard waste collection services.

- **Enforcement of City Codes and Ordinances.** The highest levels of satisfaction with the enforcement of property maintenance codes, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: codes designed to protect public safety (73%), the cleanup of litter and debris on private property (67%), and mowing and trimming of lawns on private property (67%).

- **Customer Service.** Residents were asked to indicate how often City employees they interacted with displayed various behaviors. The items that residents rated highest, based upon the combined percentage of residents who reported the City employee "always" or "usually" displayed the behavior, were: how easy the department was to contact (75%) and how courteously residents were treated (74%).

- **Transportation.** The highest levels of satisfaction with transportation in Clayton, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: ease of travel to and from work (77%), width of sidewalks in business districts (75%), and ease of travel from home to schools (71%).

Other Findings

Some of the other major findings from the survey are listed below:

- 82% of the residents surveyed have used Clayton's parks, recreation facilities or programs over the last 12 months.

- Of the six parks and recreation initiatives listed, residents felt the most important initiative in the City was the feeling of safety in City parks (96%).

- The top sources where residents get City news and information are: 1) CityViews newsletter, 2) the parks and recreation guide, and 3) NextDoor.

- 79% of residents were "very satisfied" or "satisfied" with culture, dining and shopping in Clayton; 11% were "neutral", 6% were "dissatisfied" and 4% indicated "don't know".

- 56% of residents support the City using financial incentives to attract and expand retail; 34% support offices/corporations, and 27% support downtown high density/market rate residential.

- 81% of residents are aware of the City's new mobile PassportParking App to pay for parking in Clayton; 15% are not aware of the app, and 4% answered "don't know." Of the 81% who are aware, 55% indicated they have used the app; 44% have not used the app, and 1% answered "don't know."

How Clayton Compares to Other Communities

Clayton **rated above the national average in 49 of the 50 areas** that were assessed. Clayton rated significantly higher than the national average (5% or more above) in **47 of these areas**. The following table shows how Clayton compares to the national average:

Service	Clayton	U.S.	Difference	Category
Quality of services provided by the City	92%	50%	42%	Perceptions
Value received for City tax dollars & fees	78%	38%	40%	Perceptions
Snow removal on major City streets	92%	59%	33%	Maintenance Services
Adequacy of City street lighting	89%	56%	33%	Maintenance Services
Landscaping/appearance public areas along streets	85%	52%	33%	Maintenance Services
Availability of info about City programs/services	77%	45%	32%	Communication
Effectiveness of City communication with citizens	79%	48%	31%	Overall Satisfaction
Quality of parks & recreation programs/facilities	94%	63%	31%	Overall Satisfaction
City's adult fitness programs	82%	52%	30%	Parks and Recreation
Quality of customer service from City employees	74%	45%	29%	Overall Satisfaction
Image of the City	92%	64%	28%	Perceptions
Mowing & trimming of lawns on private property	67%	39%	28%	Code Enforcement
City's efforts to keep informed about local issues	73%	45%	28%	Communication
City's efforts to prevent crime	82%	54%	28%	Public Safety
How quickly police respond to emergencies	90%	64%	26%	Public Safety
Maintenance of residential property (exterior)	67%	42%	25%	Code Enforcement
Maintenance of City buildings	87%	62%	25%	Maintenance Services
Satisfaction with tree trimming/replacement	77%	52%	25%	Maintenance Services
Condition of City sidewalks	71%	46%	25%	Maintenance Services
How open City is to public involvement and input	57%	32%	25%	Communication
Cleanup of litter & debris on private property	67%	43%	24%	Code Enforcement
Visibility of police in my neighborhood	82%	59%	23%	Public Safety
Maintenance of City streets	63%	41%	22%	Overall Satisfaction
Feeling of safety in the City	88%	67%	21%	Perceptions
Appearance of the City	84%	63%	21%	Perceptions
Number of walking & biking trails	81%	61%	20%	Parks and Recreation
Maintenance of city parks	95%	75%	20%	Parks and Recreation
Quality of public safety services	94%	76%	18%	Overall Satisfaction
Quality of life in the City	91%	75%	16%	Perceptions
Maintenance of street signs & traffic signals	86%	70%	16%	Maintenance Services
Quality of residential trash collection services	91%	75%	16%	Waste Collection
Maintenance of business property	67%	51%	16%	Code Enforcement
Technical competence/knowledge of employees	74%	58%	16%	Customer Service
Quality of yard waste collection services	83%	67%	16%	Waste Collection
Quality of outdoor athletic fields	80%	65%	15%	Parks and Recreation
City's youth fitness programs	74%	59%	15%	Parks and Recreation
Quality of recycling collection services	85%	70%	15%	Waste Collection
Visibility of police in retail areas	72%	60%	12%	Public Safety
Enforcement of City codes & ordinances	65%	54%	11%	Overall Satisfaction
How quickly ambulance/EMS responds	90%	79%	11%	Public Safety
Effectiveness of fire prevention/safety programs	76%	65%	11%	Public Safety
Responsiveness of Police in enforcing traffic laws	74%	64%	10%	Public Safety
How easy the department was to contact	75%	65%	10%	Customer Service
Quality of Clayton Fire Department	92%	83%	9%	Public Safety
How quickly Fire Department responds	89%	82%	7%	Public Safety
Quality of Clayton EMS	88%	81%	7%	Public Safety
How courteously you were treated	74%	69%	5%	Customer Service
Quality of the City's website	64%	60%	4%	Communication
Responsiveness of City employees	63%	60%	3%	Customer Service
Flow of traffic & congestion management	48%	52%	-4%	Overall Satisfaction

Clayton **rated at or above the Missouri-Kansas average in all 50 areas** that were assessed. Clayton rated significantly higher than the national average (5% or more above) in **45 of these areas**. The following table shows how Clayton compares to the Missouri-Kansas average:

Service	Clayton	MO/KS Region	Difference	Category
Quality of services provided by the City	92%	45%	47%	Perceptions
Value received for City tax dollars & fees	78%	41%	37%	Perceptions
Adequacy of City street lighting	89%	53%	36%	Maintenance Services
Image of the City	92%	59%	33%	Perceptions
Effectiveness of City communication with citizens	79%	47%	32%	Overall Satisfaction
Maintenance of City buildings	87%	55%	32%	Maintenance Services
Snow removal on major City streets	92%	62%	30%	Maintenance Services
City's adult fitness programs	82%	52%	30%	Parks and Recreation
Landscaping/appearance public areas along streets	85%	57%	28%	Maintenance Services
Quality of parks & recreation programs/facilities	94%	66%	28%	Overall Satisfaction
Appearance of the City	84%	56%	28%	Perceptions
Availability of info about City programs/services	77%	50%	27%	Communication
City's efforts to prevent crime	82%	55%	27%	Public Safety
Cleanup of litter & debris on private property	67%	41%	26%	Code Enforcement
Mowing & trimming of lawns on private property	67%	41%	26%	Code Enforcement
Feeling of safety in the City	88%	62%	26%	Perceptions
How quickly police respond to emergencies	90%	64%	26%	Public Safety
Condition of City sidewalks	71%	45%	26%	Maintenance Services
Satisfaction with tree trimming/replacement	77%	52%	25%	Maintenance Services
Quality of life in the City	91%	67%	24%	Perceptions
Maintenance of residential property (exterior)	67%	44%	23%	Code Enforcement
Maintenance of City streets	63%	40%	23%	Overall Satisfaction
Visibility of police in my neighborhood	82%	59%	23%	Public Safety
Quality of customer service from City employees	74%	52%	22%	Overall Satisfaction
How open City is to public involvement and input	57%	35%	22%	Communication
Number of walking & biking trails	81%	61%	20%	Parks and Recreation
Maintenance of city parks	95%	75%	20%	Parks and Recreation
Quality of residential trash collection services	91%	73%	18%	Waste Collection
Quality of public safety services	94%	76%	18%	Overall Satisfaction
City's efforts to keep informed about local issues	73%	57%	16%	Communication
Enforcement of City codes & ordinances	65%	50%	15%	Overall Satisfaction
Effectiveness of fire prevention/safety programs	76%	61%	15%	Public Safety
Quality of outdoor athletic fields	80%	65%	15%	Parks and Recreation
City's youth fitness programs	74%	59%	15%	Parks and Recreation
Maintenance of business property	67%	53%	14%	Code Enforcement
Visibility of police in retail areas	72%	60%	12%	Public Safety
Quality of recycling collection services	85%	73%	12%	Waste Collection
Quality of yard waste collection services	83%	71%	12%	Waste Collection
Maintenance of street signs & traffic signals	86%	76%	10%	Maintenance Services
Technical competence/knowledge of employees	74%	64%	10%	Customer Service
Quality of Clayton Fire Department	92%	86%	6%	Public Safety
How quickly Fire Department responds	89%	83%	6%	Public Safety
Quality of Clayton EMS	88%	82%	6%	Public Safety
Responsiveness of City employees	63%	57%	6%	Customer Service
Quality of the City's website	64%	59%	5%	Communication
How quickly ambulance/EMS responds	90%	86%	4%	Public Safety
Responsiveness of Police in enforcing traffic laws	74%	70%	4%	Public Safety
How easy the department was to contact	75%	73%	2%	Customer Service
How courteously you were treated	74%	73%	1%	Customer Service
Flow of traffic & congestion management	48%	48%	0%	Overall Satisfaction

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings.

Details regarding the methodology for the analysis are provided in the Section 3 of this report. Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

- **Overall Priorities for the City.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top two priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
    - Condition of County roads in the City (IS Rating = 0.5038)
    - Flow of traffic and congestion management (IS Rating = 0.2829)
    - Maintenance of City streets (IS Rating = 0.1450)

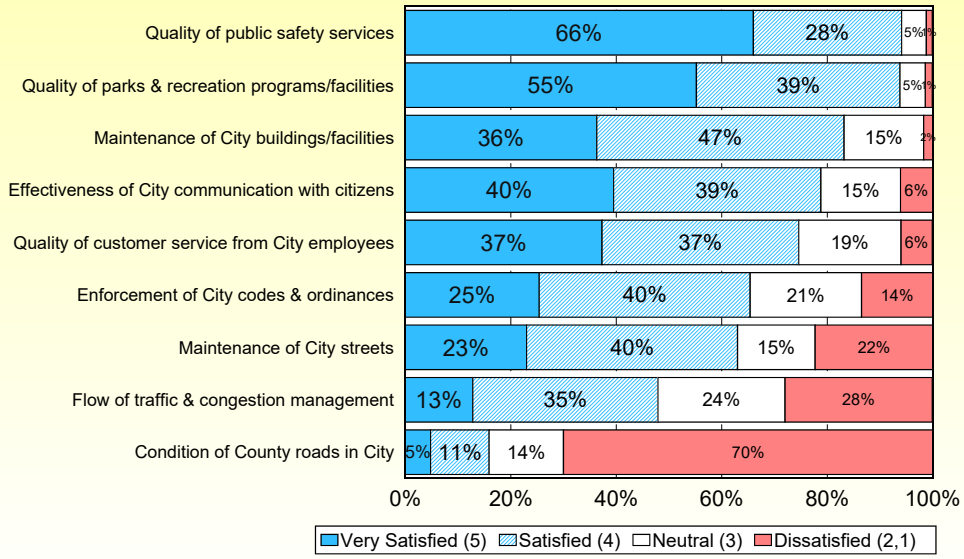
- **Priorities Within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:
    - **Public Safety:** No high priorities identified
    - **City Maintenance/Public Works:** Condition of City sidewalks and adequacy of residential street lighting
    - **Parks and Recreation**: City's youth fitness programs

Section 1:

Charts and Graphs

Q1. Overall Satisfaction with City Services by Major Category

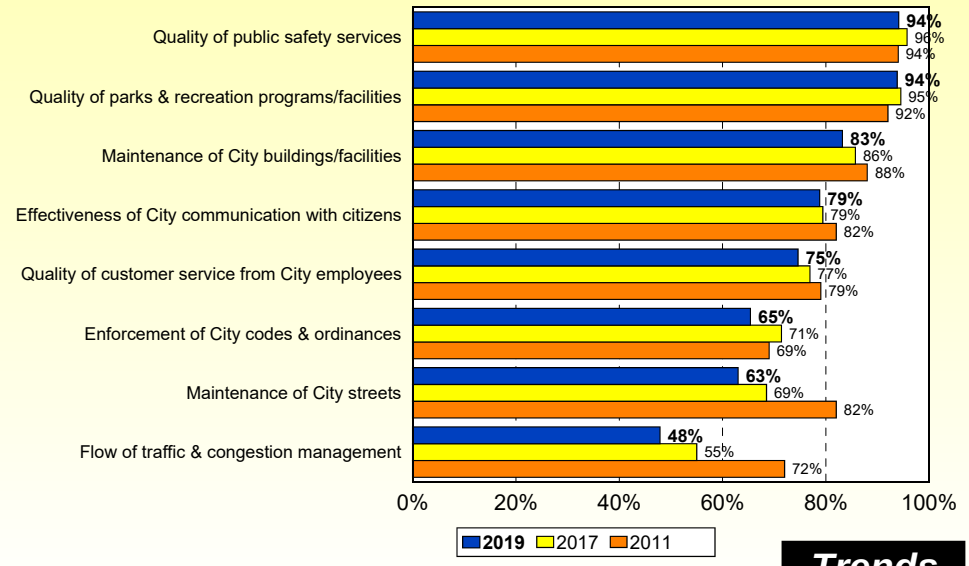
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Overall Satisfaction with City Services by Major Category - 2019, 2017 & 2011

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

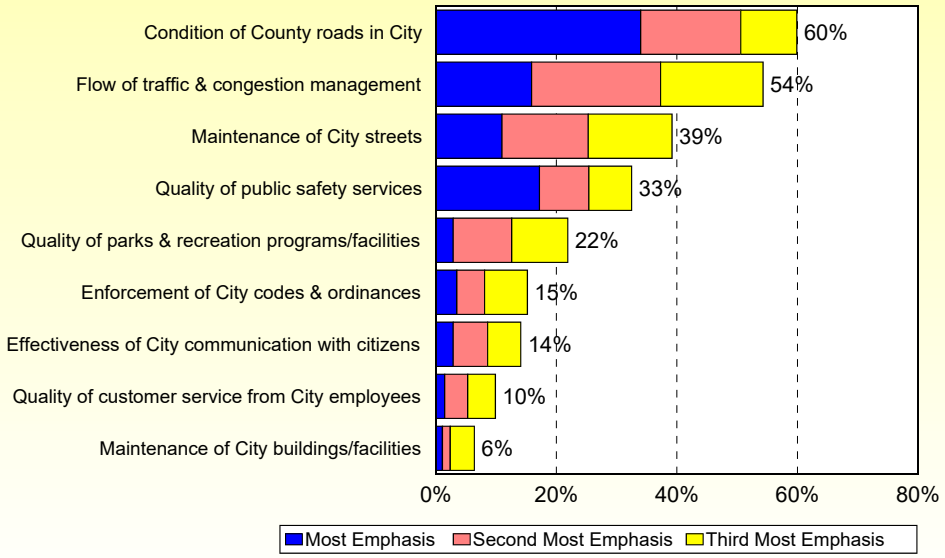


Trends

Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

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

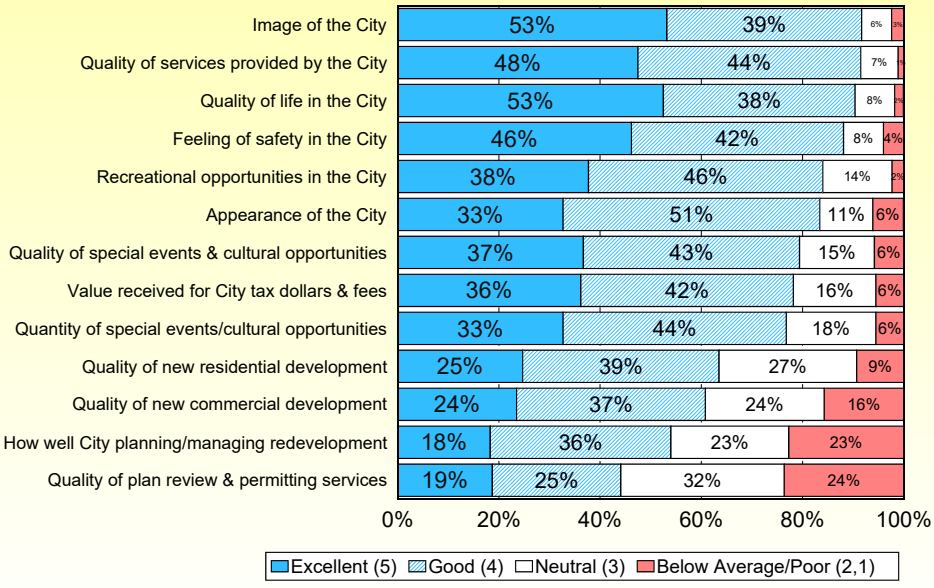
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q3. Overall Perceptions of Clayton

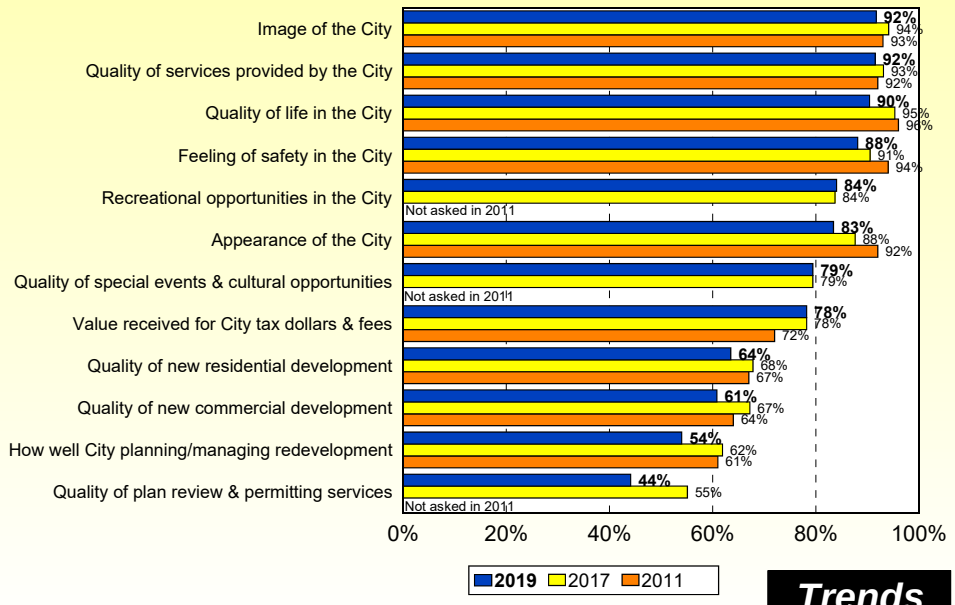
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Overall Perceptions of Clayton - 2019, 2017 & 2011

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

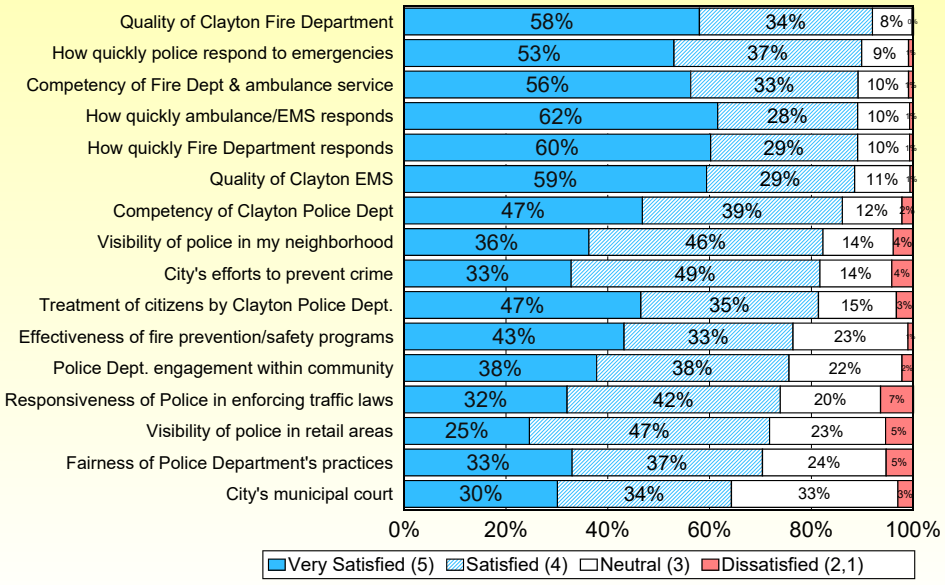


Trends

Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q4. Satisfaction with Public Safety in Clayton

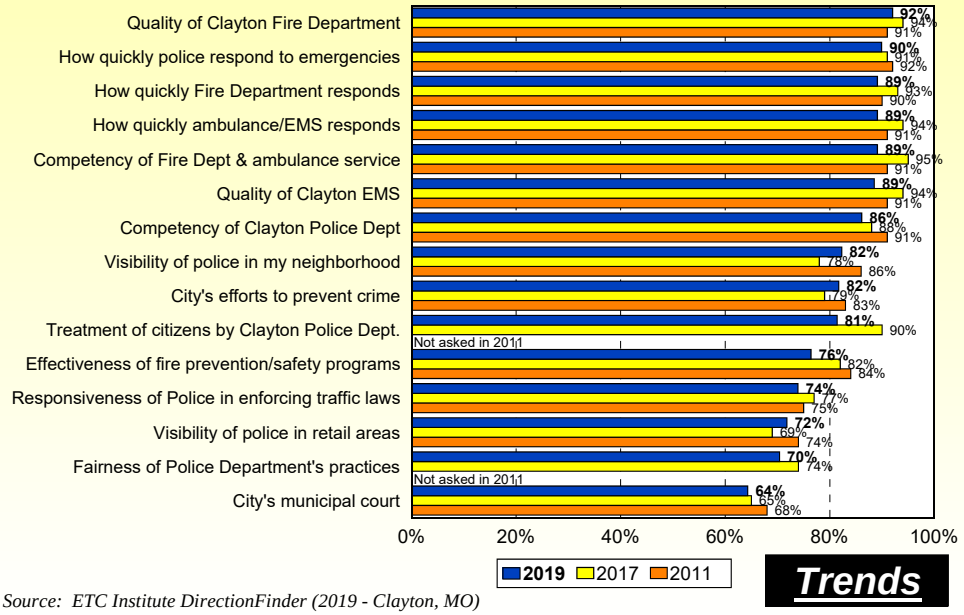
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Satisfaction with Public Safety in Clayton - 2019, 2017 & 2011

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

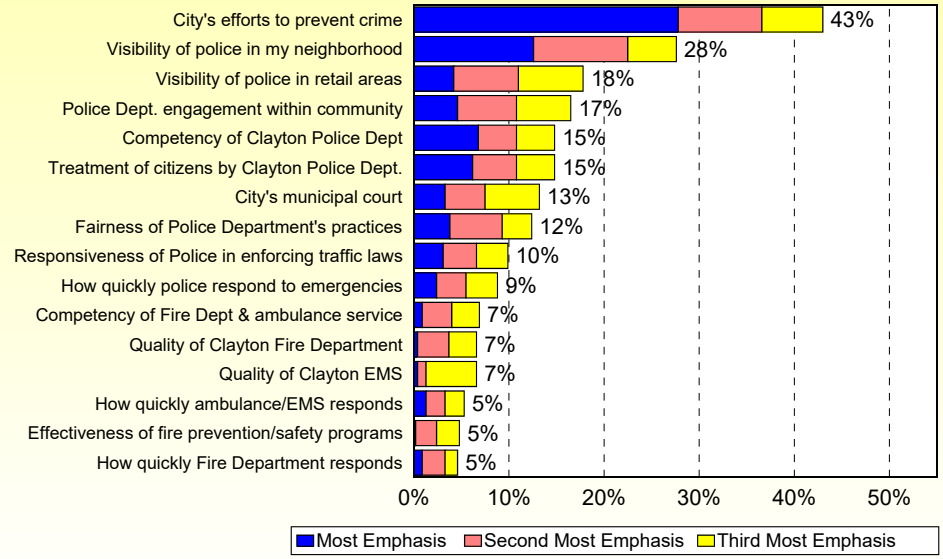


Trends

Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q5. Public Safety Issues That Should Receive the Most Emphasis Over the Next Two Years

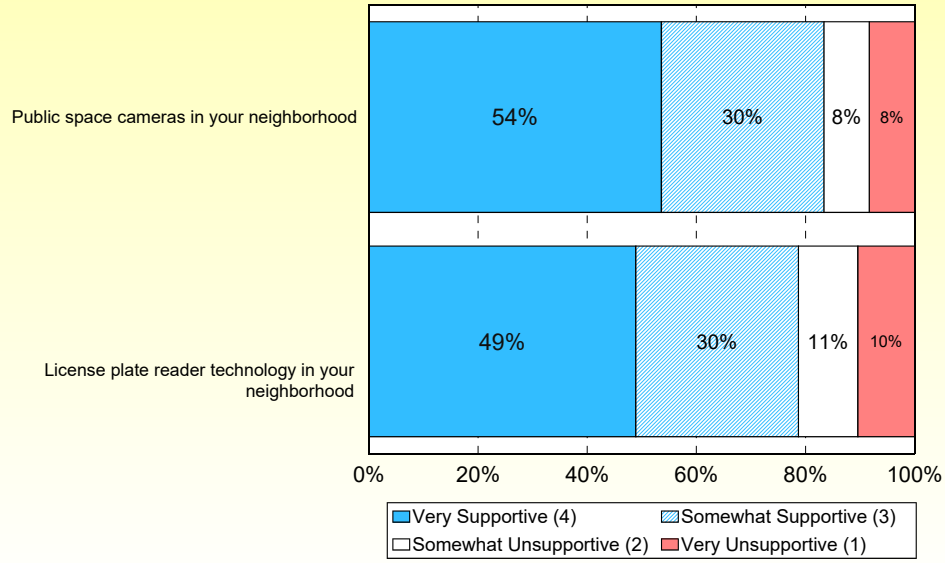
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q6. How supportive are you of the City utilizing technology for public safety?

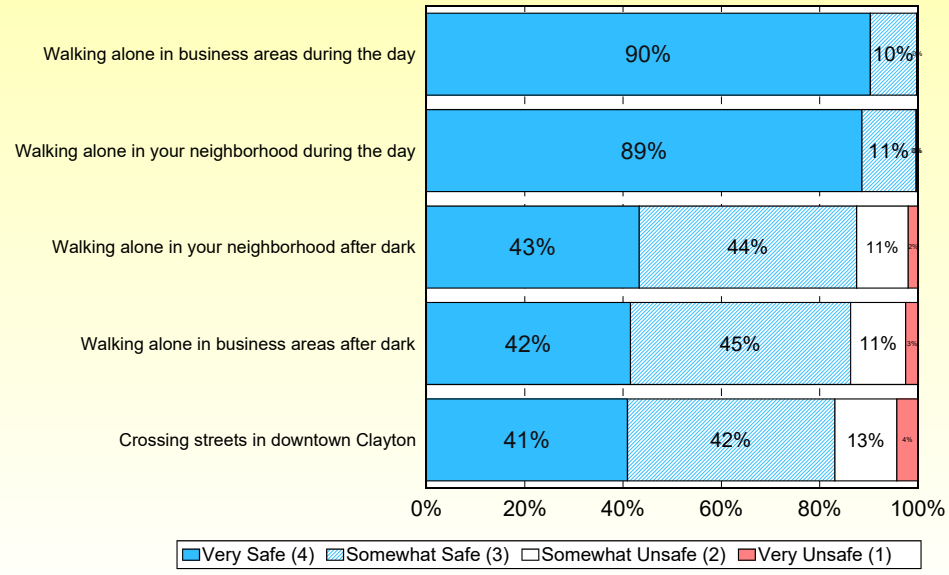
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q7. How safe do you feel...

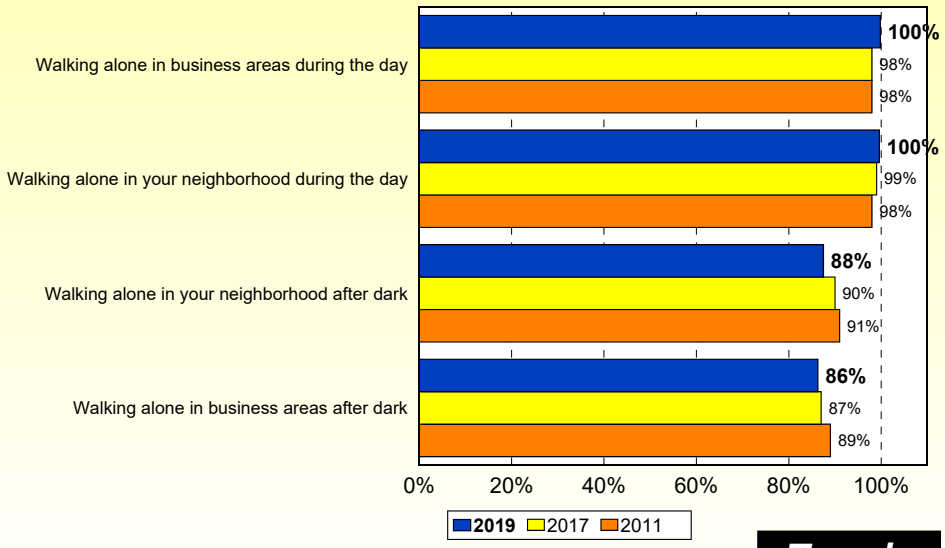
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

How safe do you feel in Clayton? 2019, 2017 & 2011

by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding "don't know")

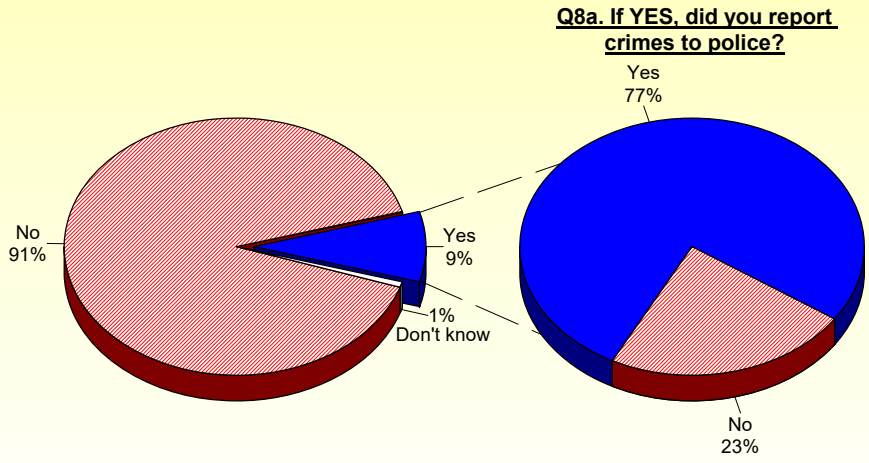


Trends

Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q8. During the past 12 months, were you or anyone in your household a victim of any crimes in Clayton?

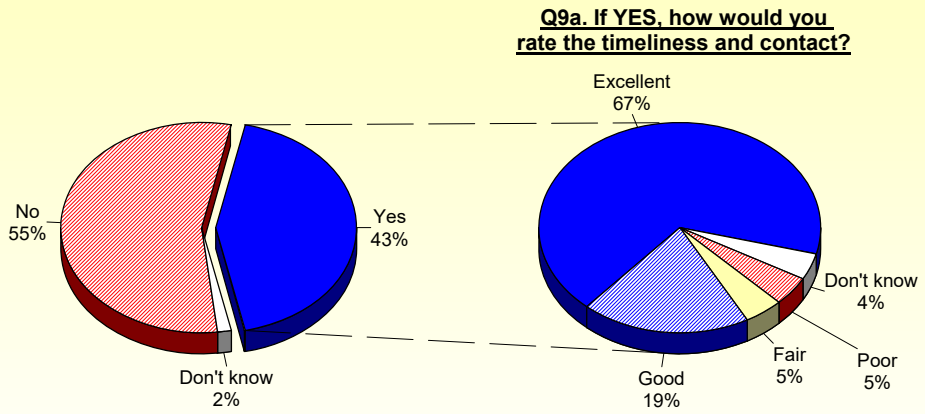
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q9. During the past 12 months, have you had any contact with the Clayton Police Department?

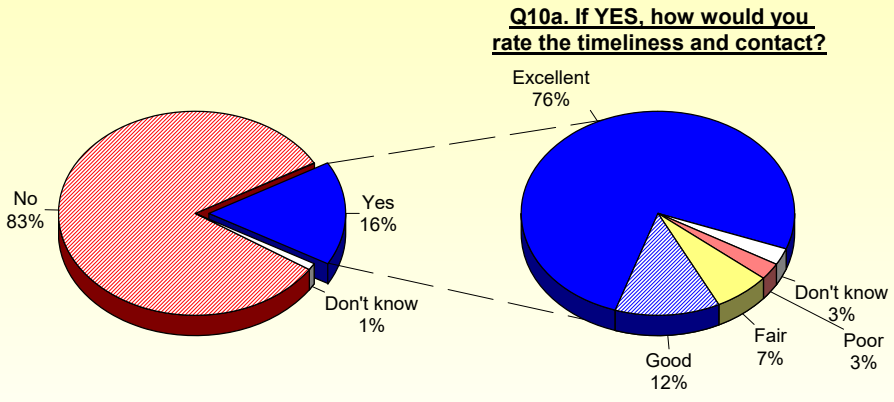
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q10. During the past 12 months, have you had any contact with the Clayton Fire Department?

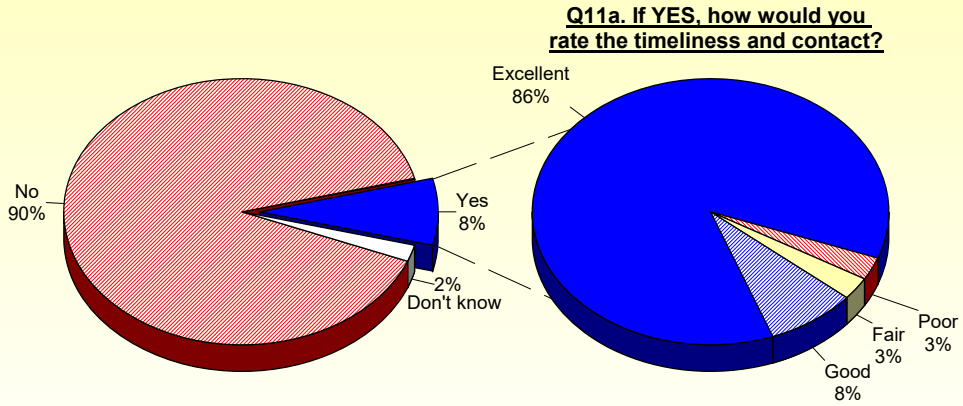
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q11. During the past 12 months, have you had ANY contact with ambulance/EMS in Clayton?

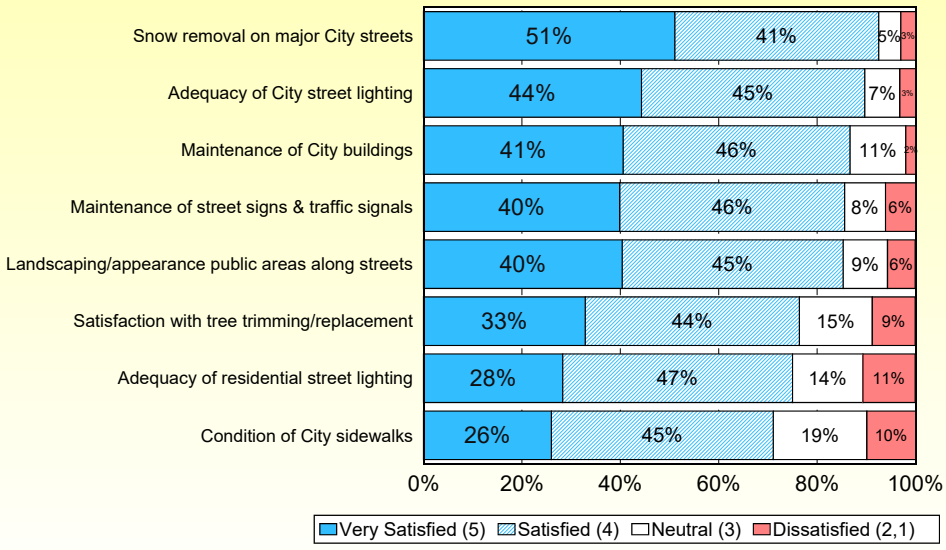
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q12. Satisfaction with City Maintenance/Public Works in Clayton

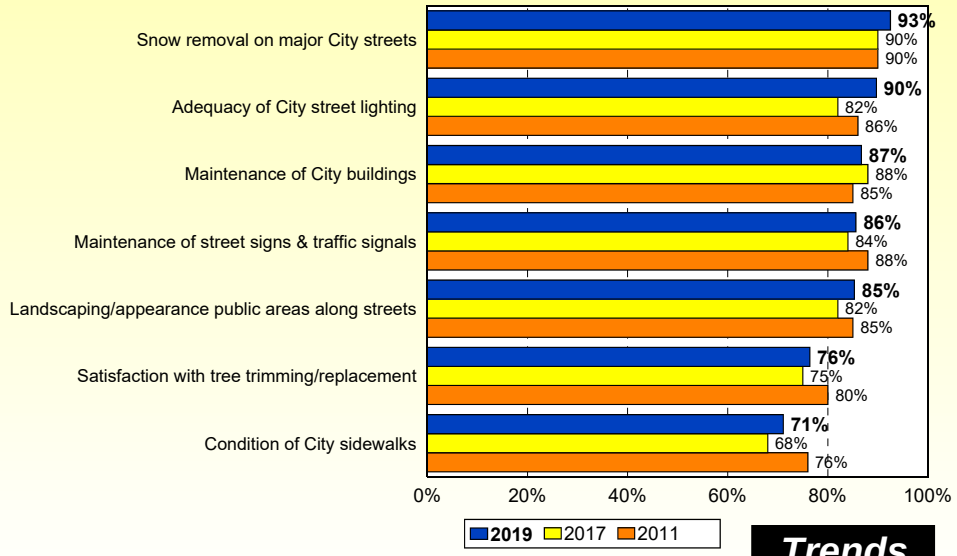
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Satisfaction with City Maintenance and Public Works in the City of Clayton - 2019, 2017 & 2011

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

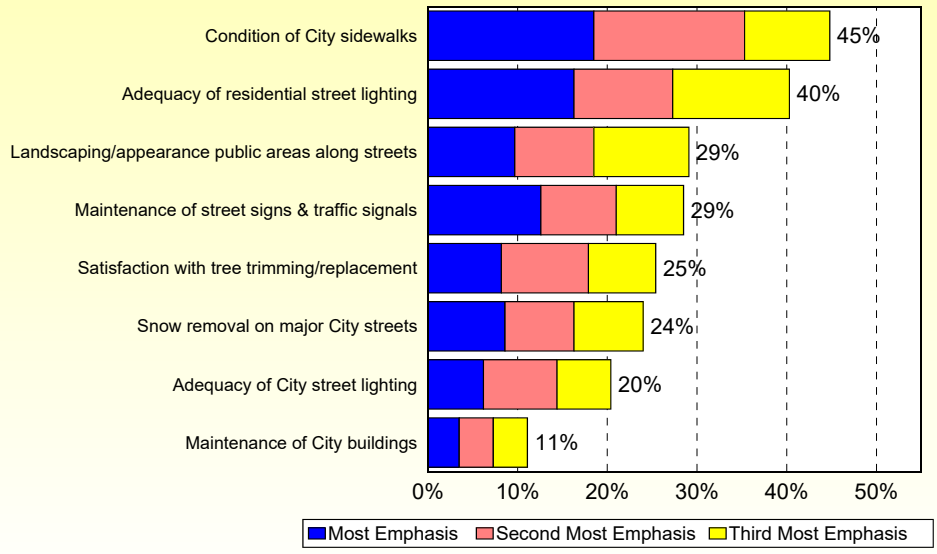


Trends

Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

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

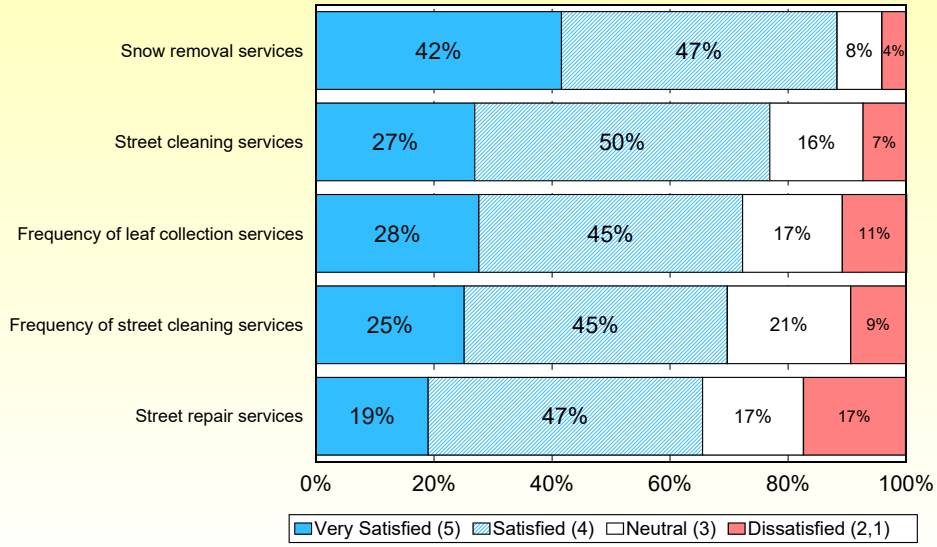
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q14. Satisfaction with Maintenance of City Streets in the City of Clayton

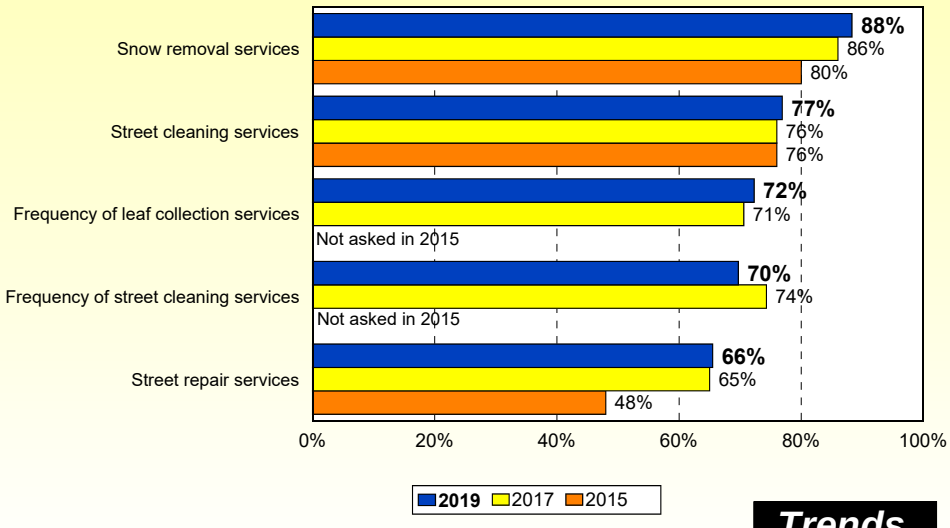
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Satisfaction with Maintenance of City Streets in the City of Clayton - 2019, 2017 & 2015

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

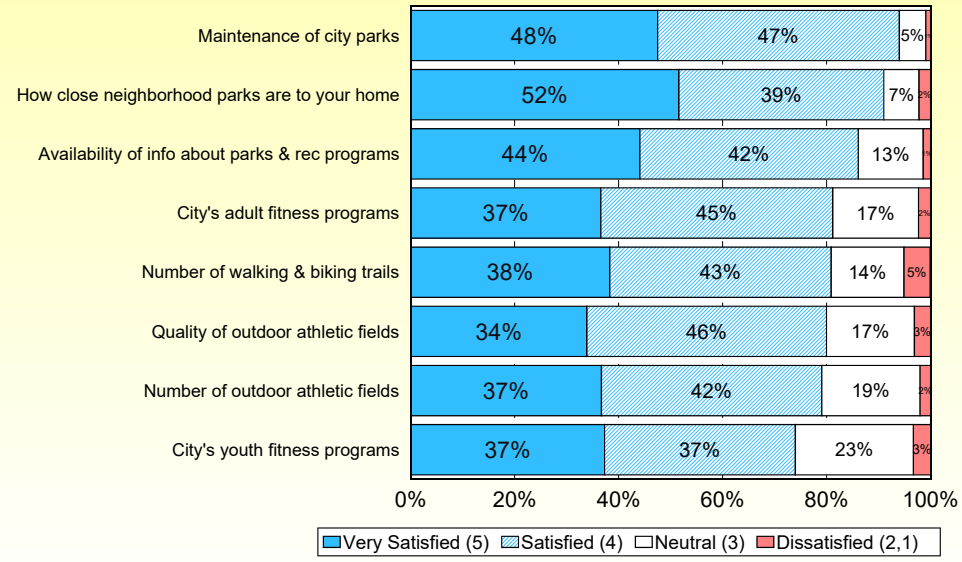


Trends

Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q15. Satisfaction with Parks & Recreation in the City of Clayton

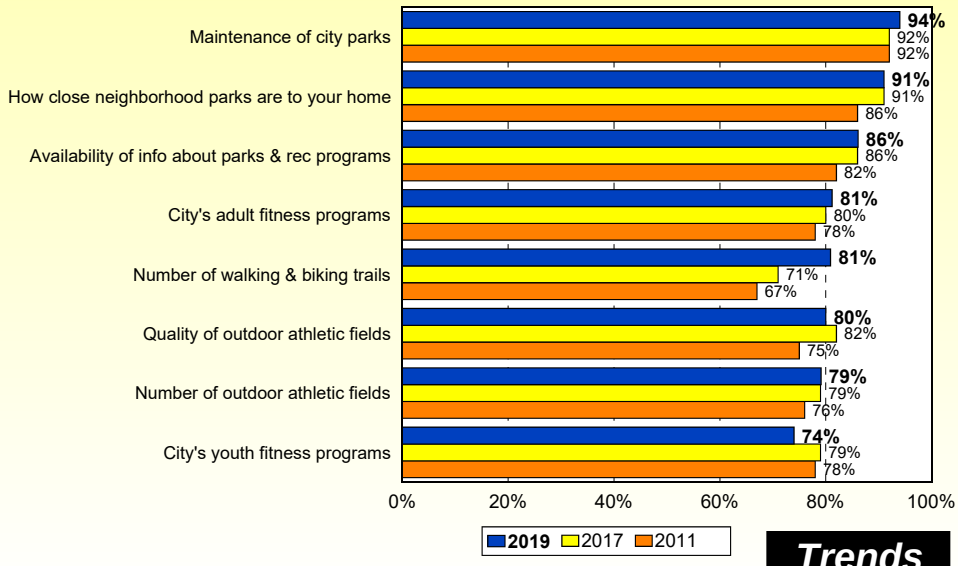
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Satisfaction with Parks & Recreation in the City of Clayton - 2019, 2017 & 2011

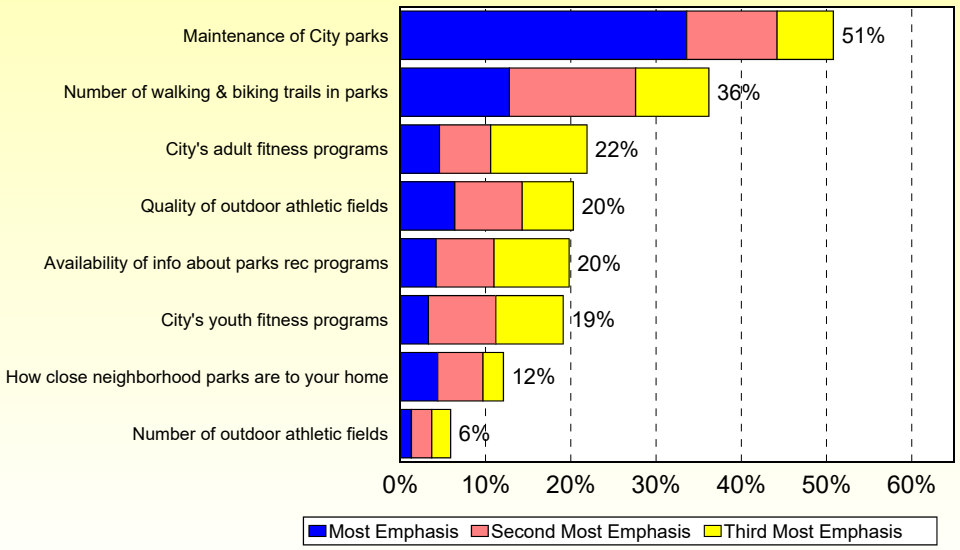
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q16. Parks & Recreation Issues That Should Receive the Most Emphasis Over the Next Two Years

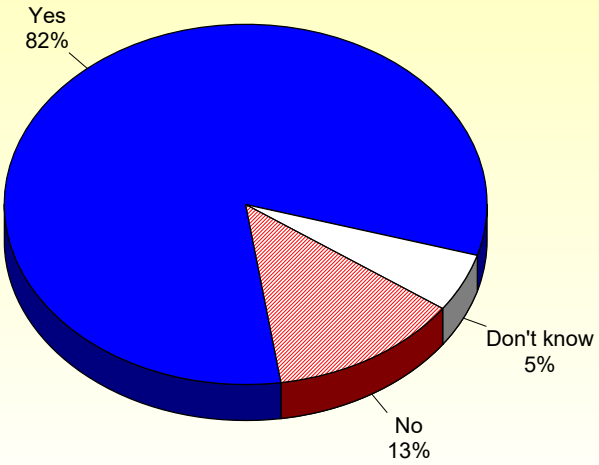
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q17. Has anyone in your household used any of Clayton's parks, recreation facilities/programs during the past 12 months?

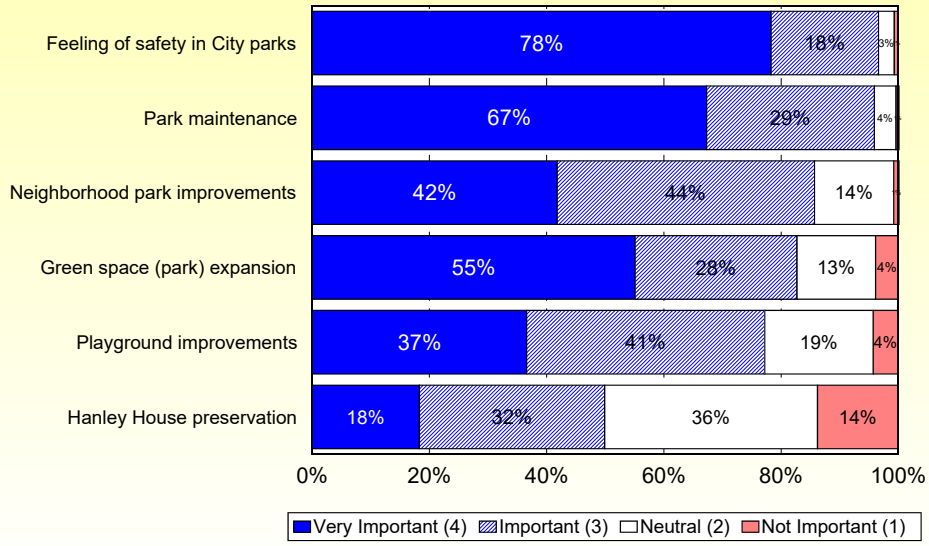
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q18. Importance of Parks & Recreation Initiatives in the City of Clayton

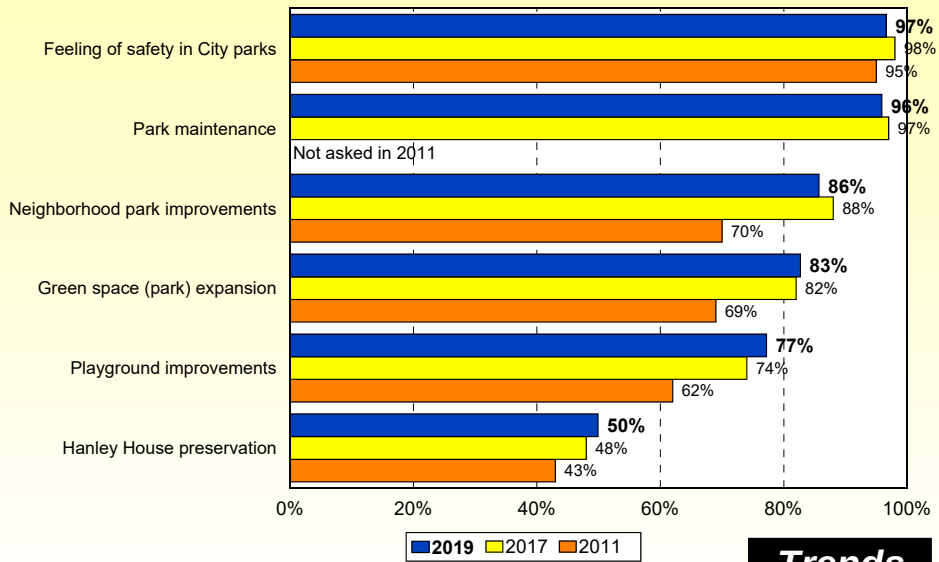
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

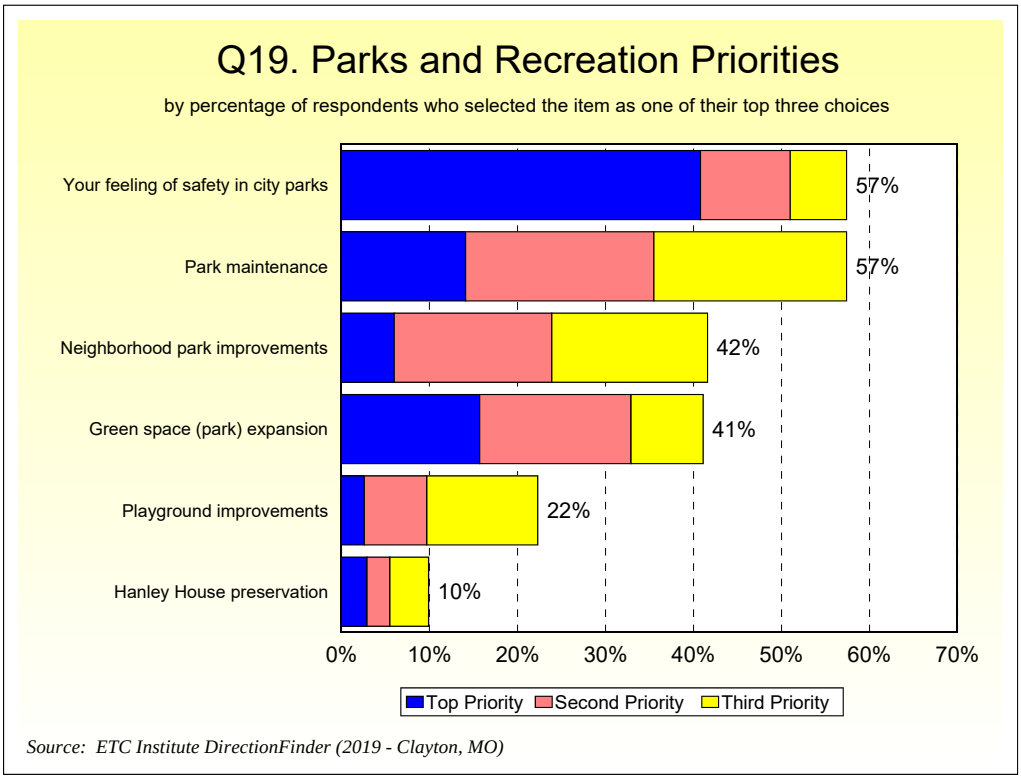
Importance of Parks & Recreation Initiatives in the City of Clayton - 2019, 2017 & 2011

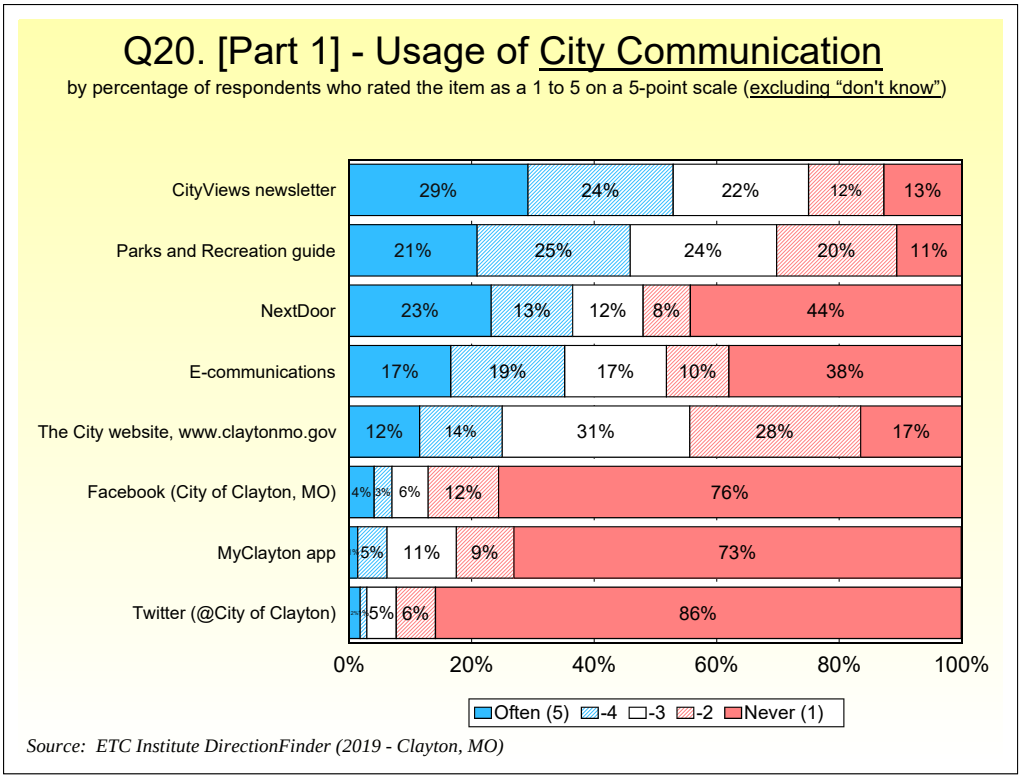
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding "don't know")



Trends

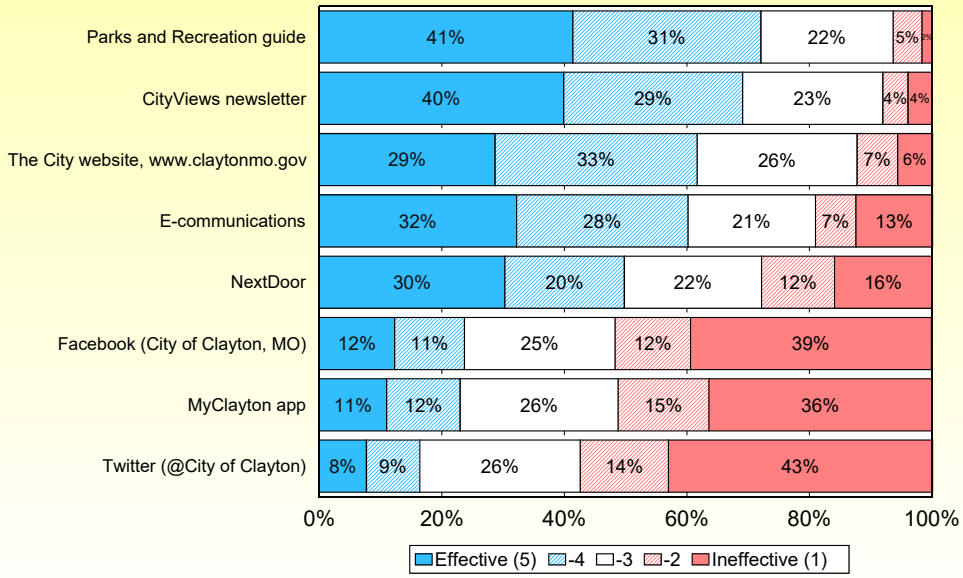
Source: ETC Institute DirectionFinder (2019 - Clayton, MO)


Q19. Parks and Recreation Priorities
by percentage of respondents who selected the item as one of their top three choices
Your feeling of safety in city parks
Park maintenance
Neighborhood park improvements
Green space (park) expansion
Playground improvements
Hanley House preservation
57%
57%
42%
41%
22%
10%
0%
10%
20%
30%
40%
50%
60%
70%
Top Priority
Second Priority
Third Priority
Source: ETC Institute DirectionFinder (2019 - Clayton, MO)


Q20. [Part 1] - Usage of City Communication
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")
CityViews newsletter
Parks and Recreation guide
NextDoor
E-communications
The City website, www.claytonmo.gov
Facebook (City of Clayton, MO)
MyClayton app
Twitter (@City of Clayton)
29%
24%
22%
12%
13%
21%
25%
24%
20%
11%
23%
13%
12%
8%
44%
17%
19%
17%
10%
38%
12%
14%
31%
28%
17%
4%
3%
6%
12%
76%
5%
11%
9%
73%
5%
6%
86%
0%
20%
40%
60%
80%
100%
Often (5)
-4
-3
-2
Never (1)
Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q20. [Part 2] - Effectiveness of City Communication

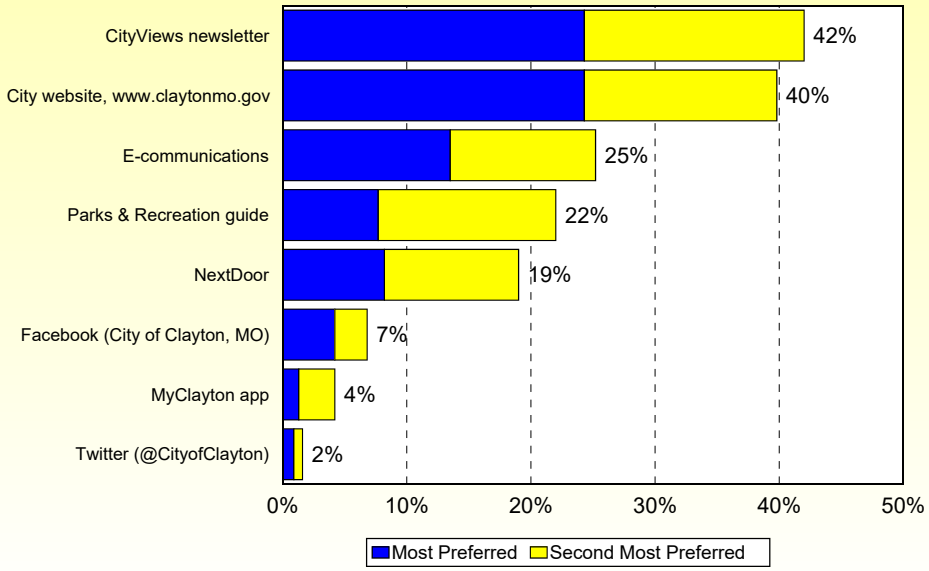
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q21. Communication Methods That Residents MOST PREFER to Use to Get Information About the City

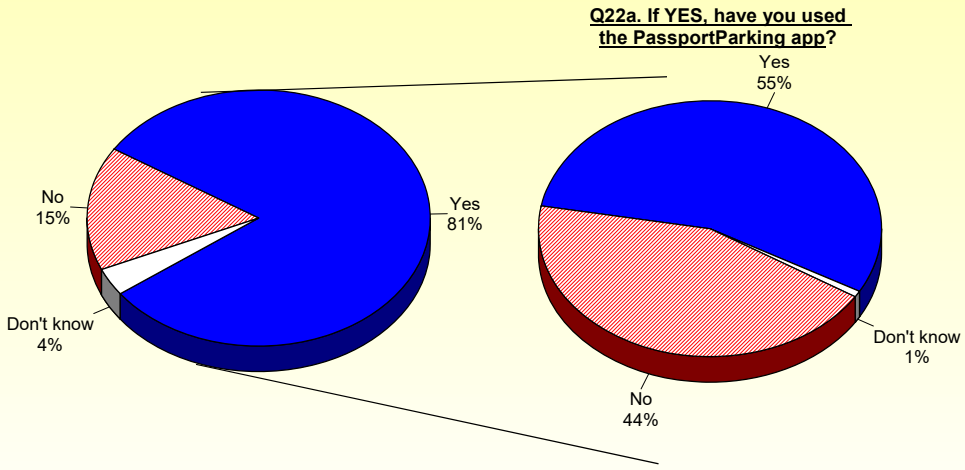
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q22. Are you aware of the City's new mobile PassportParking App to pay for parking in Clayton?

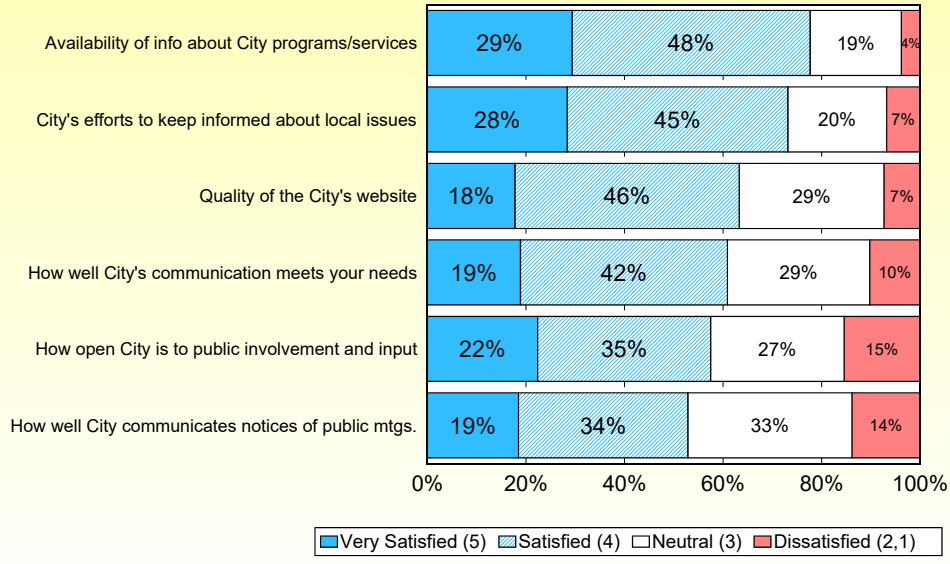
by percentage of respondents



Source: ETC Institute DirectionFinder (2017- Clayton, MO)

Q23. Satisfaction with City Communication

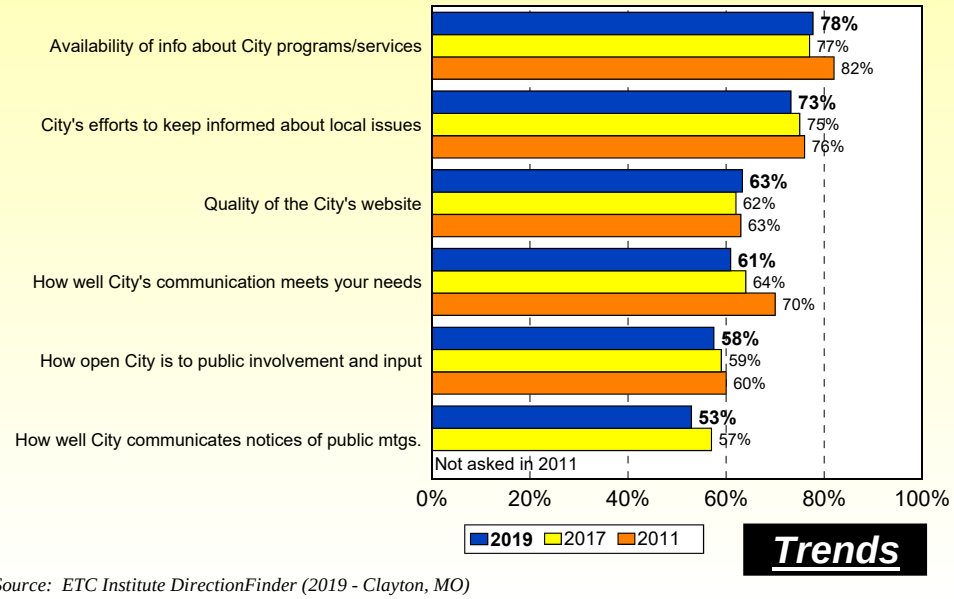
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Satisfaction with City Communication - 2019, 2017 & 2011

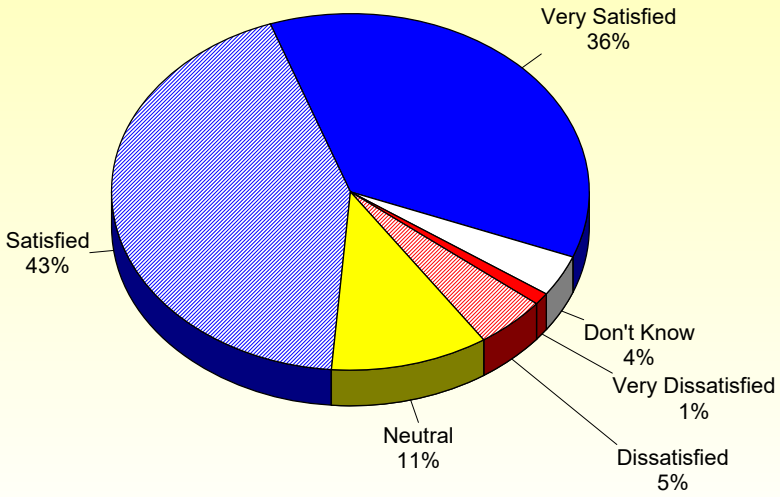
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q24. How satisfied are you with culture, dining and shopping in Clayton?

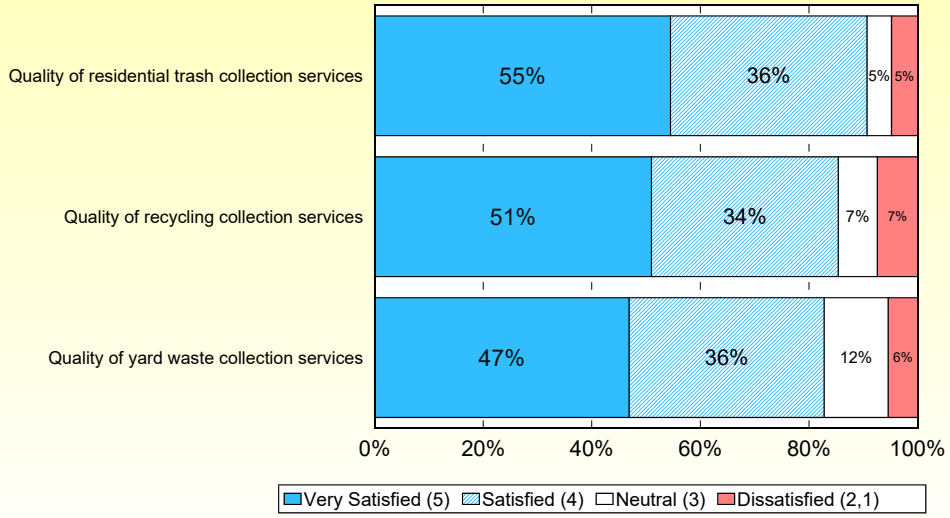
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q25. Satisfaction with Waste Collection Service in Clayton

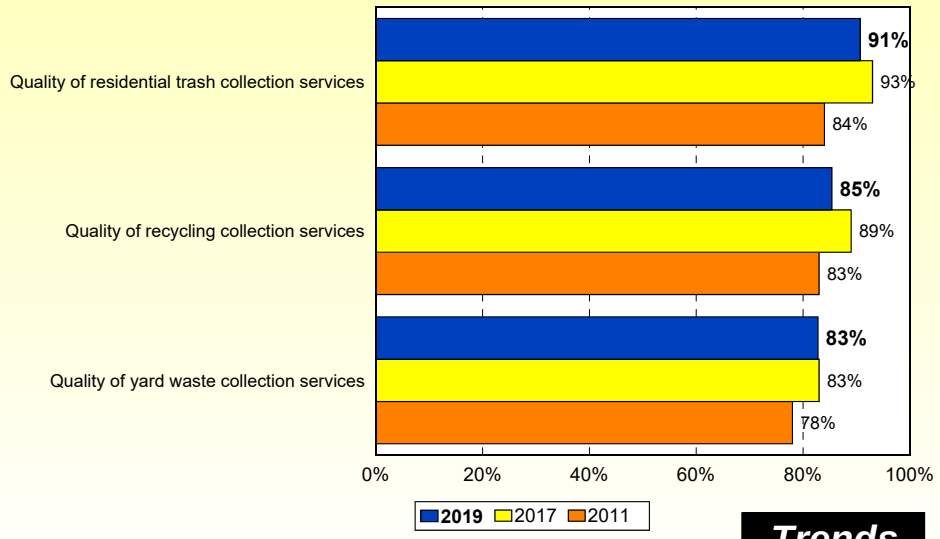
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Satisfaction with the Waste Collection Service in Clayton - 2019, 2017 & 2011

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

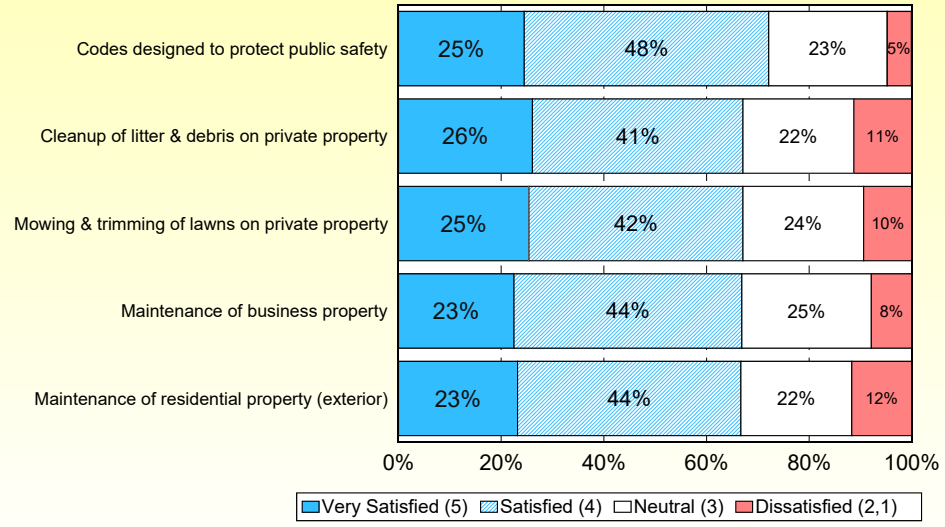


Trends

Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q26. Satisfaction with the Enforcement of Property Maintenance Codes

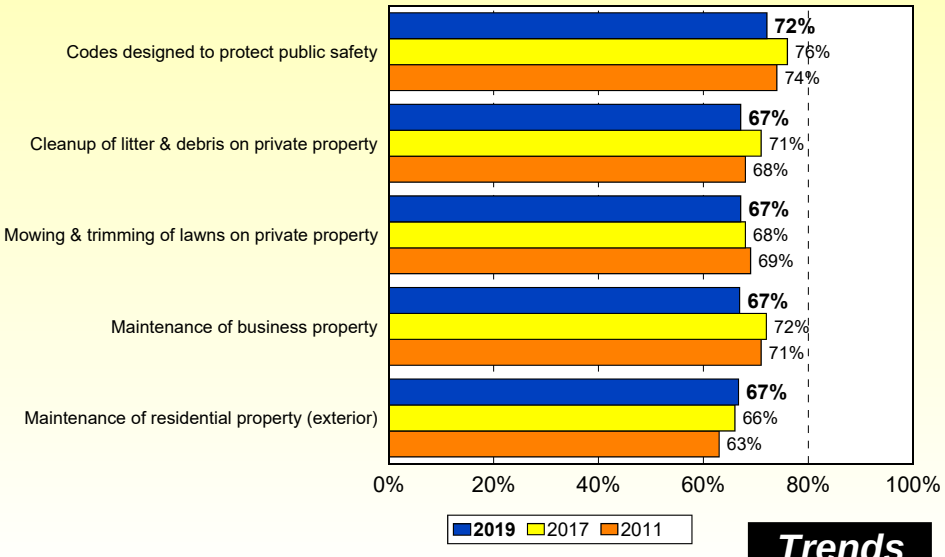
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Satisfaction with the Enforcement of Property Maintenance Codes - 2019, 2017 & 2011

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

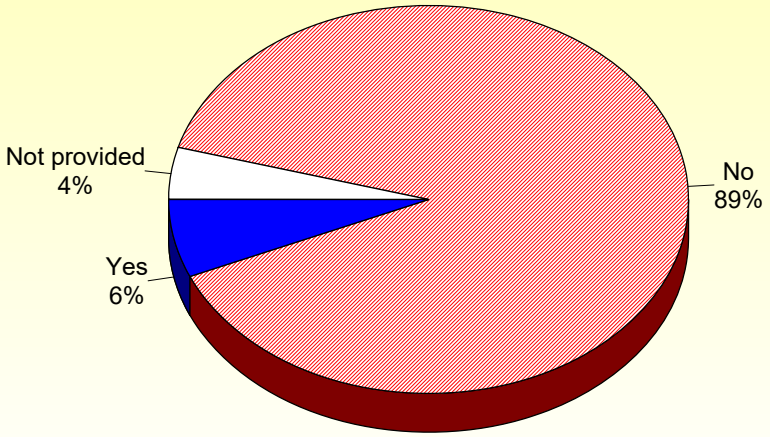


Trends

Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q27. Over the past 12 months, have you contacted the City's Planning and Development Services Department to report a Code Enforcement violation?

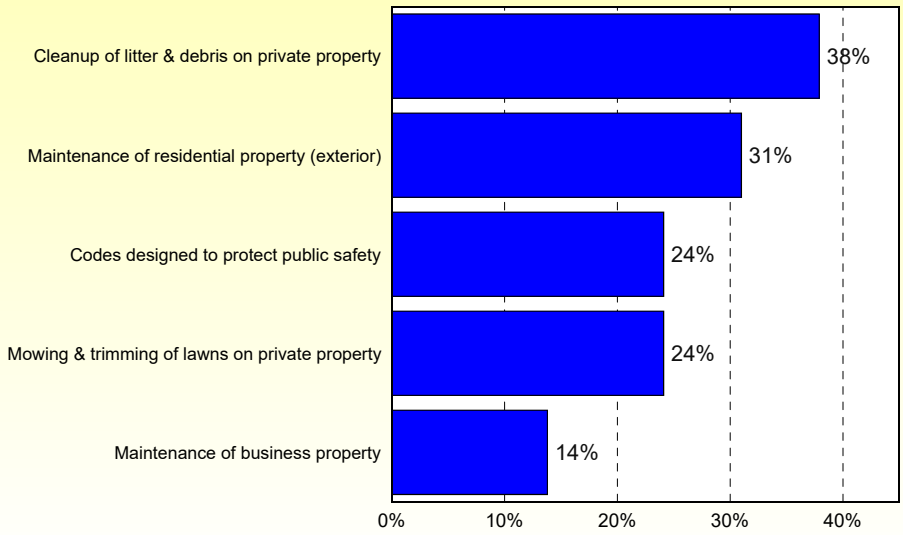
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q27a. From which of the following categories were you calling to report?

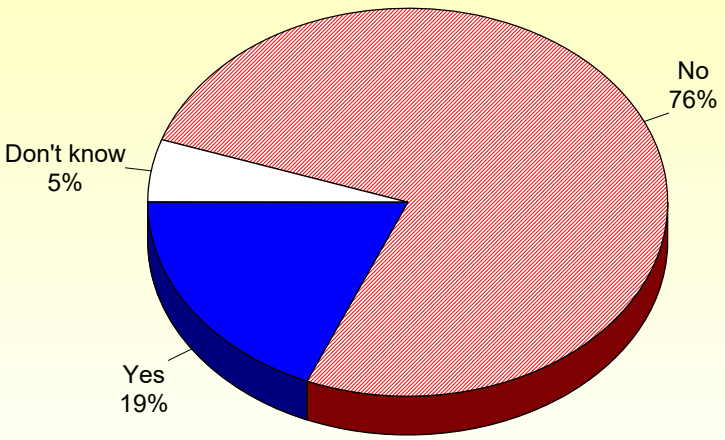
by percentage of respondents who had contacted the City's Planning/Development Services Department over the past year to report a code violation (multiple selections could be made)



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q28. Have you applied for any planning and development permits?

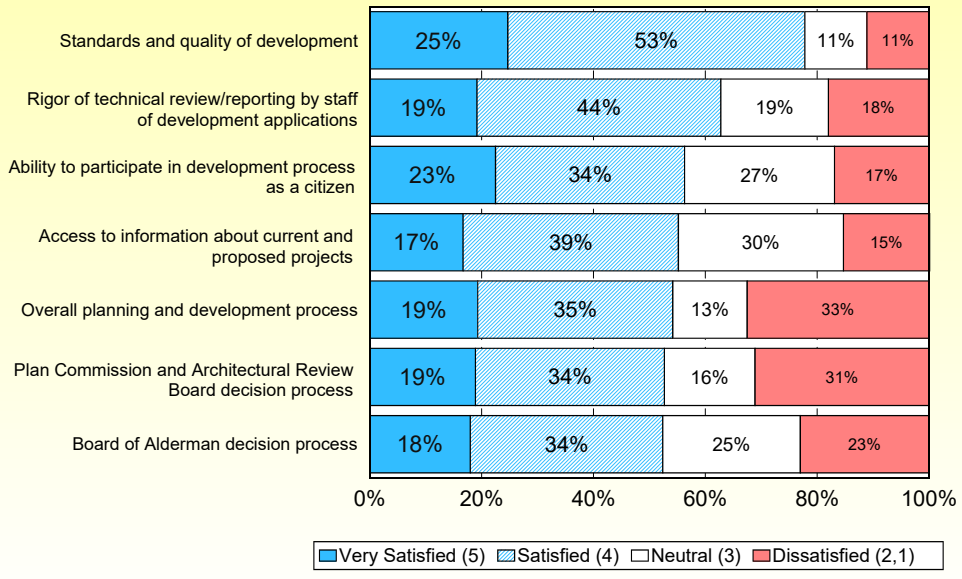
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q29. Satisfaction with Planning and Development Process

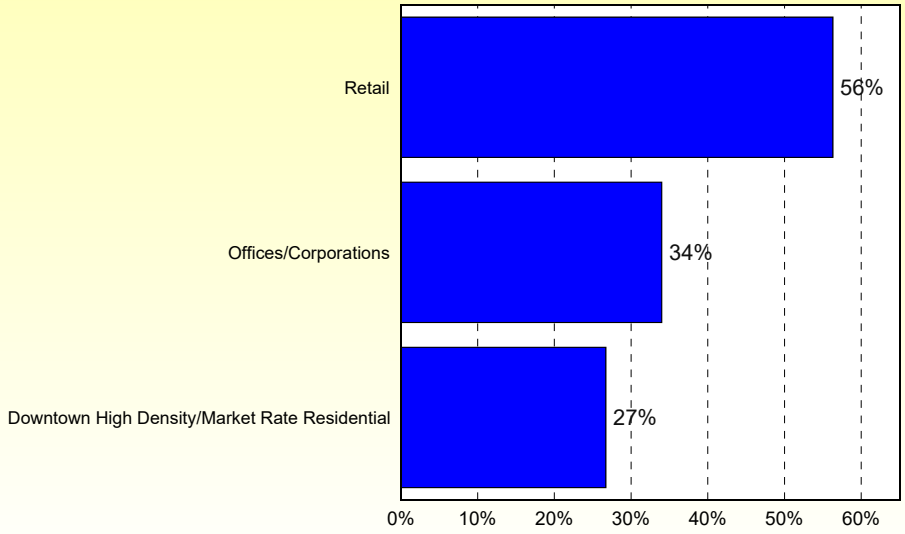
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q31. For which of the following areas do you support the City's use of financial incentives to attract and expand?

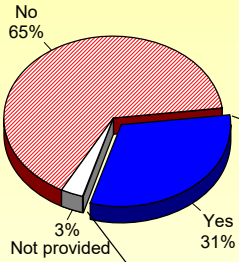
by percentage of respondents who support the item (multiple selections could be made)



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

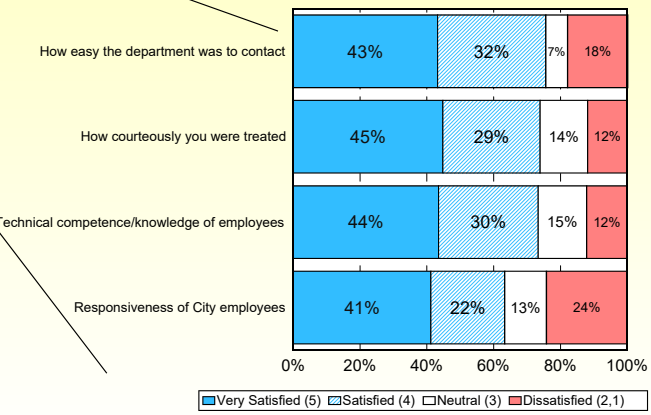
Q32. Have you contacted the City with a question, problem or complaint during the past year?

by percentage of respondents



Q32b. Satisfaction with Customer Service

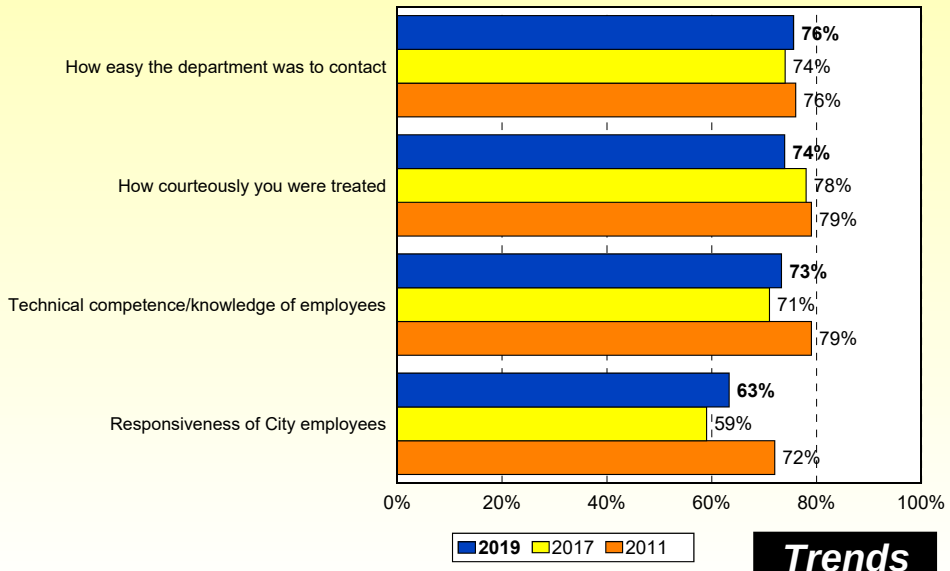
by percentage of respondents who had interacted with a City employee during the past year



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Satisfaction with Customer Service - 2019, 2017 & 2011

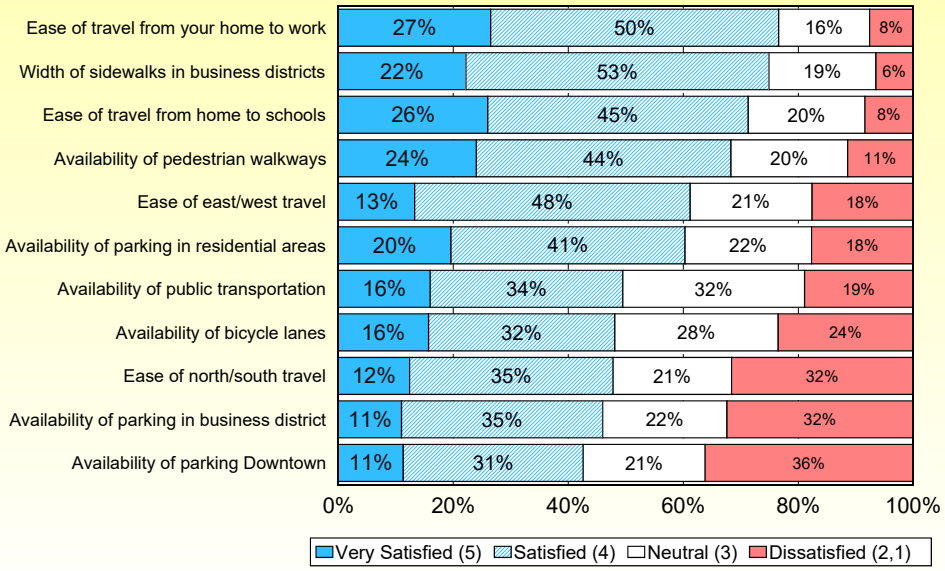
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q33. Satisfaction with Transportation in Clayton

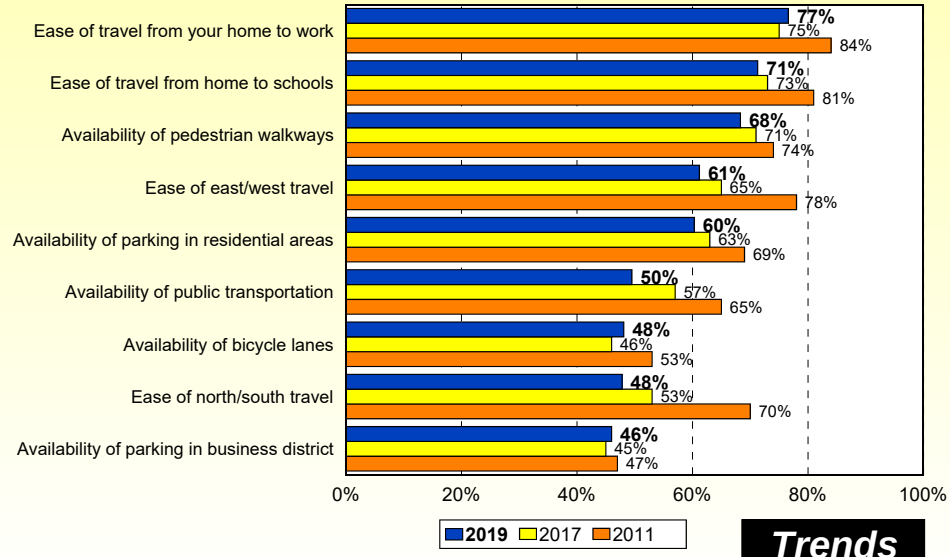
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Satisfaction with Transportation in Clayton - 2019, 2017 & 2011

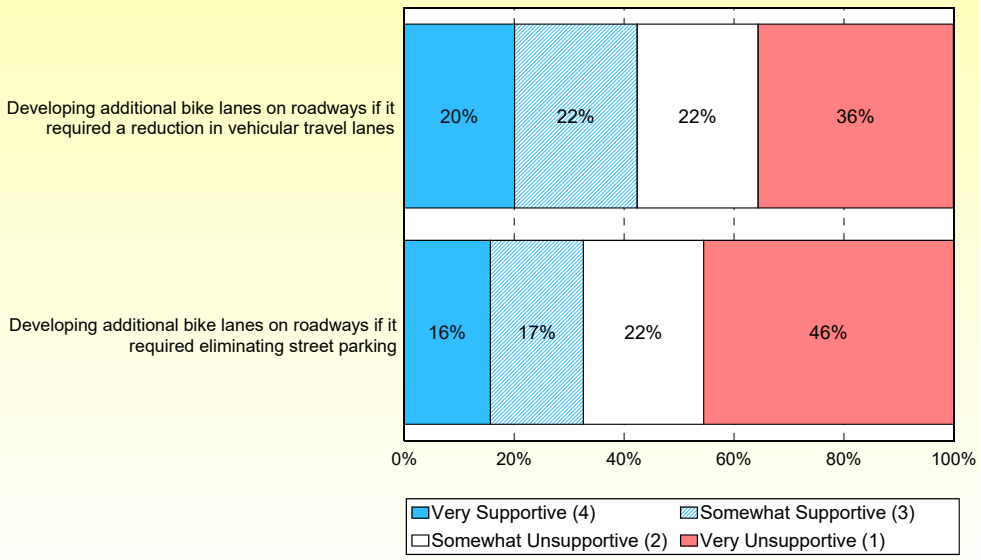
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q34. How supportive are you of the following?

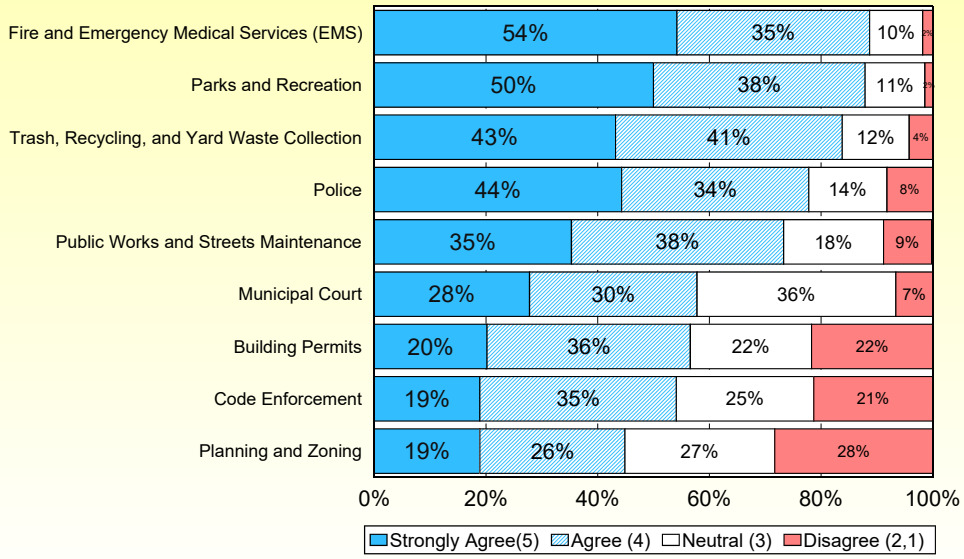
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q35. Agreement With How Fairly and Impartially the Following City Departments Treat All Members of the Public

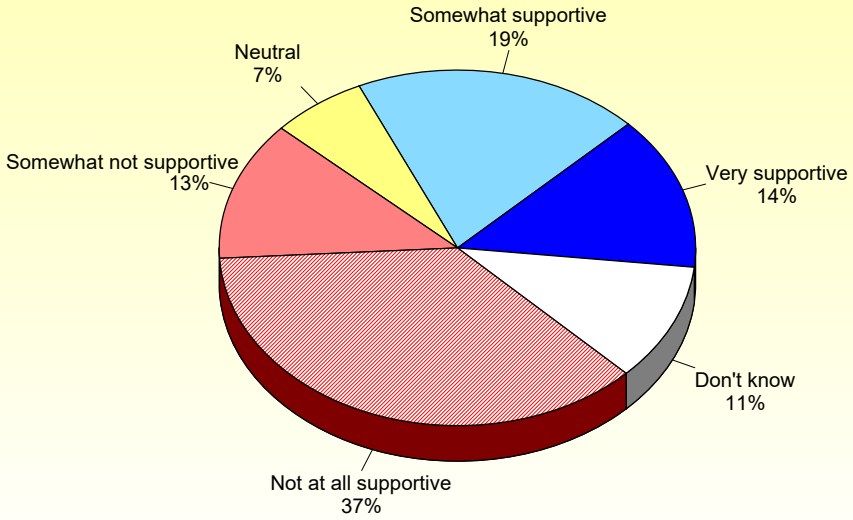
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q36. How supportive are you of the "Better Together" proposal?

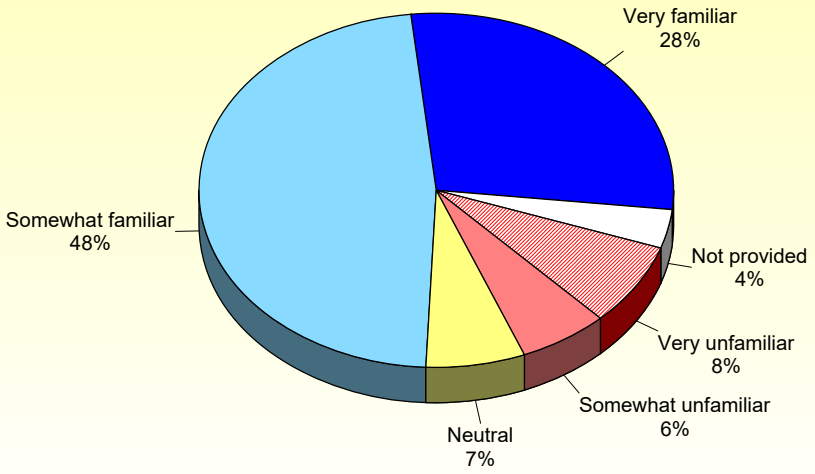
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q37. Overall, how familiar are you with the "Better Together" initiative?

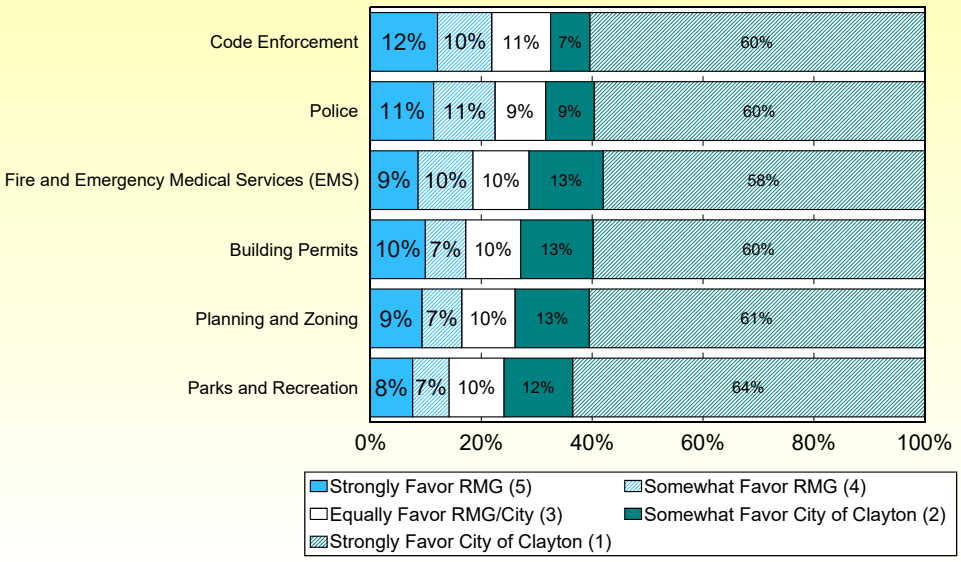
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q38. Preference of City of Clayton or RMG Providing the Following Services

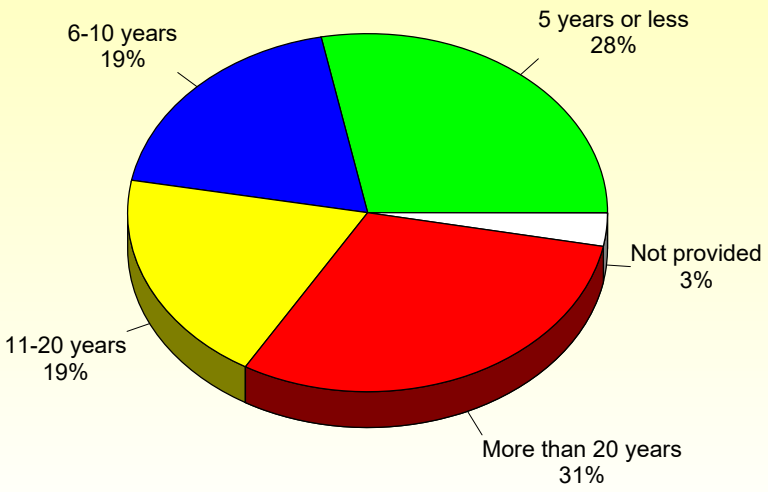
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q39. Demographics: How long have you been a resident of Clayton?

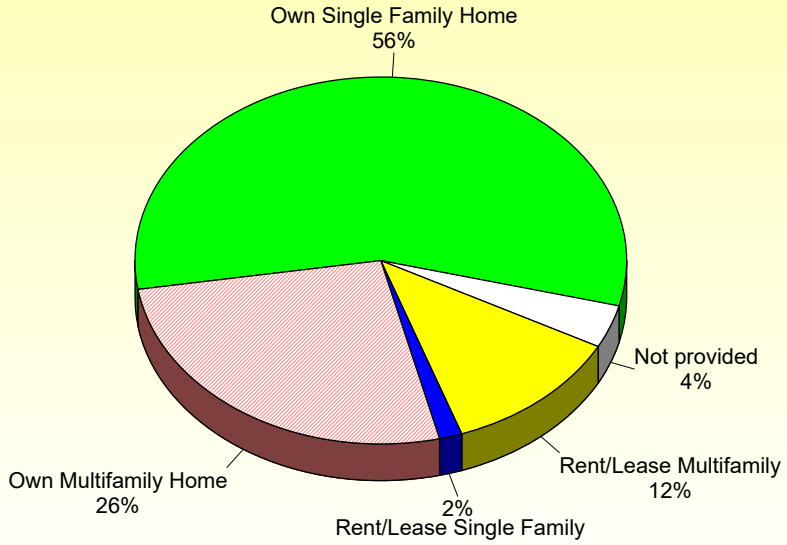
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q41. Demographics: Which of the following best describes your household?

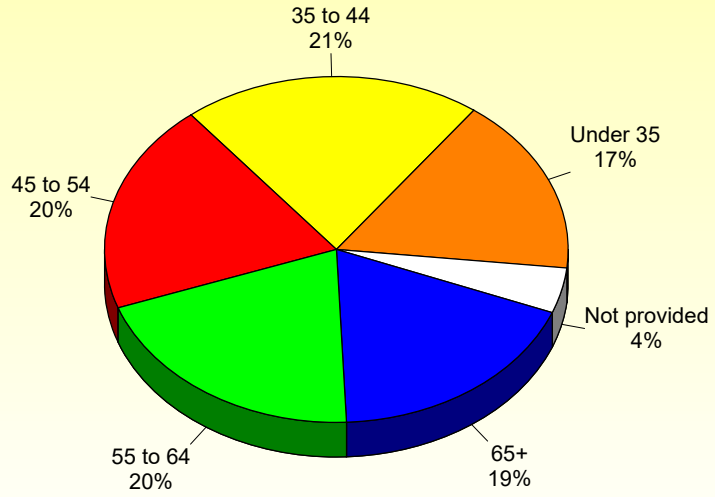
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q42. Demographics: Age of Respondents

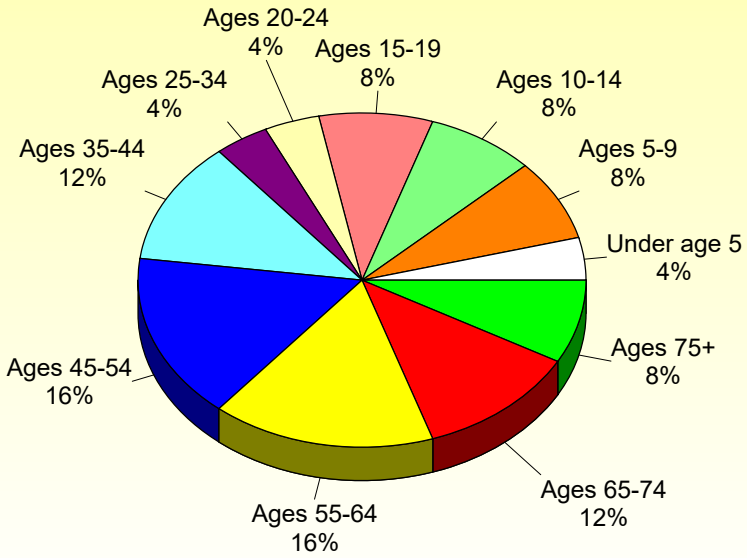
by percentage of respondents



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q43. Demographics: Ages of Household Occupants

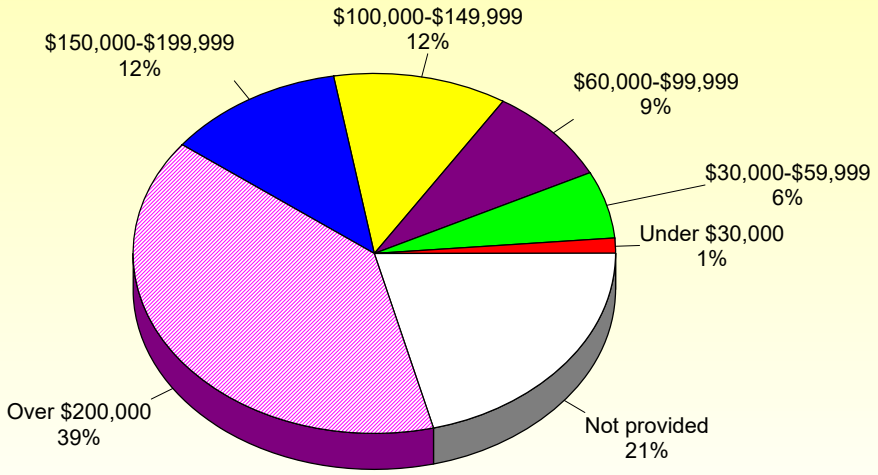
by percentage of persons in households



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q44. Demographics: Household Income

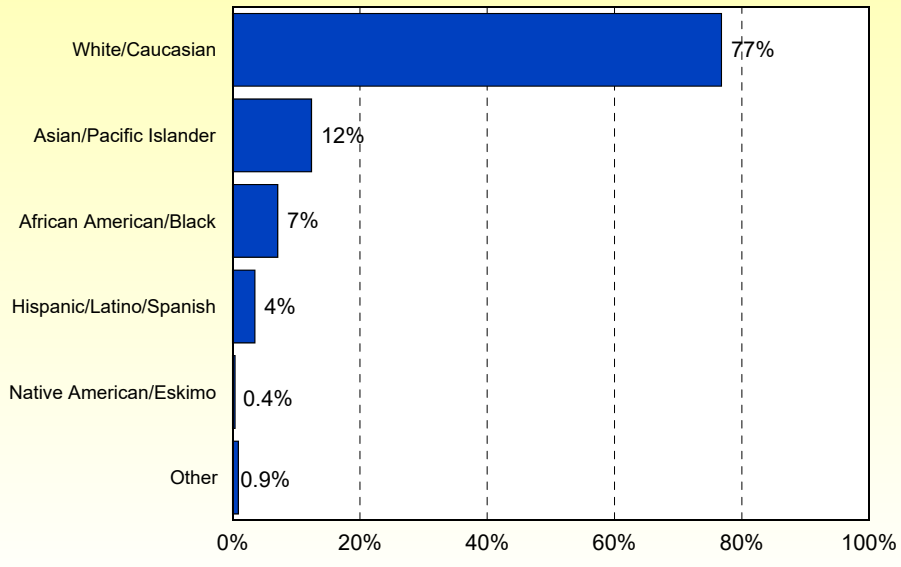
by percentage of respondents



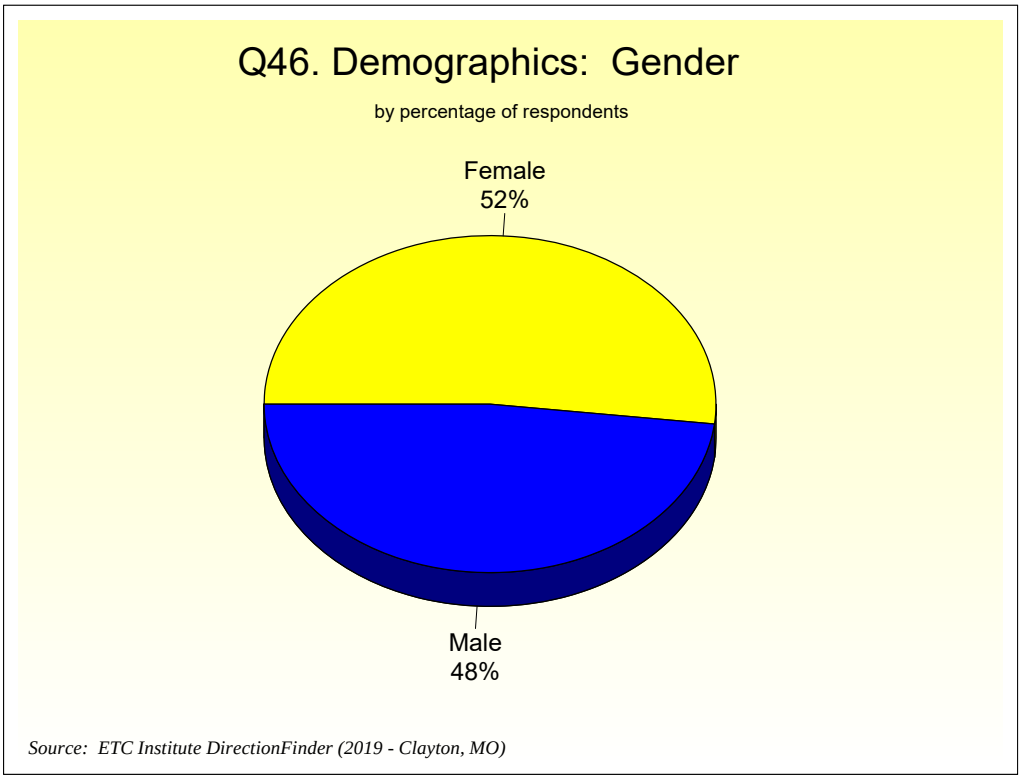
Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Q45. Demographics: Race/Ethnicity

by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2019 - Clayton, MO)


Q46. Demographics: Gender
by percentage of respondents
Female
52%
Male
48%
Source: ETC Institute DirectionFinder (2019 - Clayton, MO)

Section 2:

Benchmarking Analysis

2019 DirectionFinder®Survey
Benchmarking Summary Report

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 230 cities and counties in 43 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2018 to a random sample of more than 4,000 residents across the United States and (2) a regional survey that was administered during the summer of 2018 to a random sample of more than 300 residents in Kansas and Missouri.

Interpreting the Charts

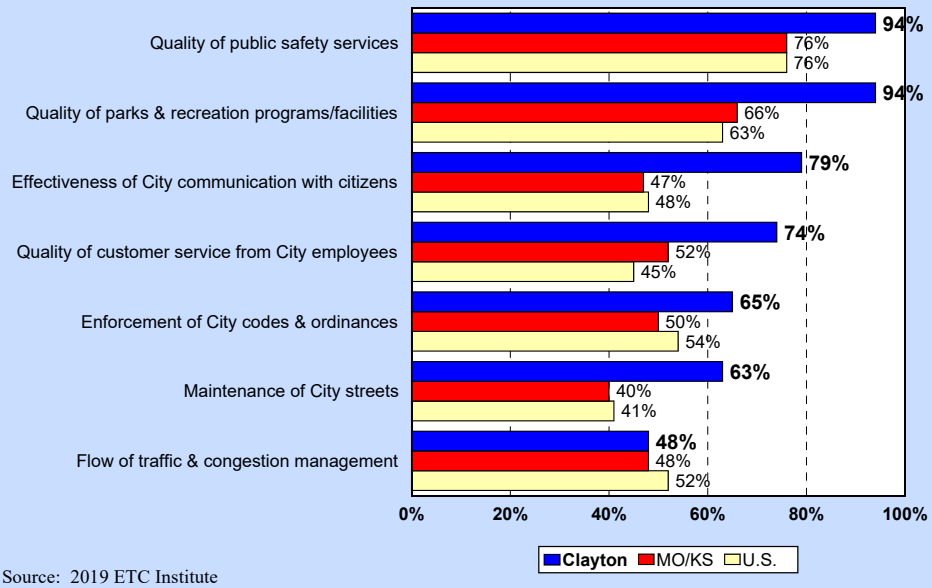
The charts on the following pages show how the overall results for Clayton compare to the a U.S. national and regional averages based on the results of the 2018 survey that was administered by ETC Institute to a random sample of more than 4,000 residents across the United States, and the regional survey administered to more than 300 residents living in communities throughout Missouri and Kansas. The City of Clayton's results are shown in blue, the Missouri/Kansas averages are shown in red, and the National averages are shown in yellow in the charts on the following pages.

National Benchmarks

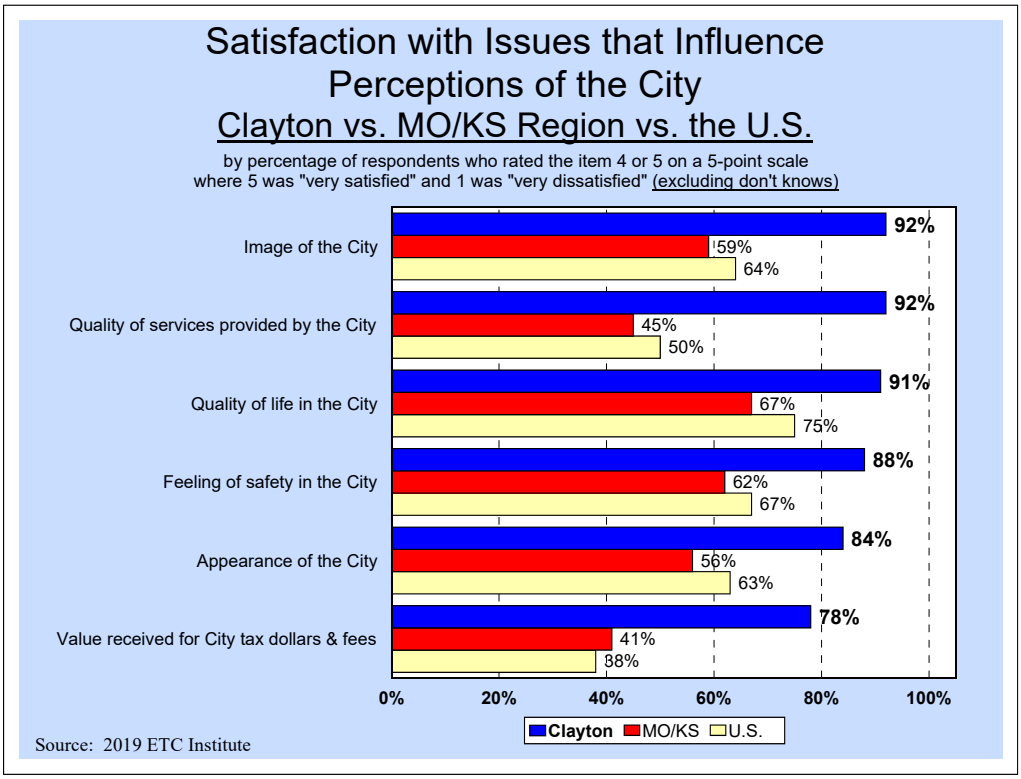
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Clayton, Missouri is not authorized without written consent from ETC Institute.

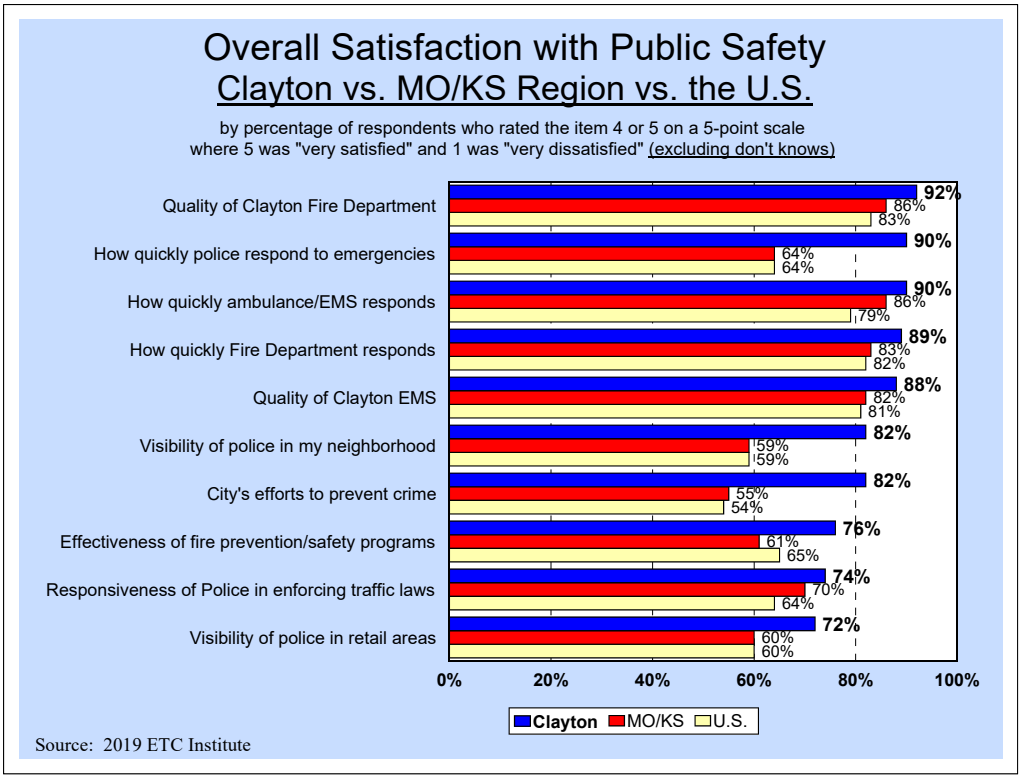
Overall Satisfaction with Various City Services
Clayton vs. MO/KS Region vs. the U.S.

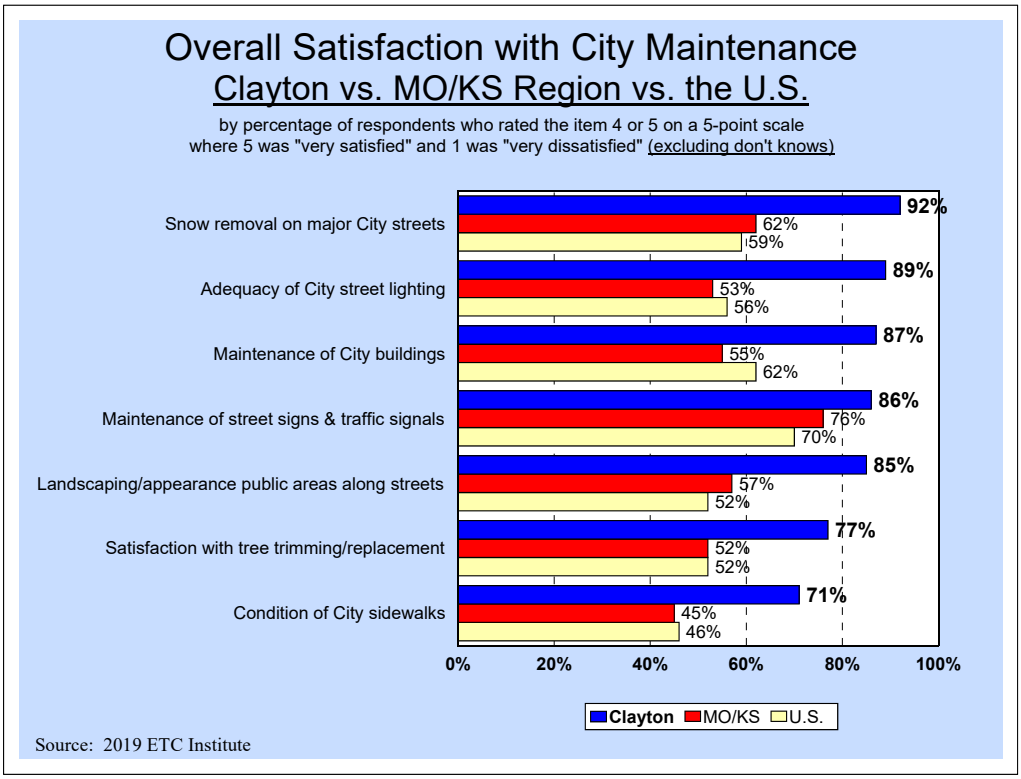
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

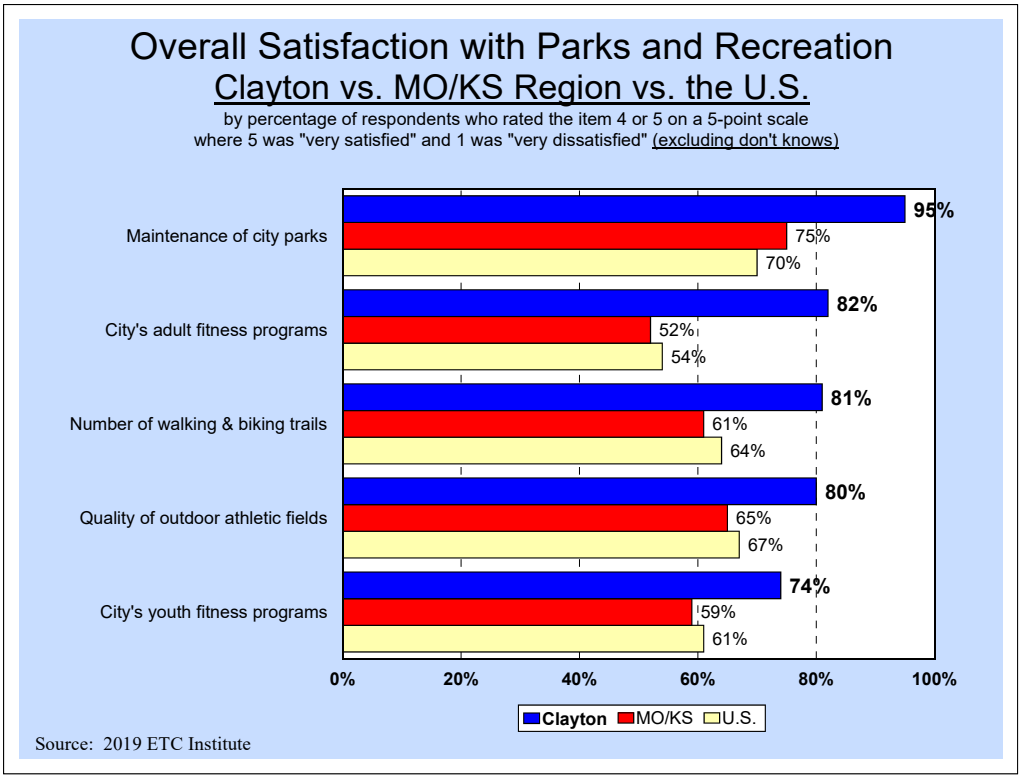


Source: 2019 ETC Institute


Satisfaction with Issues that Influence Perceptions of the City
Clayton vs. MO/KS Region vs. the U.S.
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Image of the City
92%
59%
64%
Quality of services provided by the City
92%
45%
50%
Quality of life in the City
91%
67%
75%
Feeling of safety in the City
88%
62%
67%
Appearance of the City
84%
56%
63%
Value received for City tax dollars & fees
78%
41%
38%
0%
20%
40%
60%
80%
100%
Clayton
MO/KS
U.S.
Source: 2019 ETC Institute

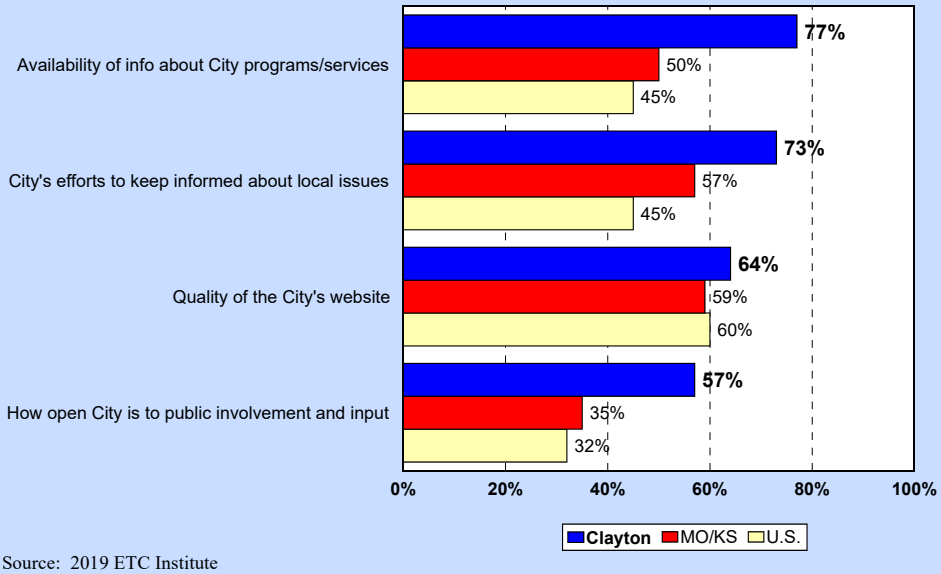

Overall Satisfaction with Public Safety
Clayton vs. MO/KS Region vs. the U.S.
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Quality of Clayton Fire Department
92%
86%
83%
How quickly police respond to emergencies
90%
64%
64%
How quickly ambulance/EMS responds
90%
86%
79%
How quickly Fire Department responds
89%
83%
82%
Quality of Clayton EMS
88%
82%
81%
Visibility of police in my neighborhood
82%
59%
59%
City's efforts to prevent crime
82%
55%
54%
Effectiveness of fire prevention/safety programs
76%
61%
65%
Responsiveness of Police in enforcing traffic laws
74%
70%
64%
Visibility of police in retail areas
72%
60%
60%
0%
20%
40%
60%
80%
100%
Clayton
MO/KS
U.S.
Source: 2019 ETC Institute


Overall Satisfaction with City Maintenance
Clayton vs. MO/KS Region vs. the U.S.
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Snow removal on major City streets
92%
62%
59%
Adequacy of City street lighting
89%
53%
56%
Maintenance of City buildings
87%
55%
62%
Maintenance of street signs & traffic signals
86%
76%
70%
Landscaping/appearance public areas along streets
85%
57%
52%
Satisfaction with tree trimming/replacement
77%
52%
52%
Condition of City sidewalks
71%
45%
46%
0%
20%
40%
60%
80%
100%
Clayton
MO/KS
U.S.
Source: 2019 ETC Institute


Overall Satisfaction with Parks and Recreation
Clayton vs. MO/KS Region vs. the U.S.
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Maintenance of city parks
95%
75%
70%
City's adult fitness programs
82%
52%
54%
Number of walking & biking trails
81%
61%
64%
Quality of outdoor athletic fields
80%
65%
67%
City's youth fitness programs
74%
59%
61%
0%
20%
40%
60%
80%
100%
Clayton
MO/KS
U.S.
Source: 2019 ETC Institute

Overall Satisfaction with Communication
Clayton vs. MO/KS Region vs. the U.S.

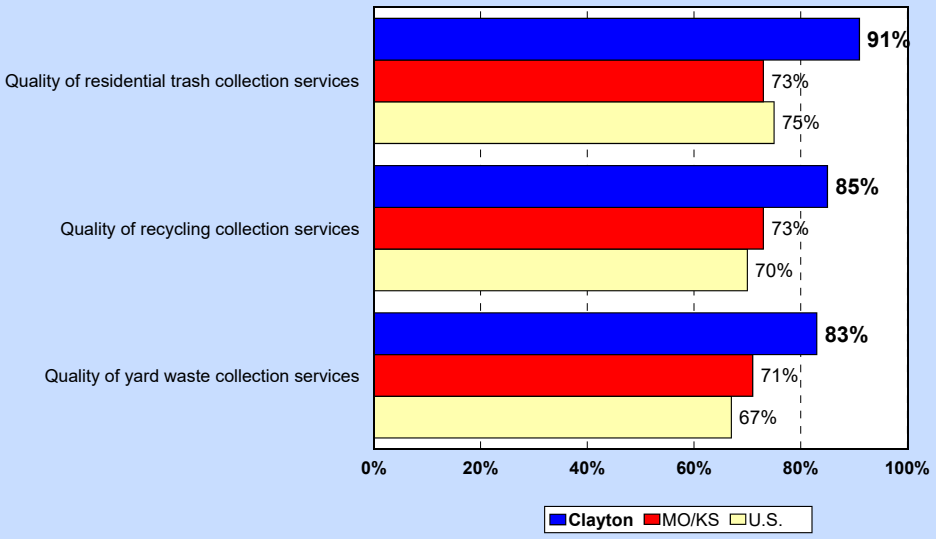
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



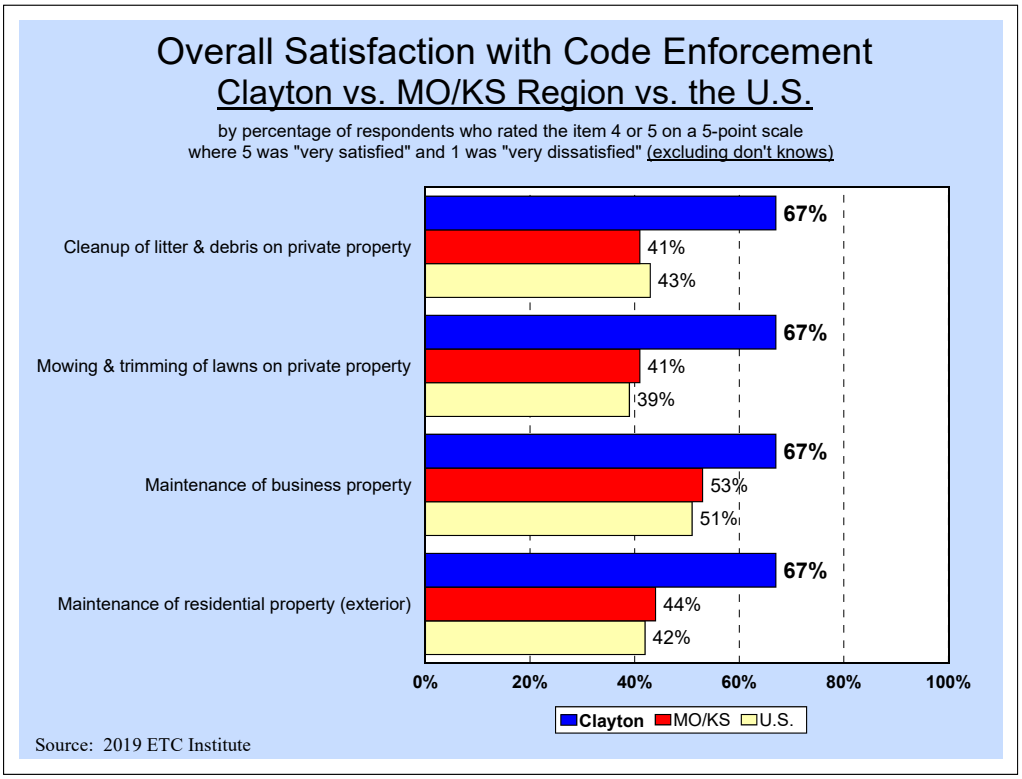
Source: 2019 ETC Institute

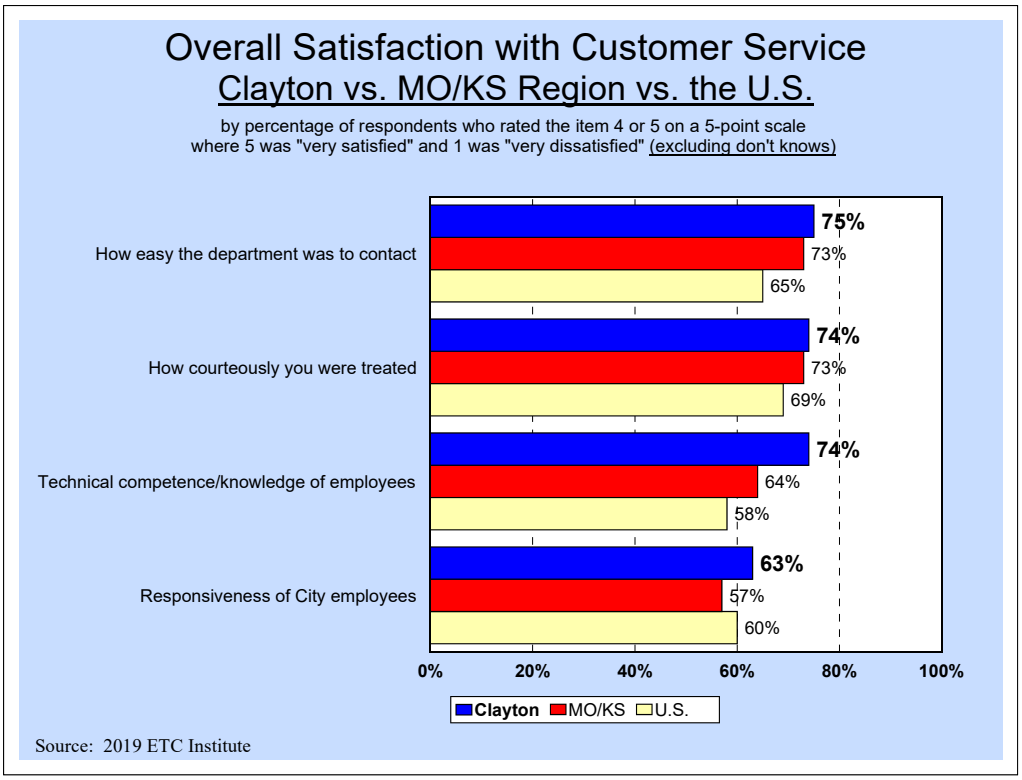
Overall Satisfaction with Waste Collection Service
Clayton vs. MO/KS Region vs. the U.S.

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



Source: 2019 ETC Institute


Overall Satisfaction with Code Enforcement
Clayton vs. MO/KS Region vs. the U.S.
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Cleanup of litter & debris on private property
67%
41%
43%
Mowing & trimming of lawns on private property
67%
41%
39%
Maintenance of business property
67%
53%
51%
Maintenance of residential property (exterior)
67%
44%
42%
0%
20%
40%
60%
80%
100%
Clayton
MO/KS
U.S.
Source: 2019 ETC Institute


Overall Satisfaction with Customer Service
Clayton vs. MO/KS Region vs. the U.S.
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
How easy the department was to contact
75%
73%
65%
How courteously you were treated
74%
73%
69%
Technical competence/knowledge of employees
74%
64%
58%
Responsiveness of City employees
63%
57%
60%
0%
20%
40%
60%
80%
100%
Clayton
MO/KS
U.S.
Source: 2019 ETC Institute

Section 3:

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis
The City of Clayton, Missouri

Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens 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 citizen satisfaction 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 for items selected as the first, second, and third most important services for the City to emphasize over the next two years. This sum 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 know" responses). "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 major services they thought were the most important for the City to provide. Approximately sixty percent (59.9%) of residents selected "condition of County roads in the City" as one of the most important major services to provide.

With regard to satisfaction, approximately sixteen percent (15.9%) of the residents surveyed rated their overall satisfaction with "condition of County roads in the City" as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied"). The I-S rating was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 59.9% was multiplied by 84.1% (1-0.159). This calculation yielded an I-S rating of 0.5038, which ranked first out of nine major City services.

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

The lowest 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 three most important areas for the City 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)
- Increase Current Emphasis (0.10<=IS<0.20)
- Maintain Current Emphasis (IS<0.10)

The results for Clayton are provided on the following pages.

Importance-Satisfaction Rating
City of Clayton, Missouri - DirectionFinder Survey
Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Condition of County roads in City	60%	1	16%	9	0.5038	**1**
Flow of traffic & congestion management	54%	2	48%	8	0.2829	**2**
High Priority (IS .10 - .20)						
Maintenance of City streets	39%	3	63%	7	0.1450	**3**
Medium Priority (IS <.10)						
Enforcement of City codes & ordinances	15%	6	65%	6	0.0526	**4**
Effectiveness of City communication with citizens	14%	7	79%	4	0.0299	**5**
Quality of customer service from City employees	10%	8	75%	5	0.0251	**6**
Quality of public safety services	33%	4	94%	1	0.0192	**7**
Quality of parks & recreation programs/facilities	22%	5	94%	2	0.0136	**8**
Maintenance of City buildings/facilities	6%	9	83%	3	0.0108	**9**

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

Most Important %: The "Most Important" percentage represents the sum of the first, second, third and fourth 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 Rating
City of Clayton, Missouri
Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
City's efforts to prevent crime	43%	1	82%	9	0.0787	**1**
Visibility of police in retail areas	18%	3	72%	14	0.0502	**2**
Visibility of police in my neighborhood	28%	2	82%	8	0.0489	**3**
City's municipal court	13%	7	64%	16	0.0471	**4**
Police Dept. engagement within community	17%	4	76%	12	0.0403	**5**
Fairness of Police Department's practices	12%	8	70%	15	0.0367	**6**
Treatment of citizens by Clayton Police Dept.	15%	6	81%	10	0.0275	**7**
Responsiveness of Police in enforcing traffic laws	10%	9	74%	13	0.0258	**8**
Competency of Clayton Police Dept	15%	5	86%	7	0.0206	**9**
Effectiveness of fire prevention/safety programs	5%	15	76%	11	0.0113	**10**
How quickly police respond to emergencies	9%	10	90%	2	0.0089	**11**
Quality of Clayton EMS	7%	13	89%	6	0.0076	**12**
Competency of Fire Dept & ambulance service	7%	11	89%	3	0.0075	**13**
How quickly ambulance/EMS responds	5%	14	89%	4	0.0058	**14**
Quality of Clayton Fire Department	7%	12	92%	1	0.0053	**15**
How quickly Fire Department responds	5%	16	89%	5	0.0050	**16**

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, third and fourth 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 Rating
City of Clayton, Missouri
Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10 - .20)						
Condition of City sidewalks	45%	1	71%	8	0.1295	**1**
Adequacy of residential street lighting	40%	2	75%	7	0.1008	**2**
Medium Priority (IS <.10)						
Satisfaction with tree trimming/replacement	25%	5	76%	6	0.0599	**3**
Landscaping/appearance public areas along streets	29%	3	85%	5	0.0428	**4**
Maintenance of street signs & traffic signals	29%	4	86%	4	0.0410	**5**
Adequacy of City street lighting	20%	7	90%	2	0.0210	**6**
Snow removal on major City streets	24%	6	93%	1	0.0180	**7**
Maintenance of City buildings	11%	8	87%	3	0.0148	**8**

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

Most Important %: The "Most Important" percentage represents the sum of the first, second, third and fourth 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 Rating
City of Clayton, Missouri
Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10 - .20)						
City's youth fitness programs	45%	2	74%	8	0.1165	**1**
Medium Priority (IS <.10)						
Number of walking & biking trails	36%	3	81%	5	0.0691	**2**
City's adult fitness programs	22%	4	81%	4	0.0412	**3**
Quality of outdoor athletic fields	20%	5	80%	6	0.0406	**4**
Number of outdoor athletic fields	18%	7	79%	7	0.0370	**5**
Maintenance of city parks	51%	1	94%	1	0.0305	**6**
Availability of info about parks & rec programs	20%	6	86%	3	0.0275	**7**
How close neighborhood parks are to your home	12%	8	91%	2	0.0109	**8**

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

Most Important %: The "Most Important" percentage represents the sum of the first, second, third and fourth 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 an Importance-Satisfaction Matrix 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 significantly 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. The City should maintain (or slightly decrease) emphasis on items in this area.

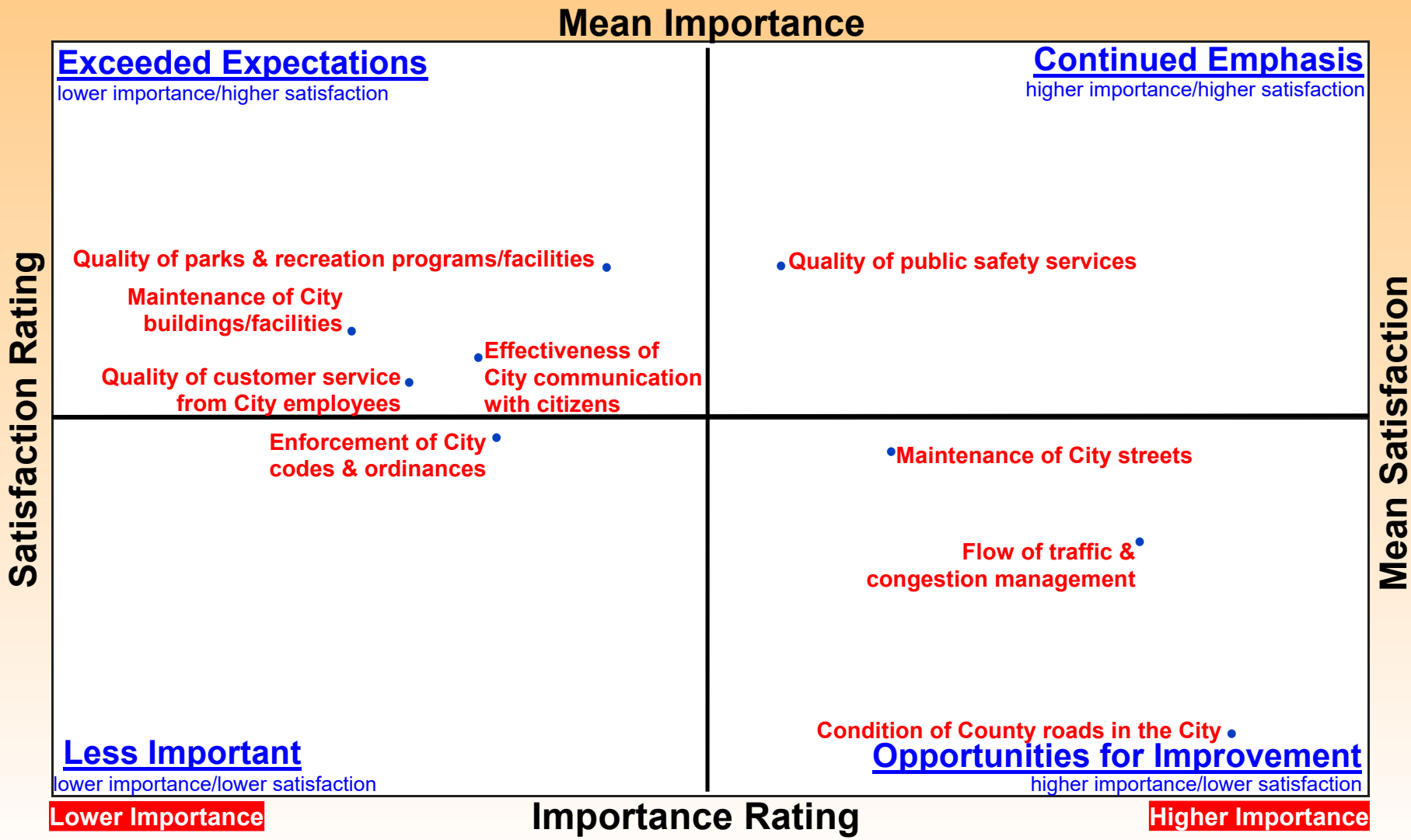
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis 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.

Matrices showing the results for Clayton are provided on the following pages.

2019 City of Clayton - DirectionFinder Survey
Importance-Satisfaction Assessment Matrix
-Overall-

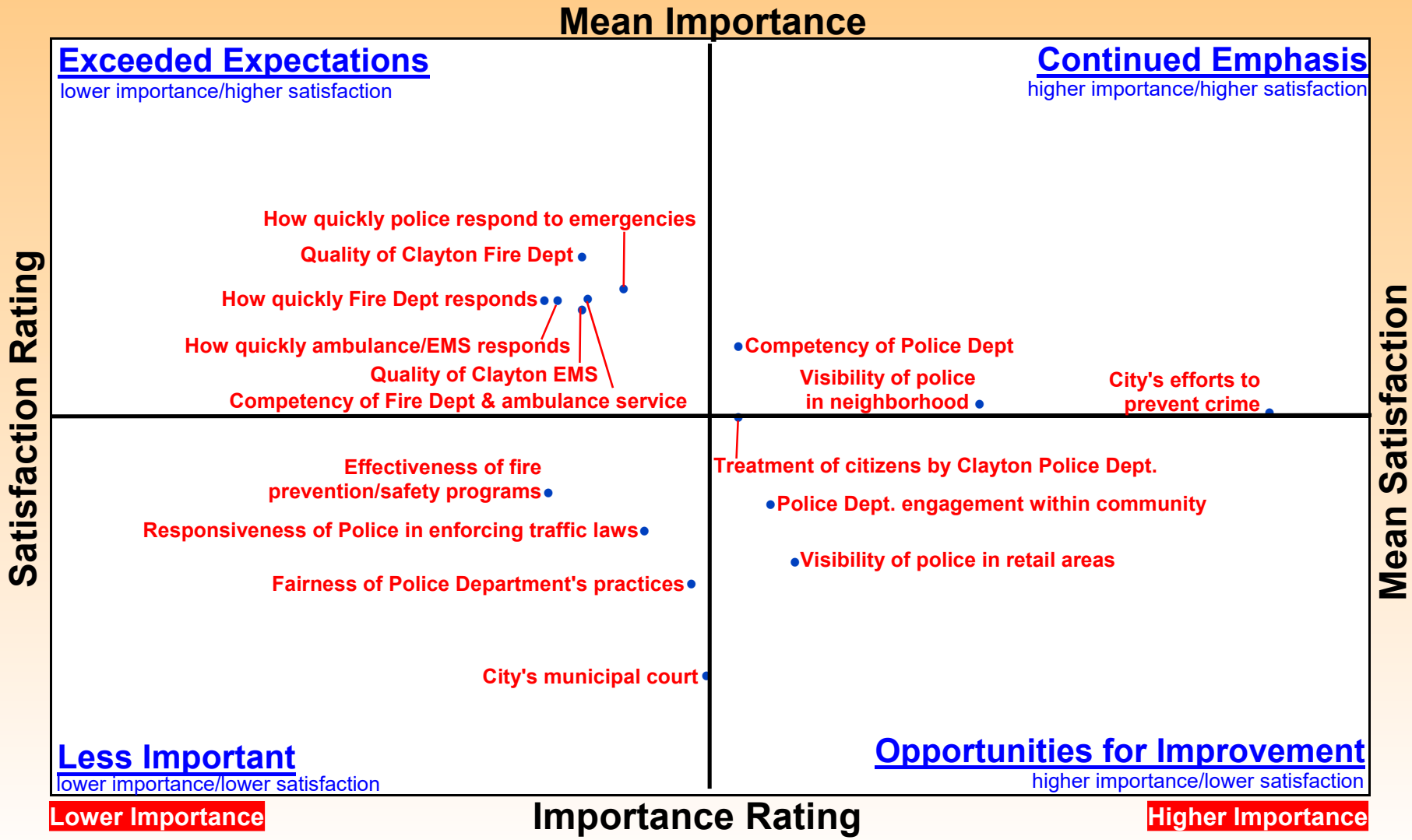
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2019)

2019 City of Clayton Community Survey
Importance-Satisfaction Assessment Matrix
-Public Safety-

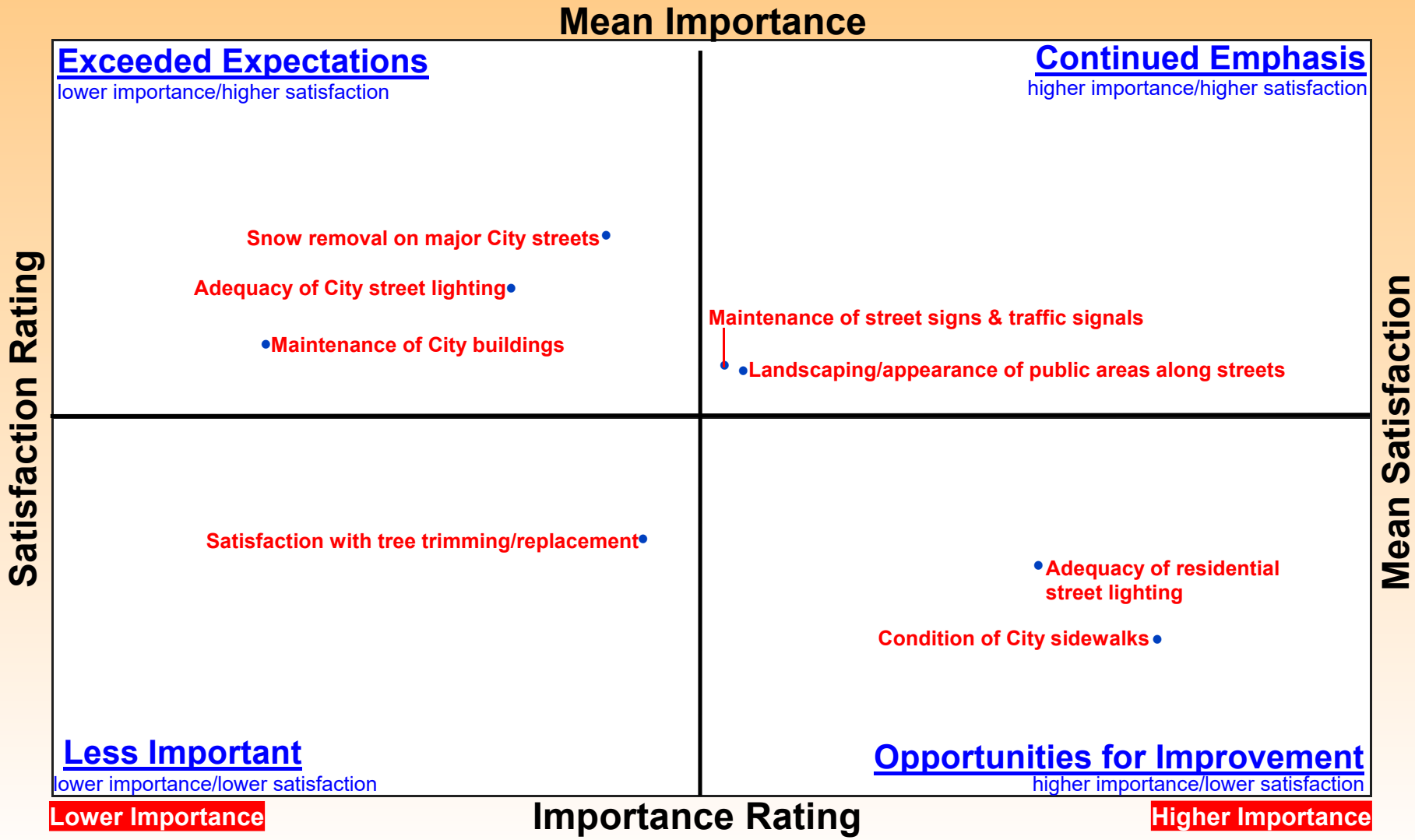
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2019)

2019 City of Clayton Community Survey
Importance-Satisfaction Assessment Matrix
-Maintenance and Public Works-

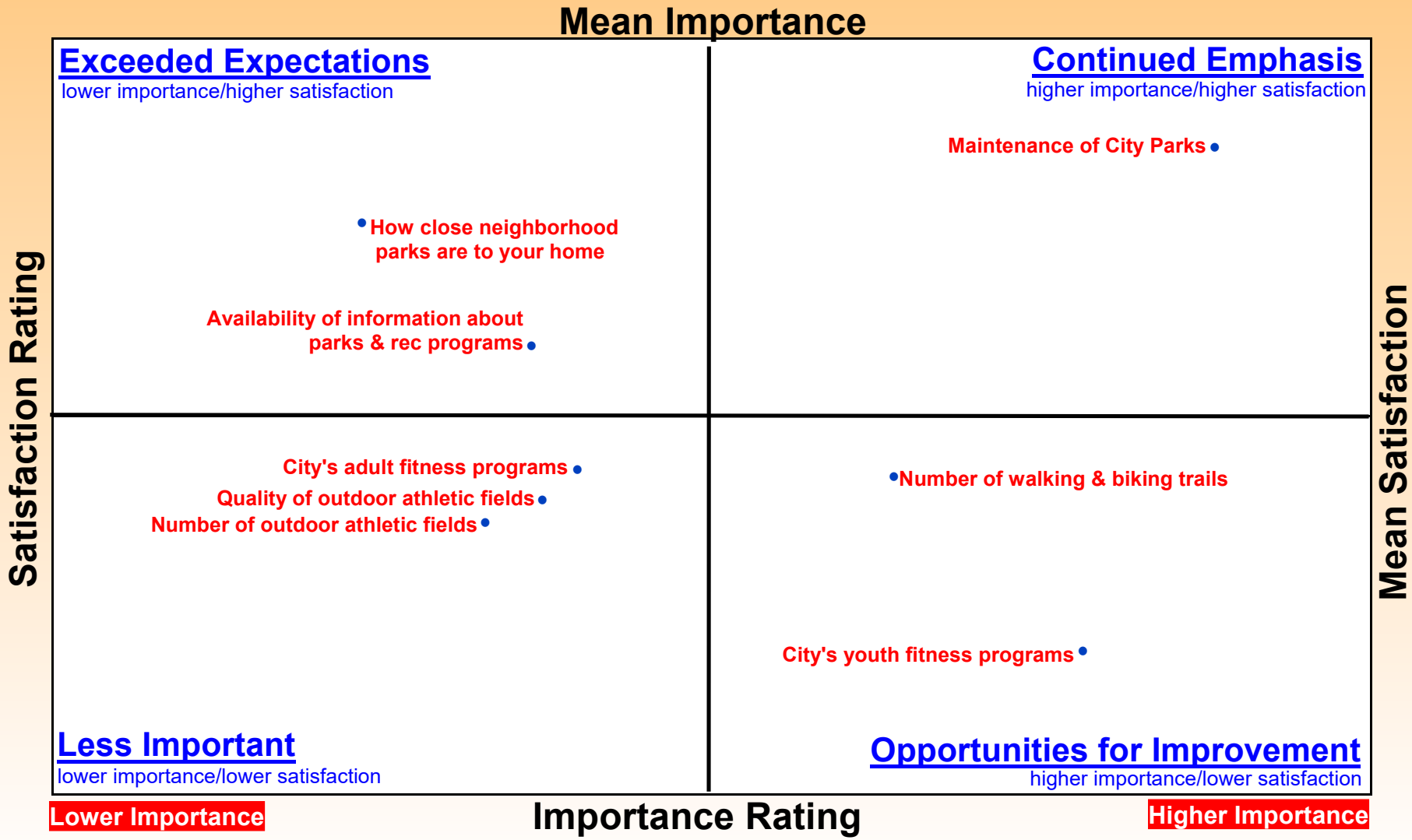
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2019)

2019 City of Clayton Community Survey
Importance-Satisfaction Assessment Matrix
-Parks and Recreation-

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



Source: ETC Institute (2019)

Section 4:
Tabular Data

Q1. Overall Satisfaction with City Services: Please rate your satisfaction with the quality of the following.

(N=453)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of public safety services-police, fire & ambulance/emergency medical (EMS)	61.8%	26.3%	4.4%	0.9%	0.2%	6.4%
Q1-2. Overall quality of City parks & recreation programs & facilities	53.6%	37.5%	4.6%	1.1%	0.2%	2.9%
Q1-3. Overall maintenance of City streets	22.7%	39.5%	14.6%	13.0%	9.1%	1.1%
Q1-4. Overall maintenance of City buildings/facilities	31.8%	41.1%	13.2%	1.3%	0.2%	12.4%
Q1-5. Overall enforcement of City codes & ordinances for buildings & housing	20.8%	32.7%	17.2%	7.7%	3.3%	18.3%
Q1-6. Overall quality of customer service you receive from City employees	33.6%	33.6%	17.4%	3.8%	1.5%	10.2%
Q1-7. Overall effectiveness of City communication with citizens	38.2%	38.0%	14.6%	3.3%	2.6%	3.3%
Q1-8. Overall flow of traffic & congestion management in City	12.6%	34.4%	23.6%	18.3%	9.1%	2.0%
Q1-9. Condition of County roads in City (Clayton Rd., Big Bend, & Hanley Rd.)	4.6%	10.8%	13.7%	26.3%	41.9%	2.6%

WITHOUT "DON'T KNOW"

Q1. Overall Satisfaction with City Services: Please rate your satisfaction with the quality of the following. (without "don't know")

(N=453)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of public safety services-police, fire & ambulance/emergency medical (EMS)	66.0%	28.1%	4.7%	0.9%	0.2%
Q1-2. Overall quality of City parks & recreation programs & facilities	55.2%	38.6%	4.8%	1.1%	0.2%
Q1-3. Overall maintenance of City streets	23.0%	40.0%	14.7%	13.2%	9.2%
Q1-4. Overall maintenance of City buildings/ facilities	36.3%	46.9%	15.1%	1.5%	0.3%
Q1-5. Overall enforcement of City codes & ordinances for buildings & housing	25.4%	40.0%	21.1%	9.5%	4.1%
Q1-6. Overall quality of customer service you receive from City employees	37.3%	37.3%	19.4%	4.2%	1.7%
Q1-7. Overall effectiveness of City communication with citizens	39.5%	39.3%	15.1%	3.4%	2.7%
Q1-8. Overall flow of traffic & congestion management in City	12.8%	35.1%	24.1%	18.7%	9.2%
Q1-9. Condition of County roads in City (Clayton Rd., Big Bend, & Hanley Rd.)	4.8%	11.1%	14.1%	27.0%	43.1%

Q2. Which THREE items from the list in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q2. Top choice	Number	Percent
Overall quality of public safety services-police, fire & ambulance/ emergency medical (EMS)	78	17.2 %
Overall quality of City parks & recreation programs & facilities	13	2.9 %
Overall maintenance of City streets	50	11.0 %
Overall maintenance of City buildings/facilities	5	1.1 %
Overall enforcement of City codes & ordinances for buildings & housing	16	3.5 %
Overall quality of customer service you receive from City employees	7	1.5 %
Overall effectiveness of City communication with citizens	13	2.9 %
Overall flow of traffic & congestion management in City	72	15.9 %
Condition of County roads in City (Clayton Rd., Big Bend, & Hanley Rd.)	154	34.0 %
None chosen	45	9.9 %
Total	453	100.0 %

Q2. Which THREE items from the list in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q2. 2nd choice	Number	Percent
Overall quality of public safety services-police, fire & ambulance/ emergency medical (EMS)	37	8.2 %
Overall quality of City parks & recreation programs & facilities	44	9.7 %
Overall maintenance of City streets	65	14.3 %
Overall maintenance of City buildings/facilities	6	1.3 %
Overall enforcement of City codes & ordinances for buildings & housing	21	4.6 %
Overall quality of customer service you receive from City employees	17	3.8 %
Overall effectiveness of City communication with citizens	26	5.7 %
Overall flow of traffic & congestion management in City	97	21.4 %
Condition of County roads in City (Clayton Rd., Big Bend, & Hanley Rd.)	75	16.6 %
None chosen	65	14.3 %
Total	453	100.0 %

Q2. Which THREE items from the list in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q2. 3rd choice	Number	Percent
Overall quality of public safety services-police, fire & ambulance/ emergency medical (EMS)	32	7.1 %
Overall quality of City parks & recreation programs & facilities	42	9.3 %
Overall maintenance of City streets	63	13.9 %
Overall maintenance of City buildings/facilities	18	4.0 %
Overall enforcement of City codes & ordinances for buildings & housing	32	7.1 %
Overall quality of customer service you receive from City employees	21	4.6 %
Overall effectiveness of City communication with citizens	25	5.5 %
Overall flow of traffic & congestion management in City	77	17.0 %
Condition of County roads in City (Clayton Rd., Big Bend, & Hanley Rd.)	42	9.3 %
None chosen	101	22.3 %
Total	453	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE items from the list in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q2. Sum of top 3 choices	Number	Percent
Overall quality of public safety services-police, fire & ambulance/ emergency medical (EMS)	147	32.5 %
Overall quality of City parks & recreation programs & facilities	99	21.9 %
Overall maintenance of City streets	178	39.3 %
Overall maintenance of City buildings/facilities	29	6.4 %
Overall enforcement of City codes & ordinances for buildings & housing	69	15.2 %
Overall quality of customer service you receive from City employees	45	9.9 %
Overall effectiveness of City communication with citizens	64	14.1 %
Overall flow of traffic & congestion management in City	246	54.3 %
Condition of County roads in City (Clayton Rd., Big Bend, & Hanley Rd.)	271	59.8 %
None chosen	45	9.9 %
Total	1193	

Q3. Perceptions: Please rate each of the following.

(N=453)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q3-1. Overall quality of services provided by City	45.5%	42.2%	7.1%	0.9%	0.2%	4.2%
Q3-2. Overall value you receive for your City tax & fees	25.6%	45.3%	19.0%	4.9%	0.7%	4.6%
Q3-3. Overall image of City	51.9%	37.5%	5.7%	2.0%	0.4%	2.4%
Q3-4. How well City is planning & managing redevelopment	17.0%	33.1%	21.6%	11.9%	9.1%	7.3%
Q3-5. Overall quality of life in City	51.7%	37.3%	7.7%	1.3%	0.4%	1.5%
Q3-6. Overall feeling of safety in City	45.3%	41.1%	7.7%	3.8%	0.2%	2.0%
Q3-7. Quality of new residential development in City	22.1%	34.7%	24.3%	4.2%	4.2%	10.6%
Q3-8. Quality of new commercial development in City	21.4%	34.0%	21.4%	7.9%	6.4%	8.8%
Q3-9. Quality of plan review & permitting services	13.7%	18.5%	23.6%	9.7%	7.5%	26.9%
Q3-10. Overall appearance of City	32.2%	49.9%	10.4%	4.9%	1.1%	1.5%
Q3-11. Quality of special events & cultural opportunities	29.8%	40.2%	16.1%	4.2%	0.9%	8.8%
Q3-12. Quantity of special events & cultural opportunities	26.0%	37.7%	21.2%	5.5%	0.9%	8.6%
Q3-13. Recreational opportunities in City	36.4%	44.8%	13.2%	1.5%	0.7%	3.3%

WITHOUT "DON'T KNOW"

Q3. Perceptions: Please rate each of the following. (without "don't know")

(N=453)

	Excellent	Good	Neutral	Below average	Poor
Q3-1. Overall quality of services provided by City	47.5%	44.0%	7.4%	0.9%	0.2%
Q3-2. Overall value you receive for your City tax & fees	26.9%	47.5%	19.9%	5.1%	0.7%
Q3-3. Overall image of City	53.2%	38.5%	5.9%	2.0%	0.5%
Q3-4. How well City is planning & managing redevelopment	18.3%	35.7%	23.3%	12.9%	9.8%
Q3-5. Overall quality of life in City	52.5%	37.9%	7.8%	1.3%	0.4%
Q3-6. Overall feeling of safety in City	46.2%	41.9%	7.9%	3.8%	0.2%
Q3-7. Quality of new residential development in City	24.7%	38.8%	27.2%	4.7%	4.7%
Q3-8. Quality of new commercial development in City	23.5%	37.3%	23.5%	8.7%	7.0%
Q3-9. Quality of plan review & permitting services	18.7%	25.4%	32.3%	13.3%	10.3%
Q3-10. Overall appearance of City	32.7%	50.7%	10.5%	4.9%	1.1%
Q3-11. Quality of special events & cultural opportunities	32.7%	44.1%	17.7%	4.6%	1.0%
Q3-12. Quantity of special events & cultural opportunities	28.5%	41.3%	23.2%	6.0%	1.0%
Q3-13. Recreational opportunities in City	37.7%	46.3%	13.7%	1.6%	0.7%

Q4. Public Safety: Please rate your satisfaction with the quality of the following.

(N=453)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Visibility of police in my neighborhood	35.5%	45.0%	13.5%	3.5%	0.2%	2.2%
Q4-2. Visibility of police in retail areas	21.4%	41.1%	19.9%	4.2%	0.4%	13.0%
Q4-3. City's efforts to prevent crime	29.1%	43.5%	12.6%	2.9%	0.9%	11.0%
Q4-4. How quickly police respond to emergencies	39.3%	27.4%	6.8%	0.2%	0.4%	25.8%
Q4-5. Overall competency of Clayton Police Department	41.5%	34.9%	10.4%	1.8%	0.2%	11.3%
Q4-6. Overall treatment of citizens by Clayton Police Department	40.8%	30.7%	13.5%	2.2%	0.7%	12.1%
Q4-7. Responsiveness of Police Dept. in enforcing local traffic laws	25.2%	32.9%	15.5%	3.5%	1.5%	21.4%
Q4-8. Fairness of Police Department's practices in enforcing local traffic laws	23.4%	26.5%	17.2%	2.9%	0.9%	29.1%
Q4-9. Police Department engagement within the community (foot/bike patrols, coffee with a cop, movie night, neighborhood meetings, etc.)	30.5%	30.5%	17.9%	1.3%	0.4%	19.4%
Q4-10. Overall quality of Clayton Fire Department	47.5%	27.8%	6.4%	0.0%	0.2%	18.1%
Q4-11. Overall quality of Clayton EMS	44.6%	21.9%	8.2%	0.2%	0.2%	24.9%
Q4-12. Effectiveness of fire prevention/safety programs	27.8%	21.4%	14.6%	0.0%	0.7%	35.5%
Q4-13. How quickly Fire Department responds	40.4%	19.4%	6.8%	0.2%	0.2%	32.9%
Q4-14. How quickly ambulance/ EMS responds	38.6%	17.2%	6.4%	0.4%	0.0%	37.3%

Q4. Public Safety: Please rate your satisfaction with the quality of the following.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-15. Overall competency of Clayton Fire Dept., including ambulance service	41.5%	24.3%	7.3%	0.4%	0.2%	26.3%
Q4-16. Treatment/fairness of City's municipal court	13.0%	14.8%	14.1%	0.4%	0.9%	56.7%

WITHOUT "DON'T KNOW"

Q4. Public Safety: Please rate your satisfaction with the quality of the following. (without "don't know")

(N=453)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Visibility of police in my neighborhood	36.3%	46.0%	13.8%	3.6%	0.2%
Q4-2. Visibility of police in retail areas	24.6%	47.2%	22.8%	4.8%	0.5%
Q4-3. City's efforts to prevent crime	32.8%	48.9%	14.1%	3.2%	1.0%
Q4-4. How quickly police respond to emergencies	53.0%	36.9%	9.2%	0.3%	0.6%
Q4-5. Overall competency of Clayton Police Department	46.8%	39.3%	11.7%	2.0%	0.2%
Q4-6. Overall treatment of citizens by Clayton Police Department	46.5%	34.9%	15.3%	2.5%	0.8%
Q4-7. Responsiveness of Police Dept. in enforcing local traffic laws	32.0%	41.9%	19.7%	4.5%	2.0%
Q4-8. Fairness of Police Department's practices in enforcing local traffic laws	33.0%	37.4%	24.3%	4.0%	1.2%
Q4-9. Police Department engagement within the community (foot/bike patrols, coffee with a cop, movie night, neighborhood meetings, etc.)	37.8%	37.8%	22.2%	1.6%	0.5%
Q4-10. Overall quality of Clayton Fire Department	58.0%	34.0%	7.8%	0.0%	0.3%
Q4-11. Overall quality of Clayton EMS	59.4%	29.1%	10.9%	0.3%	0.3%
Q4-12. Effectiveness of fire prevention/safety programs	43.2%	33.2%	22.6%	0.0%	1.0%
Q4-13. How quickly Fire Department responds	60.2%	28.9%	10.2%	0.3%	0.3%
Q4-14. How quickly ambulance/EMS responds	61.6%	27.5%	10.2%	0.7%	0.0%
Q4-15. Overall competency of Clayton Fire Dept., including ambulance service	56.3%	32.9%	9.9%	0.6%	0.3%
Q4-16. Treatment/fairness of City's municipal court	30.1%	34.2%	32.7%	1.0%	2.0%

Q5. Which THREE items from the list in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q5. Top choice	Number	Percent
Visibility of police in my neighborhood	57	12.6 %
Visibility of police in retail areas	19	4.2 %
City's efforts to prevent crime	126	27.8 %
How quickly police respond to emergencies	11	2.4 %
Overall competency of Clayton Police Department	31	6.8 %
Overall treatment of citizens by Clayton Police Department	28	6.2 %
Responsiveness of Police Dept. in enforcing local traffic laws	14	3.1 %
Fairness of Police Department's practices in enforcing local traffic laws	17	3.8 %
Police Department engagement within the community (foot/ bike patrols, coffee with a cop, movie night, neighborhood meetings, etc.)	21	4.6 %
Overall quality of Clayton Fire Department	2	0.4 %
Overall quality of Clayton EMS	2	0.4 %
Effectiveness of fire prevention/safety programs	1	0.2 %
How quickly Fire Department responds	4	0.9 %
How quickly ambulance/EMS responds	6	1.3 %
Overall competency of Clayton Fire Dept., including ambulance service	4	0.9 %
Treatment/fairness of City's municipal court	15	3.3 %
None chosen	95	21.0 %
Total	453	100.0 %

Q5. Which THREE items from the list in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q5. 2nd choice	Number	Percent
Visibility of police in my neighborhood	45	9.9 %
Visibility of police in retail areas	31	6.8 %
City's efforts to prevent crime	40	8.8 %
How quickly police respond to emergencies	14	3.1 %
Overall competency of Clayton Police Department	18	4.0 %
Overall treatment of citizens by Clayton Police Department	21	4.6 %
Responsiveness of Police Dept. in enforcing local traffic laws	16	3.5 %
Fairness of Police Department's practices in enforcing local traffic laws	25	5.5 %
Police Department engagement within the community (foot/ bike patrols, coffee with a cop, movie night, neighborhood meetings, etc.)	28	6.2 %
Overall quality of Clayton Fire Department	15	3.3 %
Overall quality of Clayton EMS	4	0.9 %
Effectiveness of fire prevention/safety programs	10	2.2 %
How quickly Fire Department responds	11	2.4 %
How quickly ambulance/EMS responds	9	2.0 %
Overall competency of Clayton Fire Dept., including ambulance service	14	3.1 %
Treatment/fairness of City's municipal court	19	4.2 %
None chosen	133	29.4 %
Total	453	100.0 %

Q5. Which THREE items from the list in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q5. 3rd choice	Number	Percent
Visibility of police in my neighborhood	23	5.1 %
Visibility of police in retail areas	31	6.8 %
City's efforts to prevent crime	29	6.4 %
How quickly police respond to emergencies	15	3.3 %
Overall competency of Clayton Police Department	18	4.0 %
Overall treatment of citizens by Clayton Police Department	18	4.0 %
Responsiveness of Police Dept. in enforcing local traffic laws	15	3.3 %
Fairness of Police Department's practices in enforcing local traffic laws	14	3.1 %
Police Department engagement within the community (foot/ bike patrols, coffee with a cop, movie night, neighborhood meetings, etc.)	26	5.7 %
Overall quality of Clayton Fire Department	13	2.9 %
Overall quality of Clayton EMS	24	5.3 %
Effectiveness of fire prevention/safety programs	11	2.4 %
How quickly Fire Department responds	6	1.3 %
How quickly ambulance/EMS responds	9	2.0 %
Overall competency of Clayton Fire Dept., including ambulance service	13	2.9 %
Treatment/fairness of City's municipal court	26	5.7 %
None chosen	162	35.8 %
Total	453	100.0 %

SUM OF TOP 3 CHOICES

Q5. Which THREE items from the list in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q5. Sum of top 3 choices	Number	Percent
Visibility of police in my neighborhood	125	27.6 %
Visibility of police in retail areas	81	17.9 %
City's efforts to prevent crime	195	43.0 %
How quickly police respond to emergencies	40	8.8 %
Overall competency of Clayton Police Department	67	14.8 %
Overall treatment of citizens by Clayton Police Department	67	14.8 %
Responsiveness of Police Dept. in enforcing local traffic laws	45	9.9 %
Fairness of Police Department's practices in enforcing local traffic laws	56	12.4 %
Police Department engagement within the community (foot/ bike patrols, coffee with a cop, movie night, neighborhood meetings, etc.)	75	16.6 %
Overall quality of Clayton Fire Department	30	6.6 %
Overall quality of Clayton EMS	30	6.6 %
Effectiveness of fire prevention/safety programs	22	4.9 %
How quickly Fire Department responds	21	4.6 %
How quickly ambulance/EMS responds	24	5.3 %
Overall competency of Clayton Fire Dept., including ambulance service	31	6.8 %
Treatment/fairness of City's municipal court	60	13.2 %
None chosen	95	21.0 %
Total	1064	

Q6. How supportive are you of the City utilizing the following technology for public safety?

(N=453)

	Very supportive	Somewhat supportive	Somewhat unsupportive	Very unsupportive	Don't know
Q6-1. Public space cameras in your neighborhood	49.7%	27.6%	7.7%	7.7%	7.3%
Q6-2. License plate reader technology in your neighborhood	44.6%	27.2%	9.9%	9.5%	8.8%

WITHOUT "DON'T KNOW"

Q6. How supportive are you of the City utilizing the following technology for public safety? (without "don't know")

(N=453)

	Very supportive	Somewhat supportive	Somewhat unsupportive	Very unsupportive
Q6-1. Public space cameras in your neighborhood	53.6%	29.8%	8.3%	8.3%
Q6-2. License plate reader technology in your neighborhood	48.9%	29.8%	10.9%	10.4%

Q7. Feeling of Safety in Various Situations: Please rate each of the following.

(N=453)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
Q7-1. Walking alone in your neighborhood during the day	87.4%	10.8%	0.2%	0.2%	1.3%
Q7-2. Walking alone in business areas after dark	39.3%	42.4%	10.6%	2.4%	5.3%
Q7-3. Walking alone in business areas during the day	88.5%	9.3%	0.0%	0.2%	2.0%
Q7-4. Walking alone in your neighborhood after dark	41.9%	42.8%	10.2%	2.0%	3.1%
Q7-5. As a pedestrian crossing streets in downtown Clayton	39.5%	40.8%	12.1%	4.2%	3.3%

WITHOUT "DON'T KNOW"

Q7. Feeling of Safety in Various Situations: Please rate each of the following. (without "don't know")

(N=453)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Q7-1. Walking alone in your neighborhood during the day	88.6%	11.0%	0.2%	0.2%
Q7-2. Walking alone in business areas after dark	41.5%	44.8%	11.2%	2.6%
Q7-3. Walking alone in business areas during the day	90.3%	9.5%	0.0%	0.2%
Q7-4. Walking alone in your neighborhood after dark	43.3%	44.2%	10.5%	2.1%
Q7-5. As a pedestrian crossing streets in downtown Clayton	40.9%	42.2%	12.6%	4.3%

Q8. In the past 12 months, were you or anyone in your household the victim of any crime in Clayton?

Q8. Were you the victim of any crime in Clayton in past 12 months	Number	Percent
Yes	39	8.6 %
No	411	90.7 %
Don't know	3	0.7 %
Total	453	100.0 %

WITHOUT "DON'T KNOW"

Q8. In the past 12 months, were you or anyone in your household the victim of any crime in Clayton? (without "don't know")

Q8. Were you the victim of any crime in Clayton in past 12 months	Number	Percent
Yes	39	8.7 %
No	411	91.3 %
Total	450	100.0 %

Q8a. If "yes," did you report these crimes to the police?

Q8a. Did you report these crimes to police	Number	Percent
Yes	30	76.9 %
No	9	23.1 %
Total	39	100.0 %

Q9. In the past 12 months, have you had ANY contact with the Clayton Police Department?

Q9. Have you had any contact with Clayton Police Department in past 12 months	Number	Percent
Yes	197	43.5 %
No	249	55.0 %
Don't know	7	1.5 %
Total	453	100.0 %

WITHOUT "DON'T KNOW"

Q9. In the past 12 months, have you had ANY contact with the Clayton Police Department? (without "don't know")

Q9. Have you had any contact with Clayton Police Department in past 12 months	Number	Percent
Yes	197	44.2 %
No	249	55.8 %
Total	446	100.0 %

Q9a. If "yes," how would you rate the timeliness and contact?

Q9a. How would you rate timeliness & contact	Number	Percent
Excellent	133	67.5 %
Good	38	19.3 %
Fair	9	4.6 %
Poor	9	4.6 %
Don't know	8	4.1 %
Total	197	100.0 %

WITHOUT "DON'T KNOW"

Q9a. If "yes," how would you rate the timeliness and contact? (without "don't know")

Q9a. How would you rate timeliness & contact	Number	Percent
Excellent	133	70.4 %
Good	38	20.1 %
Fair	9	4.8 %
Poor	9	4.8 %
Total	189	100.0 %

Q9b. If "yes," what was the nature of the contact?

Q9b. What was the nature of contact	Number	Percent
Emergency	24	12.2 %
Non-emergency	169	85.8 %
Not provided	4	2.0 %
Total	197	100.0 %

WITHOUT "NOT PROVIDED"

Q9b. If "yes," what was the nature of the contact? (without "not provided")

Q9b. What was the nature of contact	Number	Percent
Emergency	24	12.4 %
Non-emergency	169	87.6 %
Total	193	100.0 %

Q10. In the past 12 months, have you had ANY contact with the Clayton Fire Department?

Q10. Have you had any contact with Clayton Fire Department in past 12 months	Number	Percent
Yes	74	16.3 %
No	374	82.6 %
Don't know	5	1.1 %
Total	453	100.0 %

WITHOUT "DON'T KNOW"

Q10. In the past 12 months, have you had ANY contact with the Clayton Fire Department? (without "don't know")

Q10. Have you had any contact with Clayton Fire Department in past 12 months	Number	Percent
Yes	74	16.5 %
No	374	83.5 %
Total	448	100.0 %

Q10a. If "yes," how would you rate the timeliness and contact?

Q10a. How would you rate timeliness & contact	Number	Percent
Excellent	56	75.7 %
Good	9	12.2 %
Fair	5	6.8 %
Poor	2	2.7 %
Don't know	2	2.7 %
Total	74	100.0 %

WITHOUT "DON'T KNOW"

Q10a. If "yes," how would you rate the timeliness and contact? (without "don't know")

Q10a. How would you rate timeliness & contact	Number	Percent
Excellent	56	77.8 %
Good	9	12.5 %
Fair	5	6.9 %
Poor	2	2.8 %
Total	72	100.0 %

Q10b. If "yes," what was the nature of the contact?

Q10b. What was the nature of contact	Number	Percent
Emergency	29	39.2 %
Non-emergency	45	60.8 %
Total	74	100.0 %

Q11. In the past 12 months, have you had ANY contact with the ambulance/emergency medical services in Clayton?

Q11. Have you had any contact with ambulance/ emergency medical services in Clayton in past 12 months	Number	Percent
Yes	36	7.9 %
No	408	90.1 %
Don't know	9	2.0 %
Total	453	100.0 %

WITHOUT "DON'T KNOW"

Q11. In the past 12 months, have you had ANY contact with the ambulance/emergency medical services in Clayton? (without "don't know")

Q11. Have you had any contact with ambulance/ emergency medical services in Clayton in past 12 months	Number	Percent
Yes	36	8.1 %
No	408	91.9 %
Total	444	100.0 %

Q11a. If "yes," how would you rate the timeliness and contact?

Q11a. How would you rate timeliness & contact	Number	Percent
Excellent	31	86.1 %
Good	3	8.3 %
Fair	1	2.8 %
Poor	1	2.8 %
Total	36	100.0 %

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

(N=453)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Maintenance of street signs & traffic signals	39.1%	44.8%	8.2%	4.9%	1.1%	2.0%
Q12-2. Maintenance of City buildings	34.2%	38.9%	9.5%	1.5%	0.2%	15.7%
Q12-3. Snow removal on major City streets	50.1%	40.6%	4.4%	2.4%	0.4%	2.0%
Q12-4. Adequacy of City street lighting in business districts	42.8%	43.9%	6.8%	2.2%	0.9%	3.3%
Q12-5. Condition of City sidewalks	25.4%	44.2%	18.5%	7.3%	2.4%	2.2%
Q12-6. Landscaping/appearance of public areas along City streets	39.7%	44.2%	8.8%	4.0%	1.5%	1.8%
Q12-7. Satisfaction with tree trimming/replacement program	30.9%	40.8%	13.9%	6.2%	2.0%	6.2%
Q12-8. Adequacy of residential street lighting	27.6%	45.5%	13.9%	8.6%	1.8%	2.6%

WITHOUT "DON'T KNOW"

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

(N=453)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Maintenance of street signs & traffic signals	39.9%	45.7%	8.3%	5.0%	1.1%
Q12-2. Maintenance of City buildings	40.6%	46.1%	11.3%	1.8%	0.3%
Q12-3. Snow removal on major City streets	51.1%	41.4%	4.5%	2.5%	0.5%
Q12-4. Adequacy of City street lighting in business districts	44.3%	45.4%	7.1%	2.3%	0.9%
Q12-5. Condition of City sidewalks	26.0%	45.1%	19.0%	7.4%	2.5%
Q12-6. Landscaping/appearance of public areas along City streets	40.4%	44.9%	9.0%	4.0%	1.6%
Q12-7. Satisfaction with tree trimming/ replacement program	32.9%	43.5%	14.8%	6.6%	2.1%
Q12-8. Adequacy of residential street lighting	28.3%	46.7%	14.3%	8.8%	1.8%

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

Q13. Top choice	Number	Percent
Maintenance of street signs & traffic signals	57	12.6 %
Maintenance of City buildings	16	3.5 %
Snow removal on major City streets	39	8.6 %
Adequacy of City street lighting in business districts	28	6.2 %
Condition of City sidewalks	84	18.5 %
Landscaping/appearance of public areas along City streets	44	9.7 %
Satisfaction with tree trimming/replacement program	37	8.2 %
Adequacy of residential street lighting	74	16.3 %
None chosen	74	16.3 %
Total	453	100.0 %

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

Q13. 2nd choice	Number	Percent
Maintenance of street signs & traffic signals	38	8.4 %
Maintenance of City buildings	17	3.8 %
Snow removal on major City streets	35	7.7 %
Adequacy of City street lighting in business districts	37	8.2 %
Condition of City sidewalks	76	16.8 %
Landscaping/appearance of public areas along City streets	40	8.8 %
Satisfaction with tree trimming/replacement program	44	9.7 %
Adequacy of residential street lighting	50	11.0 %
None chosen	116	25.6 %
Total	453	100.0 %

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

Q13. 3rd choice	Number	Percent
Maintenance of street signs & traffic signals	34	7.5 %
Maintenance of City buildings	17	3.8 %
Snow removal on major City streets	35	7.7 %
Adequacy of City street lighting in business districts	27	6.0 %
Condition of City sidewalks	43	9.5 %
Landscaping/appearance of public areas along City streets	48	10.6 %
Satisfaction with tree trimming/replacement program	34	7.5 %
Adequacy of residential street lighting	59	13.0 %
None chosen	156	34.4 %
Total	453	100.0 %

SUM OF TOP 3 CHOICES

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

Q13. Sum of top 3 choices	Number	Percent
Maintenance of street signs & traffic signals	129	28.5 %
Maintenance of City buildings	50	11.0 %
Snow removal on major City streets	109	24.1 %
Adequacy of City street lighting in business districts	92	20.3 %
Condition of City sidewalks	203	44.8 %
Landscaping/appearance of public areas along City streets	132	29.1 %
Satisfaction with tree trimming/replacement program	115	25.4 %
Adequacy of residential street lighting	183	40.4 %
None chosen	74	16.3 %
Total	1087	

Q14. Maintenance of City Streets: Please rate your satisfaction with the quality of the following.

(N=453)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Quality of street repair services	18.1%	44.4%	16.3%	11.5%	5.1%	4.6%
Q14-2. Quality of street cleaning services	26.0%	48.3%	15.2%	6.0%	1.1%	3.3%
Q14-3. Quality of snow removal services	40.8%	45.9%	7.5%	3.3%	0.7%	1.8%
Q14-4. Frequency of street cleaning services	23.6%	41.9%	19.6%	7.7%	1.1%	6.0%
Q14-5. Frequency of leaf collection services	25.6%	41.5%	15.7%	7.7%	2.4%	7.1%

WITHOUT "DON'T KNOW"

Q14. Maintenance of City Streets: Please rate your satisfaction with the quality of the following. (without "don't know")

(N=453)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Quality of street repair services	19.0%	46.5%	17.1%	12.0%	5.3%
Q14-2. Quality of street cleaning services	26.9%	50.0%	15.8%	6.2%	1.1%
Q14-3. Quality of snow removal services	41.6%	46.7%	7.6%	3.4%	0.7%
Q14-4. Frequency of street cleaning services	25.1%	44.6%	20.9%	8.2%	1.2%
Q14-5. Frequency of leaf collection services	27.6%	44.7%	16.9%	8.3%	2.6%

Q15. Parks and Recreation: Please rate your satisfaction with the quality of the following.

(N=453)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Maintenance of City parks	45.3%	44.4%	4.9%	0.9%	0.0%	4.6%
Q15-2. How close neighborhood parks are to your home	50.6%	38.6%	6.6%	2.0%	0.2%	2.0%
Q15-3. Number of walking & biking trails in parks	35.5%	39.5%	13.0%	4.2%	0.4%	7.3%
Q15-4. Quality of outdoor athletic fields	26.9%	36.6%	13.5%	2.0%	0.4%	20.5%
Q15-5. Number of outdoor athletic fields	28.7%	33.1%	14.8%	1.1%	0.4%	21.9%
Q15-6. Availability of information about City parks recreation programs	41.9%	40.0%	11.9%	1.1%	0.2%	4.9%
Q15-7. City's youth fitness programs	24.7%	24.3%	15.0%	1.8%	0.4%	33.8%
Q15-8. City's adult fitness programs	28.5%	34.7%	12.8%	1.1%	0.7%	22.3%

WITHOUT "DON'T KNOW"

Q15. Parks and Recreation: Please rate your satisfaction with the quality of the following. (without "don't know")

(N=453)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Maintenance of City parks	47.5%	46.5%	5.1%	0.9%	0.0%
Q15-2. How close neighborhood parks are to your home	51.6%	39.4%	6.8%	2.0%	0.2%
Q15-3. Number of walking & biking trails in parks	38.3%	42.6%	14.0%	4.5%	0.5%
Q15-4. Quality of outdoor athletic fields	33.9%	46.1%	16.9%	2.5%	0.6%
Q15-5. Number of outdoor athletic fields	36.7%	42.4%	18.9%	1.4%	0.6%
Q15-6. Availability of information about City parks recreation programs	44.1%	42.0%	12.5%	1.2%	0.2%
Q15-7. City's youth fitness programs	37.3%	36.7%	22.7%	2.7%	0.7%
Q15-8. City's adult fitness programs	36.6%	44.6%	16.5%	1.4%	0.9%

Q16. Which THREE items from the list in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q16. Top choice	Number	Percent
Maintenance of City parks	152	33.6 %
How close neighborhood parks are to your home	20	4.4 %
Number of walking & biking trails in parks	58	12.8 %
Quality of outdoor athletic fields	29	6.4 %
Number of outdoor athletic fields	6	1.3 %
Availability of information about City parks recreation programs	19	4.2 %
City's youth fitness programs	15	3.3 %
City's adult fitness programs	21	4.6 %
None chosen	133	29.4 %
Total	453	100.0 %

Q16. Which THREE items from the list in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q16. 2nd choice	Number	Percent
Maintenance of City parks	48	10.6 %
How close neighborhood parks are to your home	24	5.3 %
Number of walking & biking trails in parks	67	14.8 %
Quality of outdoor athletic fields	36	7.9 %
Number of outdoor athletic fields	11	2.4 %
Availability of information about City parks recreation programs	31	6.8 %
City's youth fitness programs	36	7.9 %
City's adult fitness programs	27	6.0 %
None chosen	173	38.2 %
Total	453	100.0 %

Q16. Which THREE items from the list in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q16. 3rd choice	Number	Percent
Maintenance of City parks	30	6.6 %
How close neighborhood parks are to your home	11	2.4 %
Number of walking & biking trails in parks	39	8.6 %
Quality of outdoor athletic fields	27	6.0 %
Number of outdoor athletic fields	10	2.2 %
Availability of information about City parks recreation programs	40	8.8 %
City's youth fitness programs	36	7.9 %
City's adult fitness programs	51	11.3 %
None chosen	209	46.1 %
Total	453	100.0 %

SUM OF TOP 3 CHOICES

Q16. Which THREE items from the list in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q16. Sum of top 3 choices	Number	Percent
Maintenance of City parks	230	50.8 %
How close neighborhood parks are to your home	55	12.1 %
Number of walking & biking trails in parks	164	36.2 %
Quality of outdoor athletic fields	92	20.3 %
Number of outdoor athletic fields	27	6.0 %
Availability of information about City parks recreation programs	90	19.9 %
City's youth fitness programs	87	19.2 %
City's adult fitness programs	99	21.9 %
None chosen	133	29.4 %
Total	977	

Q17. In the past 12 months, has anyone in your household used any of Clayton's parks, recreation facilities, or recreation programs?

Q17. Has anyone in your household used any Clayton's parks, recreation facilities, or recreation programs in past 12 months	Number	Percent
Yes	370	81.7 %
No	59	13.0 %
Don't know	24	5.3 %
Total	453	100.0 %

WITHOUT "DON'T KNOW"

Q17. In the past 12 months, has anyone in your household used any of Clayton's parks, recreation facilities, or recreation programs? (without "don't know")

Q17. Has anyone in your household used any Clayton's parks, recreation facilities, or recreation programs in past 12 months	Number	Percent
Yes	370	86.2 %
No	59	13.8 %
Total	429	100.0 %

Q18. Please rate the importance of each of the following Parks and Recreation initiatives.

(N=453)

	Very important	Important	Neutral	Not important	Don't know
Q18-1. Your feeling of safety in City parks	75.5%	17.7%	2.6%	0.7%	3.5%
Q18-2. Green space (park) expansion	52.8%	26.5%	12.8%	3.8%	4.2%
Q18-3. Hanley House preservation	15.2%	26.3%	30.2%	11.5%	16.8%
Q18-4. Neighborhood park improvements	39.7%	41.7%	12.8%	0.9%	4.9%
Q18-5. Playground improvements	34.0%	37.7%	17.2%	4.0%	7.1%
Q18-6. Park maintenance	64.9%	27.6%	3.5%	0.4%	3.5%

WITHOUT "DON'T KNOW"

Q18. Please rate the importance of each of the following Parks and Recreation initiatives. (without "don't know")

(N=453)

	Very important	Important	Neutral	Not important
Q18-1. Your feeling of safety in City parks	78.3%	18.3%	2.7%	0.7%
Q18-2. Green space (park) expansion	55.1%	27.6%	13.4%	3.9%
Q18-3. Hanley House preservation	18.3%	31.6%	36.3%	13.8%
Q18-4. Neighborhood park improvements	41.8%	43.9%	13.5%	0.9%
Q18-5. Playground improvements	36.6%	40.6%	18.5%	4.3%
Q18-6. Park maintenance	67.3%	28.6%	3.7%	0.5%

Q19. Which THREE initiatives from the list in Question 18 are of the HIGHEST PRIORITY for you and your family?

Q19. Top choice	Number	Percent
Your feeling of safety in City parks	185	40.8 %
Green space (park) expansion	71	15.7 %
Hanley House preservation	13	2.9 %
Neighborhood park improvements	27	6.0 %
Playground improvements	12	2.6 %
Park maintenance	64	14.1 %
None chosen	81	17.9 %
Total	453	100.0 %

Q19. Which THREE initiatives from the list in Question 18 are of the HIGHEST PRIORITY for you and your family?

Q19. 2nd choice	Number	Percent
Your feeling of safety in City parks	46	10.2 %
Green space (park) expansion	78	17.2 %
Hanley House preservation	12	2.6 %
Neighborhood park improvements	81	17.9 %
Playground improvements	32	7.1 %
Park maintenance	97	21.4 %
None chosen	107	23.6 %
Total	453	100.0 %

Q19. Which THREE initiatives from the list in Question 18 are of the HIGHEST PRIORITY for you and your family?

Q19. 3rd choice	Number	Percent
Your feeling of safety in City parks	29	6.4 %
Green space (park) expansion	37	8.2 %
Hanley House preservation	20	4.4 %
Neighborhood park improvements	80	17.7 %
Playground improvements	57	12.6 %
Park maintenance	99	21.9 %
None chosen	131	28.9 %
Total	453	100.0 %

SUM OF TOP 3 CHOICES

Q19. Which THREE initiatives from the list in Question 18 are of the HIGHEST PRIORITY for you and your family? (top 3)

Q19. Sum of top 3 choices	Number	Percent
Your feeling of safety in City parks	260	57.4 %
Green space (park) expansion	186	41.1 %
Hanley House preservation	45	9.9 %
Neighborhood park improvements	188	41.5 %
Playground improvements	101	22.3 %
Park maintenance	260	57.4 %
None chosen	81	17.9 %
Total	1121	

Q20. City Communication: For each of the items below, please rate how often you use each one.

(N=453)

	Often	4	3	2	Never	Not provided
Q20-1. City website, www.claytonmo.gov	11.3%	13.2%	30.0%	27.4%	16.3%	1.8%
Q20-2. CityViews newsletter	28.9%	23.4%	21.9%	12.1%	12.6%	1.1%
Q20-3. Parks & Recreation guide	20.5%	24.5%	23.4%	19.2%	10.4%	2.0%
Q20-4. E-communications (Clayton Connection, Centerline, etc.)	16.1%	18.1%	16.1%	9.9%	36.9%	2.9%
Q20-5. Facebook (City of Clayton, MO)	4.0%	2.9%	5.7%	11.3%	73.7%	2.4%
Q20-6. Twitter (@CityofClayton)	1.8%	1.1%	4.6%	6.2%	83.0%	3.3%
Q20-7. NextDoor	22.7%	13.0%	11.3%	7.5%	43.5%	2.0%
Q20-8. MyClayton app	1.3%	4.6%	10.8%	9.1%	70.0%	4.2%

WITHOUT "NOT PROVIDED"

Q20. City Communication: For each of the items below, please rate how often you use each one. (without "not provided")

(N=453)

	Often	4	3	2	Never
Q20-1. City website, www.claytonmo.gov	11.5%	13.5%	30.6%	27.9%	16.6%
Q20-2. CityViews newsletter	29.2%	23.7%	22.1%	12.3%	12.7%
Q20-3. Parks & Recreation guide	20.9%	25.0%	23.9%	19.6%	10.6%
Q20-4. E-communications (Clayton Connection, Centerline, etc.)	16.6%	18.6%	16.6%	10.2%	38.0%
Q20-5. Facebook (City of Clayton, MO)	4.1%	2.9%	5.9%	11.5%	75.6%
Q20-6. Twitter (@ CityofClayton)	1.8%	1.1%	4.8%	6.4%	85.8%
Q20-7. NextDoor	23.2%	13.3%	11.5%	7.7%	44.4%
Q20-8. MyClayton app	1.4%	4.8%	11.3%	9.4%	73.0%

Q20. City Communication: For each of the items below, please rate how effective you feel it is in keeping you informed about City services, programs, and projects.

(N=453)

	Effective	4	3	2	Ineffective	Not provided
Q20-1. City website, www.claytonmo.gov	22.1%	25.4%	20.1%	5.1%	4.4%	23.0%
Q20-2. CityViews newsletter	32.0%	23.4%	18.3%	3.3%	3.1%	19.9%
Q20-3. Parks & Recreation guide	33.3%	24.7%	17.4%	3.8%	1.3%	19.4%
Q20-4. E-communications (Clayton Connection, Centerline, etc.)	20.5%	17.9%	13.2%	4.2%	7.9%	36.2%
Q20-5. Facebook (City of Clayton, MO)	5.7%	5.3%	11.5%	5.7%	18.3%	53.4%
Q20-6. Twitter (@CityofClayton)	3.3%	3.8%	11.3%	6.2%	18.5%	57.0%
Q20-7. NextDoor	18.5%	11.9%	13.7%	7.3%	9.7%	38.9%
Q20-8. MyClayton app	5.1%	5.5%	11.9%	6.8%	16.8%	53.9%

WITHOUT "NOT PROVIDED"

Q20. City Communication: For each of the items below, please rate how effective you feel it is in keeping you informed about City services, programs, and projects. (without "not provided")

(N=453)

	Effective	4	3	2	Ineffective
Q20-1. City website, www.claytonmo.gov	28.7%	33.0%	26.1%	6.6%	5.7%
Q20-2. CityViews newsletter	39.9%	29.2%	22.9%	4.1%	3.9%
Q20-3. Parks & Recreation guide	41.4%	30.7%	21.6%	4.7%	1.6%
Q20-4. E-communications (Clayton Connection, Centerline, etc.)	32.2%	28.0%	20.8%	6.6%	12.5%
Q20-5. Facebook (City of Clayton, MO)	12.3%	11.4%	24.6%	12.3%	39.3%
Q20-6. Twitter (@ CityofClayton)	7.7%	8.7%	26.2%	14.4%	43.1%
Q20-7. NextDoor	30.3%	19.5%	22.4%	11.9%	15.9%
Q20-8. MyClayton app	11.0%	12.0%	25.8%	14.8%	36.4%

Q21. Which TWO of the City communication methods listed in Question 20 do you MOST PREFER to use to get information about the City?

Q21. Top choice	Number	Percent
City website, www.claytonmo.gov	110	24.3 %
CityViews newsletter	110	24.3 %
Parks & Recreation guide	35	7.7 %
E-communications (Clayton Connection, Centerline, etc.)	61	13.5 %
Facebook (City of Clayton, MO)	19	4.2 %
Twitter (@CityofClayton)	4	0.9 %
NextDoor	37	8.2 %
MyClayton app	6	1.3 %
None chosen	71	15.7 %
Total	453	100.0 %

Q21. Which TWO of the City communication methods listed in Question 20 do you MOST PREFER to use to get information about the City?

Q21. 2nd choice	Number	Percent
City website, www.claytonmo.gov	70	15.5 %
CityViews newsletter	80	17.7 %
Parks & Recreation guide	65	14.3 %
E-communications (Clayton Connection, Centerline, etc.)	53	11.7 %
Facebook (City of Clayton, MO)	12	2.6 %
Twitter (@CityofClayton)	3	0.7 %
NextDoor	49	10.8 %
MyClayton app	13	2.9 %
None chosen	108	23.8 %
Total	453	100.0 %

WITHOUT "DON'T KNOW"

Q21. Which TWO of the City communication methods listed in Question 20 do you MOST PREFER to use to get information about the City? (top 2)

Q21. Sum of top 2 choices	Number	Percent
City website, www.claytonmo.gov	180	39.7 %
CityViews newsletter	190	41.9 %
Parks & Recreation guide	100	22.1 %
E-communications (Clayton Connection, Centerline, etc.)	114	25.2 %
Facebook (City of Clayton, MO)	31	6.8 %
Twitter (@CityofClayton)	7	1.5 %
NextDoor	86	19.0 %
MyClayton app	19	4.2 %
None chosen	71	15.7 %
Total	798	

Q22. Are you aware of the City's mobile PassportParking App to pay for parking in Clayton?

Q22. Are you aware of City's mobile PassportParking app to pay for parking	Number	Percent
Yes	367	81.0 %
No	70	15.5 %
Don't know	16	3.5 %
Total	453	100.0 %

WITHOUT "DON'T KNOW"

Q22. Are you aware of the City's mobile PassportParking App to pay for parking in Clayton? (without "don't know")

Q22. Are you aware of City's mobile PassportParking app to pay for parking	Number	Percent
Yes	367	84.0 %
No	70	16.0 %
Total	437	100.0 %

Q22a. If "yes," have you used the PassportParking app?

Q22a. Have you used PassportParking app	Number	Percent
Yes	203	55.3 %
No	161	43.9 %
Don't know	3	0.8 %
Total	367	100.0 %

WITHOUT "DON'T KNOW"

Q22a. If "yes," have you used the PassportParking app? (without "don't know")

Q22a. Have you used PassportParking app	Number	Percent
Yes	203	55.8 %
No	161	44.2 %
Total	364	100.0 %

Q23. City Communication: Please rate your satisfaction with each of the following.

(N=453)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23-1. Availability of information about City programs services	27.4%	45.0%	17.2%	3.3%	0.2%	6.8%
Q23-2. City's efforts to keep you informed about local issues	26.9%	42.4%	19.0%	4.4%	2.0%	5.3%
Q23-3. How open City is to public involvement & input from residents	19.2%	30.0%	23.2%	7.7%	5.5%	14.3%
Q23-4. Quality of City's website	13.9%	35.5%	23.0%	4.9%	0.9%	21.9%
Q23-5. How well City communicates notices of public meetings	15.9%	29.6%	28.7%	8.6%	3.3%	13.9%
Q23-6. How well City's communications meet your needs	17.2%	38.2%	26.3%	6.2%	3.1%	9.1%

WITHOUT "DON'T KNOW"

Q23. City Communication: Please rate your satisfaction with each of the following. (without "don't know")

(N=453)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Availability of information about City programs services	29.4%	48.3%	18.5%	3.6%	0.2%
Q23-2. City's efforts to keep you informed about local issues	28.4%	44.8%	20.0%	4.7%	2.1%
Q23-3. How open City is to public involvement & input from residents	22.4%	35.1%	27.1%	9.0%	6.4%
Q23-4. Quality of City's website	17.8%	45.5%	29.4%	6.2%	1.1%
Q23-5. How well City communicates notices of public meetings	18.5%	34.4%	33.3%	10.0%	3.8%
Q23-6. How well City's communications meet your needs	18.9%	42.0%	28.9%	6.8%	3.4%

Q24. How satisfied are you with culture, dining, and shopping in Clayton?

Q24. How satisfied are you with culture, dining, & shopping in Clayton	Number	Percent
Very satisfied	164	36.2 %
Satisfied	197	43.5 %
Neutral	48	10.6 %
Dissatisfied	22	4.9 %
Very dissatisfied	5	1.1 %
Don't know	17	3.8 %
Total	453	100.0 %

WITHOUT "DON'T KNOW"

Q24. How satisfied are you with culture, dining, and shopping in Clayton? (without "don't know")

Q24. How satisfied are you with culture, dining, & shopping in Clayton	Number	Percent
Very satisfied	164	37.6 %
Satisfied	197	45.2 %
Neutral	48	11.0 %
Dissatisfied	22	5.0 %
Very dissatisfied	5	1.1 %
Total	436	100.0 %

Q25. Waste Collection Service: Please rate your satisfaction with each of the following.

(N=453)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25-1. Quality of residential trash collection services	50.6%	33.6%	4.2%	3.5%	0.9%	7.3%
Q25-2. Quality of recycling collection services	47.0%	31.8%	6.6%	5.3%	1.5%	7.7%
Q25-3. Quality of yard waste collection services	39.5%	30.2%	9.9%	3.8%	0.9%	15.7%

WITHOUT "DON'T KNOW"

Q25. Waste Collection Service: Please rate your satisfaction with each of the following. (without "don't know")

(N=453)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25-1. Quality of residential trash collection services	54.5%	36.2%	4.5%	3.8%	1.0%
Q25-2. Quality of recycling collection services	51.0%	34.4%	7.2%	5.7%	1.7%
Q25-3. Quality of yard waste collection services	46.9%	35.9%	11.8%	4.5%	1.0%

Q26. Enforcement of Property Maintenance Codes: Please rate your satisfaction with each of the following.

(N=453)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q26-1. Enforcing cleanup of litter & debris on private property	17.9%	28.0%	14.8%	5.7%	2.0%	31.6%
Q26-2. Enforcing mowing & trimming of lawns on private property	17.2%	28.3%	15.9%	4.2%	2.2%	32.2%
Q26-3. Enforcing maintenance of residential property (exterior of homes)	16.1%	30.2%	15.0%	5.5%	2.6%	30.5%
Q26-4. Enforcing maintenance of business property	15.0%	29.6%	16.8%	4.0%	1.3%	33.3%
Q26-5. Enforcing codes designed to protect public safety	15.9%	30.9%	15.0%	1.8%	1.3%	35.1%

WITHOUT "DON'T KNOW"

Q26. Enforcement of Property Maintenance Codes: Please rate your satisfaction with each of the following. (without "don't know")

(N=453)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q26-1. Enforcing cleanup of litter & debris on private property	26.1%	41.0%	21.6%	8.4%	2.9%
Q26-2. Enforcing mowing & trimming of lawns on private property	25.4%	41.7%	23.5%	6.2%	3.3%
Q26-3. Enforcing maintenance of residential property (exterior of homes)	23.2%	43.5%	21.6%	7.9%	3.8%
Q26-4. Enforcing maintenance of business property	22.5%	44.4%	25.2%	6.0%	2.0%
Q26-5. Enforcing codes designed to protect public safety	24.5%	47.6%	23.1%	2.7%	2.0%

Q27. In the past 12 months, have you contacted the City's Planning and Development Services Department to report a Code Enforcement violation?

Q27. Have you contacted City's Planning & Development Services Department to report a code enforcement violation in past 12 months	Number	Percent
Yes	29	6.4 %
No	405	89.4 %
Not provided	19	4.2 %
Total	453	100.0 %

WITHOUT "NOT PROVIDED"

Q27. In the past 12 months, have you contacted the City's Planning and Development Services Department to report a Code Enforcement violation? (without "not provided")

Q27. Have you contacted City's Planning & Development Services Department to report a code enforcement violation in past 12 months	Number	Percent
Yes	29	6.7 %
No	405	93.3 %
Total	434	100.0 %

Q27a. Which of the categories from Question 26 did you report?

Q27a. What categories of code enforcement violation did you report	Number	Percent
Enforcing cleanup of litter & debris on private property	11	37.9 %
Enforcing mowing & trimming of lawns on private property	7	24.1 %
Enforcing maintenance of residential property (exterior of homes)	9	31.0 %
Enforcing maintenance of business property	4	13.8 %
Enforcing codes designed to protect public safety	7	24.1 %
Total	38	

Q28. Have you applied for any planning and development permits?

Q28. Have you applied for any planning & development permits	Number	Percent
Yes	85	18.8 %
No	345	76.2 %
Don't know	23	5.1 %
Total	453	100.0 %

WITHOUT "DON'T KNOW"

Q28. Have you applied for any planning and development permits? (without "don't know")

Q28. Have you applied for any planning & development permits	Number	Percent
Yes	85	19.8 %
No	345	80.2 %
Total	430	100.0 %

Q29. Planning and Development Process: If you have applied, please rate each of the following.

(N=85)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q29-1. Standards & quality of development	23.5%	50.6%	10.6%	7.1%	3.5%	4.7%
Q29-2. Overall planning & development process	18.8%	34.1%	12.9%	23.5%	8.2%	2.4%
Q29-3. Rigor of technical review & reporting by staff of development applications	17.6%	40.0%	17.6%	3.5%	12.9%	8.2%
Q29-4. Plan Commission & Architectural Review Board decision process	16.5%	29.4%	14.1%	15.3%	11.8%	12.9%
Q29-5. Board of Aldermen decision process	12.9%	24.7%	17.6%	10.6%	5.9%	28.2%
Q29-6. Access to information about current & proposed projects	15.3%	35.3%	27.1%	8.2%	5.9%	8.2%
Q29-7. Ability to participate in development process as a citizen	18.8%	28.2%	22.4%	9.4%	4.7%	16.5%

WITHOUT "DON'T KNOW"

Q29. Planning and Development Process: If you have applied, please rate each of the following. (without "don't know")

(N=85)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q29-1. Standards & quality of development	24.7%	53.1%	11.1%	7.4%	3.7%
Q29-2. Overall planning & development process	19.3%	34.9%	13.3%	24.1%	8.4%
Q29-3. Rigor of technical review & reporting by staff of development applications	19.2%	43.6%	19.2%	3.8%	14.1%
Q29-4. Plan Commission & Architectural Review Board decision process	18.9%	33.8%	16.2%	17.6%	13.5%
Q29-5. Board of Aldermen decision process	18.0%	34.4%	24.6%	14.8%	8.2%
Q29-6. Access to information about current & proposed projects	16.7%	38.5%	29.5%	9.0%	6.4%
Q29-7. Ability to participate in development process as a citizen	22.5%	33.8%	26.8%	11.3%	5.6%

Q30. Please explain why you answered "dissatisfied" or "very dissatisfied" for any items in Question 29.

- A BUREAUCRATIC HASSLE, DIFFICULT FOR AN ORDINARY CITIZEN TO NAVIGATE
- better communication on developments would be nice.
- Bureaucrats do what they want, not what citizens want.
- Citizens are not listened to about the fact we DO NOT want small businesses torn down for high rises. We want walkable shopping. Hate what you are doing
- Clayton code requirements are excessive compared to other cities. Expensive drawings for simple remodel projects, plus too rigid inspections. Clayton seems to add unrealistic items to the city building code increasing project cost. Review and approval process too slow. Please understand we strongly support logical building codes for safety and quality construction...but the building department is known as unfriendly
- Coutene issue was poorly handled.
- Displeased with the planning and boards decision on the plaza development. City's own master plan ignored.
- E Peru be and credentials of the ARB are lacking . The mandatory use of Clayton landscaping plan designer is forced and suspect at best.
- Feel free to call me 277-7952
- I feel that the ARB and sometimes Planning Committee inject too much "to each his own" opinion. Overall, we are too highly regulated on matters of taste and materials.
- I have disagreed with decisions of these Boards.
- I think that areas which should be developed are left without due to squabbling among the parties and the planning commission and the Board. Figure out what is best for the citizens and get on with it
- I think the BOA picks pet projects and gives favoritism, particularly to Centene. The Maryland School decision making process - classifying Centene as a "school" -- was an embarrassment that is likely to have long term negative consequences and will set a bad precedent for future projects. It was a results oriented outcome by certain members of the BOA and the mayor that had no legal foundation.
- Lack of transparency. Expected to spend significant sums before getting straightforward answers.
- LANDSCAPE APPROVAL FOR RESIDENTIAL IS AWFU L, CENTER GRAGE IS UGLY AND OUT OF PLACE
- Length of time too long, eye sore signs in yard, quality communication
- MY CONTRACTOR HAD TO GO THROUGH CONSTANT HOOPS AND CONSTANT RE INSPECTION FOR SEVERAL WINDOWS. THIS COST ME ADDITIONAL MONEY FOR RE-INSPECTIONS.
- No help. lack ability to solve problems
- Not sure we are getting good deal for our city for downtown development.
- Our application took a long time to be reviewed, even if it did not require an architectural review.
- OVERALL STAISFIED BUT GETTING INSPECTIONS WAS DIFFICULTE REALLY ADDED TIME TO OUR PROJECT
- Process is slow and too bureaucratic

Q30. Please explain why you answered "dissatisfied" or "very dissatisfied" for any items in Question 29 (cont.)

- Process unclear. Feedback very slow.
- takes a long time. inconsistent. loopholes
- THE BARTON IS AN EMBARASSMENT WHERE WAS ARB?
- The city of Clayton unfortunately displays many of the ills of government bureaucracies. Slow and not accountable and more interested in the enforcement of arcane and often outdated rules than common sense and citizens well-being.
- The process is unforgiving & not-picky of inconsequential things, often overlooking the bigger picture.
- There is often lack of clarity between office team and knowledge of inspectors on site
- Too long to have building project plan for bathroom/sunroom renovations approved!!! Way too long!!!
- Too much large development in downtown - losing the character of the community. Bike lanes no Maryland are a huge mistake. Conceptually yes, but "No Mas!" It has gone too far now!
- took too long arbitrary standards
- WE MADE SIGNIFICANT IMPROVEMENTS ON A HOME RENOVATION PROJECT AND FELT THE CITY INTERFERED IN A NUMBER OF WAYS AND COST US CONSIDERABLE ADDITIONAL EXPENSE.

Q31. For which of the following areas, do you support the City's use of financial incentives to attract and expand?

Q31. For what areas do you support City's use of financial incentives to attract & expand	Number	Percent
Offices/Corporations	154	34.0 %
Retail	255	56.3 %
Downtown High Density/Market Rate Residential	121	26.7 %
Total	530	

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

Q32. Have you contacted City with a question, problem, or complaint during past year	Number	Percent
Yes	142	31.3 %
No	296	65.3 %
Not provided	15	3.3 %
Total	453	100.0 %

WITHOUT "NOT PROVIDED"

Q32. Customer Service: Have you contacted the City with a question, problem, or complaint during the past year? (without "not provided")

Q32. Have you contacted City with a question, problem, or complaint during past year	Number	Percent
Yes	142	32.4 %
No	296	67.6 %
Total	438	100.0 %

Q32a. Which City department did you contact most recently?

Q32a. Which City department did you contact most recently	Number	Percent
Public Works	38	28.1 %
Police	8	5.9 %
Waste Collection	6	4.4 %
City Manager	6	4.4 %
Parking	6	4.4 %
Parks	3	2.2 %
Trash/recycling	2	1.5 %
Tree trimming	2	1.5 %
Waste Management	2	1.5 %
RESIDENTIAL PARKING PERMITS	2	1.5 %
Trash	2	1.5 %
Mayor's Office	2	1.5 %
Code Enforcement	2	1.5 %
Traffic	2	1.5 %
Planning	2	1.5 %
Streets	2	1.5 %
Residential taxation	1	0.7 %
Recreation	1	0.7 %
Street Dept	1	0.7 %
Planning Commission, Board of Alderman	1	0.7 %
Permits for residential construction	1	0.7 %
Fire Department regarding illegal parking in business district alley	1	0.7 %
Residential lighting	1	0.7 %
Parking sticker	1	0.7 %
Manager, Public Works	1	0.7 %
Non-emergency police	1	0.7 %
Development director	1	0.7 %
Housing department	1	0.7 %
Residential upkeep	1	0.7 %
Public services	1	0.7 %
EXTERIOR HOME PROBLEM WITH NEIGHBOR	1	0.7 %
CITY CLERK/PUBLIC WORKS	1	0.7 %
JOHN EGEL OFFICE	1	0.7 %
Planning, the Mayor's Office, and streets department	1	0.7 %
Street parking	1	0.7 %
App	1	0.7 %
Property tax	1	0.7 %
Staff in P&Z	1	0.7 %
Building	1	0.7 %
Building Inspector	1	0.7 %
Police & Trash	1	0.7 %
Planning, Public Works	1	0.7 %
Building permits	1	0.7 %
City Hall front desk	1	0.7 %
Parking enforcement for residential areas	1	0.7 %
Revenues	1	0.7 %
City Hall	1	0.7 %
Multiple departments	1	0.7 %
Bike lanes	1	0.7 %
OFFICE OF DEEDS	1	0.7 %

Q32a. Which City department did you contact most recently?

Q32a. Which City department did you contact most recently	Number	Percent
Planning and zoning	1	0.7 %
LEAF COLLECTION	1	0.7 %
CITY PLANNING	1	0.7 %
Zoning	1	0.7 %
PARKS & REC	1	0.7 %
PLANNING AND DEVELOPMENT	1	0.7 %
FIRE REGARDING SINGLE CURB PARKING	1	0.7 %
PERMITS AND BUSINESS LICENSE	1	0.7 %
FIRE DEPT	1	0.7 %
Parks & Rec, Planning	1	0.7 %
ECDC Communications	1	0.7 %
Center at Clayton	1	0.7 %
CITY PLANNING/ENGINEERING	1	0.7 %
Inspection	1	0.7 %
Total	135	100.0 %

Q32b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Please rate each of the following based on your most recent experience.

(N=142)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q32b-1. How easy the department was to contact	42.3%	31.7%	6.3%	14.1%	3.5%	2.1%
Q32b-2. How courteously you were treated	42.3%	27.5%	13.4%	7.7%	3.5%	5.6%
Q32b-3. Technical competence & knowledge of City employees who assisted you	40.1%	27.5%	13.4%	5.6%	5.6%	7.7%
Q32b-4. Overall responsiveness of City employees to your request or concern	39.4%	21.1%	12.0%	12.7%	10.6%	4.2%

WITHOUT "DON'T KNOW"

Q32b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Please rate each of the following based on your most recent experience. (without "don't know")

(N=142)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q32b-1. How easy the department was to contact	43.2%	32.4%	6.5%	14.4%	3.6%
Q32b-2. How courteously you were treated	44.8%	29.1%	14.2%	8.2%	3.7%
Q32b-3. Technical competence & knowledge of City employees who assisted you	43.5%	29.8%	14.5%	6.1%	6.1%
Q32b-4. Overall responsiveness of City employees to your request or concern	41.2%	22.1%	12.5%	13.2%	11.0%

Q33. Transportation: Please rate your satisfaction with the quality of the following.

(N=453)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q33-1. Ease of north/south travel	11.5%	32.7%	19.0%	24.3%	4.9%	7.7%
Q33-2. Ease of east/west travel	12.4%	44.4%	19.6%	12.6%	3.8%	7.3%
Q33-3. Ease of travel from home to schools	17.0%	29.6%	13.2%	3.5%	2.0%	34.7%
Q33-4. Ease of travel from your home to work	20.8%	39.3%	12.4%	4.4%	1.5%	21.6%
Q33-5. Availability of public transportation	11.0%	23.2%	21.9%	8.6%	4.4%	30.9%
Q33-6. Availability of bicycle lanes	12.8%	26.5%	23.2%	13.2%	6.0%	18.3%
Q33-7. Availability of pedestrian walkways	21.9%	40.4%	18.5%	7.5%	2.9%	8.8%
Q33-8. Availability of parking in residential areas	17.9%	37.1%	20.1%	9.7%	6.4%	8.8%
Q33-9. Availability of parking in business district	10.2%	32.2%	19.9%	19.2%	10.6%	7.9%
Q33-10. Availability of parking Downtown	10.4%	28.7%	19.4%	22.1%	11.0%	8.4%
Q33-11. Width of sidewalks in business districts	20.5%	48.8%	17.2%	4.2%	1.8%	7.5%

WITHOUT "DON'T KNOW"

Q33. Transportation: Please rate your satisfaction with the quality of the following. (without "don't know")

(N=453)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q33-1. Ease of north/south travel	12.4%	35.4%	20.6%	26.3%	5.3%
Q33-2. Ease of east/west travel	13.3%	47.9%	21.2%	13.6%	4.0%
Q33-3. Ease of travel from home to schools	26.0%	45.3%	20.3%	5.4%	3.0%
Q33-4. Ease of travel from your home to work	26.5%	50.1%	15.8%	5.6%	2.0%
Q33-5. Availability of public transportation	16.0%	33.5%	31.6%	12.5%	6.4%
Q33-6. Availability of bicycle lanes	15.7%	32.4%	28.4%	16.2%	7.3%
Q33-7. Availability of pedestrian walkways	24.0%	44.3%	20.3%	8.2%	3.1%
Q33-8. Availability of parking in residential areas	19.6%	40.7%	22.0%	10.7%	7.0%
Q33-9. Availability of parking in business district	11.0%	35.0%	21.6%	20.9%	11.5%
Q33-10. Availability of parking Downtown	11.3%	31.3%	21.2%	24.1%	12.0%
Q33-11. Width of sidewalks in business districts	22.2%	52.7%	18.6%	4.5%	1.9%

Q34. How supportive are you of the following?

(N=453)

	Very supportive	Somewhat supportive	Somewhat unsupportive	Very unsupportive	Don't know
Q34-1. Developing additional bike lanes on roadways if it required a reduction in vehicular travel lanes	18.8%	20.8%	20.5%	33.1%	6.8%
Q34-2. Developing additional bike lanes on roadways if it required eliminating street parking	14.6%	15.7%	20.3%	42.2%	7.3%

WITHOUT "DON'T KNOW"

Q34. How supportive are you of the following? (without "don't know")

(N=453)

	Very supportive	Somewhat supportive	Somewhat unsupportive	Very unsupportive
Q34-1. Developing additional bike lanes on roadways if it required a reduction in vehicular travel lanes	20.1%	22.3%	22.0%	35.5%
Q34-2. Developing additional bike lanes on roadways if it required eliminating street parking	15.7%	16.9%	21.9%	45.5%

Q35. The City Provides City Services Equitably: Please rate your level of agreement with how fairly and impartially each City department treats all members of the public.

(N=453)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q35-1. Planning & Zoning	5.3%	7.3%	7.5%	2.4%	5.5%	72.0%
Q35-2. Building Permits	5.7%	10.4%	6.2%	2.2%	4.0%	71.5%
Q35-3. Code Enforcement	5.1%	9.5%	6.6%	2.6%	3.1%	73.1%
Q35-4. Police	21.6%	16.3%	6.8%	2.9%	1.1%	51.2%
Q35-5. Fire & Emergency Medical Services (EMS)	20.1%	12.8%	3.5%	0.4%	0.2%	62.9%
Q35-6. Parks & Recreation	22.7%	17.2%	4.9%	0.7%	0.0%	54.5%
Q35-7. Municipal Court	5.5%	6.0%	7.1%	0.9%	0.4%	80.1%
Q35-8. Public Works & Streets Maintenance	14.3%	15.5%	7.3%	1.8%	1.8%	59.4%
Q35-9. Trash, Recycling, & Yard Waste Collection	22.3%	21.0%	6.2%	1.5%	0.7%	48.3%

WITHOUT "DON'T KNOW"

Q35. The City Provides City Services Equitably: Please rate your level of agreement with how fairly and impartially each City department treats all members of the public. (without "don't know")

(N=453)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q35-1. Planning & Zoning	18.9%	26.0%	26.8%	8.7%	19.7%
Q35-2. Building Permits	20.2%	36.4%	21.7%	7.8%	14.0%
Q35-3. Code Enforcement	18.9%	35.2%	24.6%	9.8%	11.5%
Q35-4. Police	44.3%	33.5%	14.0%	5.9%	2.3%
Q35-5. Fire & Emergency Medical Services (EMS)	54.2%	34.5%	9.5%	1.2%	0.6%
Q35-6. Parks & Recreation	50.0%	37.9%	10.7%	1.5%	0.0%
Q35-7. Municipal Court	27.8%	30.0%	35.6%	4.4%	2.2%
Q35-8. Public Works & Streets Maintenance	35.3%	38.0%	17.9%	4.3%	4.3%
Q35-9. Trash, Recycling, & Yard Waste Collection	43.2%	40.6%	12.0%	3.0%	1.3%

Q36. A recent initiative known as "Better Together" seeks to merge the City of St. Louis and St. Louis County, dissolve Clayton and all other existing municipalities, and form a new regional metropolitan government by means of a constitution amendment. This would be decided on a state-wide vote. Based on your current knowledge, how supportive are you of the "Better Together" proposal?

Q36. How supportive are you of "Better Together" proposal	Number	Percent
Very supportive	63	13.9 %
Somewhat supportive	88	19.4 %
Neutral	30	6.6 %
Somewhat not supportive	57	12.6 %
Not at all supportive	166	36.6 %
Don't know	49	10.8 %
Total	453	100.0 %

WITHOUT "DON'T KNOW"

Q36. A recent initiative known as "Better Together" seeks to merge the City of St. Louis and St. Louis County, dissolve Clayton and all other existing municipalities, and form a new regional metropolitan government by means of a constitution amendment. This would be decided on a state-wide vote. Based on your current knowledge, how supportive are you of the "Better Together" proposal? (without "don't know")

Q36. How supportive are you of "Better Together" proposal	Number	Percent
Very supportive	63	15.6 %
Somewhat supportive	88	21.8 %
Neutral	30	7.4 %
Somewhat not supportive	57	14.1 %
Not at all supportive	166	41.1 %
Total	404	100.0 %

Q36a. Please explain why you gave a "very supportive" or "somewhat supportive" response.

- ABSOLUTEL Y NECESSARY TO GENERATE ECONOMIC GROWTH FOR REGION TOO MUCH COMPETITION BETWEEN CITY AND COUNTY
- ALL THE VARIOUS M UNCIPALITIES SEEMS SUCH LIKE A WASTE OF MONEY MUTLIPLE AREAS OF DUPLICATION OF AREAS
- ALLIGN WITH CITY TO GROW BUSINESS MORE EFFICIENT GOVT LESS REDUNDANCY
- As much as I love Clayton and its dominance as a sustainable county seat, I know deep down the overall area could become more like Clayton if we all work together.
- BECAUSE OUT CITY AND COUNTY WOULD BENEFIT AND BE LESS SEGREATED RACIALY AND SOCIAL ECONOMICALLY
- Belief in a stronger city socially if combined; increased city reputation; opportunity for efficiencies and cost savings for gov't.
- BEST WAY FORWARD FOR GREATER ST LO UIS BUT MAYBE A SLIGHT HESTIANT FOR OUR COMMUNITY
- Better for greater St. Louis area.
- BETTER FOR OVERALL DEVELOPMENT OF ST LOUIS AND THE SURROUNDING AREAS BUT WANT TO MAINTAIN QUALITY OF LOCAL SERVICES AND SCHOOL DIST NEED MORE INFORMATION ON HOW THOSE MAYBE UPGRADED
- Better for the region as a whole
- better water resources.
- Bolstering the city of St. Louis is important for the entire region.
- City improvement and livability can be fostered and, where necessary, supported by the county.
- City/county split is inefficient and stupid. It hurts regional development, projects negative image.
- Clayton does a good job but they should merge with Ladue and Brentwood. Our overall economy in the city and county is dying and losing more businesses than we are gaining. Our current system is not working.
- COMBINGING THE JURISDICTION SHOULD HELP IMPROVE THE ENTIRE AREA ECONOMOICALLY AND SOCIALLY
- Could be beneficial in the long run.
- Cut costs and duplication of services.
- Duplication of services is wasteful and competing municipalities undermines the whole region
- Economies of scale. Better training of police and fire personnel throughout the region.
- Eliminates redundant resources. Unites a divided city.
- ENTIRE ST LOUIS AREA, CITY AND COUNTY SUFER FROM THE NEGATIVE STATISTICS OF ST LOUIS CITY I.E. CRIME ARE ATTRIBUTED TO THE ENTIRE COMMUNITY
- FEEL MERGER IS ESSENTIAL TO ATTRACT NEW BUSINESS TO THE ST LOUIS REGION
- Fiefdoms need to dissolve. Need more efficiency in using our tax dollars.
- Fragmentation places our region at a major disadvantage vis-a-vis other metropolitan areas
- From a regional perspective, will create more efficient gov't and will help region grow.

Q36a. Please explain why you gave a "very supportive" or "somewhat supportive" response (cont.)

- GOOD FOR COMMUNITY
- I AM CONCERNED RESIDENTIAL VALUES WILL DECLINE
- I AM IN FAVOR OF MERGING IN ORDER TO HAVE MORE EQUITY FOR ALL PEOPLE IN METRO AREA
- I am supportive of a plan that would reduce duplication of administrative functions and departments across the metropolitan area.
- I believe together would be advantageous for the region both at home and nationally
- I don't think we can maintain Clayton over the long run without substantial tax hikes. The recent Wydown Middle School bond issue and the 2019 property tax formula tax rate hike are indicative of our trend in raising taxes to support a small community. Vacant buildings at Hanley and Clayton and along Forsyth are other examples of buildings which have been abandoned which could be producing more revenue.
- I feel it would benefit the metropolitan area as a whole.
- I feel that the city and county governments must merge to make our metro more competitive on a national scale. Ex: Indianapolis
- I have concerns about how our city would be policed, how it would affect the quality of our schools, and how it would affect the housing market/prices.
- I love Clayton, and I am tremendously happy with its level of services provided. But if we don't become more efficient as a region, we're all going to suffer. I'm not certain that Better Together is the perfect plan. If it is indeed not, I would expect Clayton - with its resources, corporate citizens, wealth and voice - to be part of the solution. Clayton isn't Frontenac. It has a daytime population over 40,000, is home to multiple Fortune 500 companies and a university with a top-10 endowment. It is an inner ring suburb and county seat that should help LEAD this effort toward regional cooperation and economic development. Until I see another plan from the Clayton BOA or otherwise, I will support Better Together in that they are doing something - ANYTHING - to stem the tide here. We are a failing region relative to our peers.
- I think it is the correct move for the region. It will stimulate growth. It will lead to a decrease in taxes with no loss to services. If done properly it can increase services.
- I think it makes St Louis better as a whole and I'm willing to sacrifice a little bit for the greater good.
- I think our region needs to do something differently but the solution should be focused on increasing equity in our region and BT does not seem to do that.
- I think our region would grow faster and better
- I think the plan could potentially save money and cut down on municipalities that use fines and fees unfairly to support their city government. This does not apply to Clayton but rather to some of the smaller municipalities
- if it led to the growth of downtown st louis
- IF IT STRENGTHENS THE REGION AS A WHOLE I THINK IT COULD ATTRACT JOBS AND HELP THE DISADVANTAGE

Q36a. Please explain why you gave a "very supportive" or "somewhat supportive" response (cont.)

- if merging can help growth then we should do it.
- I'm in favor of the concept of merging the City and County together to create a stronger metro area. That said, I am not sure on some the details and implementation proposed by Better Together.
- IMPROVE THE EFFICIENT AND FORWARD LOOKING APPEAL OF ENTIRE REGIONAL AREA CURRENT MULTI GOVT STATE HURT CLAYTON
- In the long run I will be dead but Better Together is still good for everyone.
- increased resources
- It is in the best interest of our regions as a whole regarding our ability to grow and remain economically viable.
- It makes fiscal sense not to duplicate services, but my primary concern is maintaining local police departments; maybe a deal-breaker.
- It makes sense!
- It seems like it's important for the long term future of our area.
- It sounds like a good idea abut I don't think I know enough info.
- It will make our region more competitive in attracting businesses and jobs by removing bureaucracy. It will improve lives of the people in our region by allocating resources more equitably.
- It would improve life for everyone
- It's better for the region to be a whole. I hope there's a way to preserve what is great about Clayton.
- LITTLE KINGDOMS WASTE MONEY. WE WOULD ALL BENEFIT OVER TIME BY BEING UNITED.
- Long term it is the only viable solution to grow our larger community.
- MORE EFFICIENT AND EFFECTIVE GOVERNANCE
- Multiple governments result in inefficient application of taxpayer money, and worse, pose as justification for unwillingness to address realities.
- Need to pull area together to reduce waste and grow.
- need to reduce redundant waste of if its going to move forward
- Not from St. Louis though I live here now. Always seemed silly to have 2 entities. One voice, one leadership, one government seems better. Everyone on same page. One voice!!
- Number of too small cities we have is ridiculously ineffective.
- Only way for St. Louis area to really become a first rate city.
- Other cities seem to make it work.
- our area is too fractured long run this needs to change
- OUR MULTIPLE MUNICIPALITIES HOLDS US BACK FISCALLY AND IN TERMS OF QUITY THIS WILL KEEP ST LOUIS AREA FROM GROWING
- Our region needs fewer municipalities and the strength of size and services from combined city and county.

Q36a. Please explain why you gave a "very supportive" or "somewhat supportive" response (cont.)

- OUR REGION NEEDS THIS ECONOMIC ENGINE TO WORK ON ONE BTW THE TEXT IN THE QUESTION IS UACCURATE CLATON WILL NOT BE DISSOLVED
- Overcrowding is an issue.
- Plan needs to be more thoughtful with no tax loopholes.
- Reduce municipal services by centralizing services
- Reduction of double services, too many tiny municipalities and wasteful spending.
- REGIONALIZATION IS GENERALLY A GOOD IDEA
- Seems like a good idea for the area to join rather than have a million different municipalities
- Separation hampers growth of entire region/It was a bad idea when started - time to end it.
- Smaller communities - can't manage.
- Something has to be done to address the regional weakness that comes from the county/city split
- SOMEWHAT SUPPORTIVE BECAUSE I BELIEVE THE REDUCTION IS DUPLICIOUS GOVERNMENTAL DEPTS WOULD INCREASE EFFICIENCY AND EQUALITY AND WOULD PROVIDE AN ECONOMIC BOOM
- split governance has hurt our civic progress in greater stl
- ST LOUIS METRO AREA CANNOT COMPETE WITH OTHER SIMILAR SIZED CITIES
- ST LOUIS NEEDS TO UNITE AND MOVE FORWARD AS ARE THE MUNICIPALITIES NOW COMPETE WITH EACH OTHER
- St. Louis' city crime rate leaves the city looking like a dangerous place. Merging the two would alter the statistics and make STL more attractive to potential citizens.
- St. Louis is a dying city compared to many other places - something has to be done to compete with "better" cities.
- St. Louis is too fragmented to succeed as it is.
- St. Louis Metropolitan area must work together to solve issues.
- St. Louis region needs to work together to become a first rate metro area.
- STL metropolitan area needs to be cohesive - but there should also be a way to allow "Clayton" to coexist.
- support consolidating city and county
- Supportive of city and county merging, but not supportive of all aspects of Better Together, would like to see other initiatives/proposals as an option.
- The city (which we frequent) needs more tax revenue.
- The city and county need to consolidate for better effectiveness and efficiency of services. It would be good to get rid of the redundancies. The current plan needs a lot of work though.
- THE CITY AND COUNTY SHOULD BE MERGED
- The city as a whole needs it to survive, esp. in terms of police support.
- "The city needs county taxpayers to support and improve city living conditions, safety!!!!!!
- Safety!!!! Etc."
- THE CITY NEEDS TO BE MORE INTEGRATED INTO THE COUNTY, ALTHOUGH THE CURRENT PROPOSAL IS NOT PERFECT, IT IS BETTER THAN NOTHING.

Q36a. Please explain why you gave a "very supportive" or "somewhat supportive" response (cont.)

- The city will be able to prosper together rather so much infighting. A bad mistake was made to separate for selfish reasons many years ago. People were short sighted then and we should be progressive and not regressive
- the city/county problem hurts us
- The current proposal has lots of problems and could be improved. However, I like the idea of making licensing uniform and easy for small companies to operate on the entire metro area, to improve St Louis crime statistics in national rankings. I also feel morally compelled to distribute more evenly some our awesome public resources (like police) among areas that need it more than we do. There may be more democratic ways to accomplish all of this than in the current proposal. But I strongly support doing something.
- The long term health of the St. Louis region requires a merger. While Clayton or other municipalities may continue to thrive, the City is not and what happens in the City has ripple effects everywhere. It also reflects poorly on all members of the St. Louis region.
- THE REGION AND CITY SHOULD ACT UNITED AND BE UNITED TO IMPROVE LIFE FOR ALL PEOPLE IN THIS AREA
- THE REGIONAL AREA IS TOO DIVIDED AND WOULD BENEFIT FROM INITATIVES DESIGNED TO CREATE ALIGNMNET
- THE STATE AND CITIES NEED TO BE BROUGHT TOGETHER AS HAS HAPPEND IN MOST OTHER NOMAL PLACES
- The status quo is not sustainable for the long term. We have know that since the 80s yet we continue to bury our heads in the sand and congratulate ourselves for having a successful community while our neighbors fail. We must end parochialism in the St Louis area. We, mid-county residents, should be take a leadership role in this effort.
- There are a lot of positives but concerned about overall lack of strong leadership for all of St louis. We need strong leaders, genuine leaders who can create well throughout transition plans that can truly bring st louis together
- There is a strong lack of identity and attachment to the area here and talented young professionals are leaving in droves. The lack of unity contributes to this big problem.
- There is a strong need for more regional unity. "BT" may not be the best approach.
- Things would be "Better Together" if the right formula is used. It is not likely that we will get it right.
- THINK ITS WHAT THE GREATER AREA NEEDS BUT I DON'T KNOW/WANT IT TO DOWNGRADE CLAYTON
- This region is stagnant. We're falling behind other metros, and have been for decades. Our peer competitors when I was born were San Francisco and Boston, and we were ahead of Dallas and Atlanta. Now we can't compete for jobs and prestige with Nashville or Indianapolis! We have to act different, with one unified voice and vision, if we hope to compete for the future. I don't love everything about the BT proposal. But at least they've started the right conversation. Otherwise, we would have continued to kick the can down the road and maintained the status quo. Which is clearly is slow death. This will eventually pull down the prosperity and property values do even Clayton. It's in our own self preservation to band together regionally, even it slightly reduces our independence in the near term.

Q36a. Please explain why you gave a "very supportive" or "somewhat supportive" response (cont.)

- this will bring more industry
- Too many fiefdoms. Need to centralize power for the region. It is very difficult to get things done when dealing with multiple decision makers. And zoning is a race to the bottom as munis compete for sales tax dollars (see Brentwood).
- too many small inefficient municipal goods
- Too many small municipalities
- Too many small municipalities seems to be a waste of money and services.
- TOO MUCH BURACRACY AND POLICE EXPENSE COST SAVINGS
- We are an integrated, independent STL community. STL city can't survive the way we are structured.
- WE ARE ONE CITY LETS FUNCTION AS ONE LIKE REST OF THE COUNTTY
- We have too many municipalities. Most thinks there's is the best. We have gone from the 4th largest city in the US to 20th? The world does not know us and we need to stop living in the past. It will save all us money and should increase real estate activity as those areas that are less desirable may now be open to redevelopment. I did not think the "better together" initiative got rid of all the small muni's but simply joined the City of St Louis to all the other cities so we can consider ourselves as a whole but still have our many separate cities that eventually would join together once they realized the saving.
- We need it for long term growth in the region.
- WE NEED TO IMPROVE OU R WHOLE METRO AREA WE MUST HELP ALL THE CITIZENS HERE WE MUST PAY TO SUPPORT O UR POOR NEIGHBORHOOD
- We need to make STL a better overall metro area
- WE NEED TO REVERSE DECADES LONG DECLINE ECONOMICALLY DUE TO THE CURRENT STRUCTURE WITH 90 MUNICIPALITIES.
- What we have is not working - this is our best hope.
- Will improve region and Clayton shouldn't be selfish or self-centered about joining together
- Would be beneficial overall.
- Would help cohesion as an entire STL
- You guys are living in the Stone Age with all of your inefficient silos.. time to come into a contemporary way to run the cities and county.

Q36b. Please explain why you gave a "somewhat not supportive" or "not at all supportive" response.

- Believe consolidation should be incremental at local level, bottom up (public) , not top down imposed by self imposed "important people".
- "Better Together" is a disaster idea and will ruin Clayton. Reject it! We will move!
- Don't know who is financing this effort. 2. Should be decided locally only - not statewide vote.
- No statewide vote. 2. Loss of financial reserves in Clayton.
- A merge will suck us dry.
- A statewide vote is not appropriate.
- All downside for Clayton. Statewide vote runs around us.
- Although ideally a blending of these differences has some positive elements, I am concerned that city residents will lose some of their indigenous representation and that will mean city voices will be discounted or not heard at all. No doubt St Louis and St Louis County need to come together on some things where duplication of services is wasteful, quality or effectiveness of services is compromised, or expense is added; but leaders in the county are unlikely to understand all of the challenges of city living. Especially a commission of rich white people. I work with students and families of color in both the south and north St Louis city and our Clayton economic reality is not my students' nor their families' reality. This is a really complicated issue and a 93 community (county) merger with the city and one government is too big of a step. It needs to begin with smaller county mergers and with select city/ county services merged. Over time as trust and success build, a new layer of mergers may occur. One big merger now is too much and too one-sided.
- As residents of Clayton, forget this survey we won't have any good choices!!!
- Bad idea; especially for Clayton. Negatively effect property value. Municipalities would lose much of their autonomy. Should not be a state-wide decision. The St Louis city needs a lot of improvement but not at the detriment of Clayton or other municipalities. ETC ETC ETC
- Because I believe that county police officers are stronger and more capable than city officers. This may not be the case but concerned that it may be
- Because I feel Clayton is in good shape and would be marginalized by this initiative
- Because I'm not sure what kind of changes this will make, for example, overall safety, schools, etc.
- Better Together does not address education or crime reduction, the 2 biggest problems of St. Louis City. As it stands, municipalities would sacrifice value while no effective improvements would be realized in the city.
- Better together means a "bigger government" that is more remote from the people. I like small communities where we have contact with elected officials.
- Better Together will cause more problems than it fixes.
- Better together would bring Clayton down.
- CIRCUMVENTS DEMOCRACY
- CITY AND COUNTY ARE NOT AT THE SAME LEVEL IN EDUCATION HOUSING AND ALL THE CARE OF PUBLIC AREAS, COUNTY IS BOUND TO LOSE AND CITY MAYHAVE LOTS TO WIN

Q36b. Please explain why you gave a "somewhat not supportive" or "not at all supportive" response (cont.)

- CITY AND THE COUNTY DO NEED TO GET BACK TOGETHER BUT NOT THIS PLAN BY REX SINGUEFELD
- CITY OF ST LOUIS OFFICIALS ARE CORRUPT INCOMPETENT AND UTTERLY AGAINST ANYTHING THAT DOES N OT LINE THEIR POCEKTBOOK, THE CITY OF ST LOUIS IS DIRE STRAITS
- Clayton is a city with a financial, legislative model that is effective. The BT plan is flawed. All local decision making will be centralized. Better Together NO!
- Clayton is a fabulous community and has one of the best school systems in the area. With all areas merged, we would move towards the average. Proof of this can be seen every day if you compare how the county takes care of roads compared to Clayton!
- CLAYTON IS THE BEST CITY TO LIVE IN THE ST LOUIS AREA I DON'T BELIEVE THAT "BETTER TOGETHER" WOULD BE BETTER FOR RESIDENTS
- Clayton is the most functional, efficient cities I've ever lived in. To cede control to the idiots of Better Together would be lunacy.
- CLAYTON NEEDS TO REMAIN INDEPENDENT, RESIDENTS AND COMMERCIAL DEVELOP HAVE INVESTED TOO MUCH MONEY DEVELOPING CLAYTON INTO THE CITY IT IS
- Clayton schools would not be as well funded. Like the privacy of Clayton the way it is now.
- Clayton's services are excellent and I think that Better Together would cause them to decline in quality. The Clayton Police Department, for example, is outstanding. In contrast, the St. Louis Metro Police Department is a dumpster fire. Officers drunk on duty playing Russian Roulette? Off-duty officers shooting some guy over a bar argument? Officers texting each other about how much fun it is to beat protestors? That's not just coincidence, it's a leadership failure. The city government is riddled with people like the senior leadership of their PD. Keeping Clayton's services independent is crucially important, in my opinion.
- Communication about the initiative has been poor. My perception is higher taxes for fewer services. In theory reducing duplicate efforts should be cost effective but politics are involved and the city government in particular does not have a reputation for effectiveness. Likely we will all sink to the lowest common denominator. Also not in favor of the entire state voting on the issue.
- concerned that quality of life in clayton will not be as good
- DO NOT BELIEVE THAT ST LOUIS CITY SHOULD BE THE COUNTY IT SHOULD BE JUST A CITY WITHING THE COUNTY NOT THE COUNTY
- Do not see any benefits to the residents of Clayton with a merger
- Do not want to lose the funds and quality of Clayton area resources which are much better than other areas.
- Do not want to merge city with county!! No!! Let Clayton run itself. Small/local is best.
- DOES NOT ADDRESS ISSUE OF HOW/IF CLAYTON'S OR ST LOUIS CITY'S EDUCATION WILL BE IMPROVING, SPECIFICALLY WILL MY TAX DOLLARS GO DIRECTLY TO CLAYTON SCHOOLS OR BE USED ELSEWHERE?

Q36b. Please explain why you gave a "somewhat not supportive" or "not at all supportive" response (cont.)

- Don't believe it will be positive for Clayton. Plans are ambiguous. Lack of transparency.
- Don't know enough, but what I've heard I don't particularly like.
- DON'T WANT OUT STATE TO HAVE THE SAY, THOUGH CONSTITUTIONAL AMENDMENT IS REQUIRED, DOES NOT FIX EDUCATION PROBLEM, LOOSE RESPONSIVENESS.
- Don't want Stenger as county exec.
- each municipality has it's own needs...it's not a "one size fits all" situation.
- Fear losing unique character and quality of Clayton.
- FEEL THAT THE MU NCIPALITY OF CLAYTON AS IT EXISTS TODAY IS A FAR MORE EFFICIENT AND EFFECTIVE STEWARD OF DEALING W/CLAYTON'S ISSUES THAN A REGIONAL GOVT WOULD BE
- Find a different way to cooperate and save money. And help the city of St. Louis with financial problems and school.
- Governing structure announced is not good. Loss of control of public area maintenance.
- Happy with Clayton services.
- Hostile takeover of municipalities to satisfy a tax plan by a wealthy libertarian. I support some kind of merge but not Better Together.
- I agree that we need to have a merger of some sort, but this proposal doesn't address inequities in education or opportunities. It also seems like it will just make the city into the county, which won't help out any people of color or others on the margins in the city.
- I am concerned that responsibilities will be neglected and no one will feel responsible for specific areas.
- I am not in favor of merging the city and county. I believe it is so the city can have access to county tax dollars.
- I am not supportive because it shouldn't be decided by people statewide. Plus it would be a total cluster.
- I AM STILL NOT SURE HOW IT WOULD AFFECT THE COUNTY AND MY OVERALL LIFESTYLE
- I believe that Clayton is well and efficiently run. I do not believe that a merger would preserve this. It would be a detriment to an already flourishing community.
- I believe this is just a tax grab and that I would eventually pay more for the existing level of services or, more likely, see a reduction in the level of services. I do not believe the proposed "leadership" would be as accountable to citizens as we currently see in Clayton.
- I chose to live in Clayton with a small city population and small government. I do not want to live in a large city nor would I choose to live here if it was part of St. Louis. I use to live in D.C. and I don't want to go back to that type of government. The benefit of small local control government is great and is under appreciated by large metro areas. We don't have to be like every other major city. We offer a type of city you can't get else where and it is why I moved here. It would be sad if we gave that up just to be like every other city.

Q36b. Please explain why you gave a "somewhat not supportive" or "not at all supportive" response (cont.)

- I didn't realize it would dissolve city governments. I thought it was merging county governments only.
- I do not -- DO NOT -- want to see local municipalities dissolved -- and I do not -- DO NOT -- want to see the merger of the City of Saint Louis -- a disaster history of being badly managed -- with Saint Louis County!!!
- I do not believe this will make Clayton a better city
- I do not like that the vote would be state-wide. It should only be for the areas under consideration. Also, I did not like the plan to have Stenger as the mayor with no voting for a few years. I am concerned about how a central govt. would adequately meet the needs of the different communities. At the same time, I would like to see the disparities across the communities addressed. More opportunity to learn about the plans would be helpful.
- "I do not support the undemocratic method by which this proposal is being put to a vote (statewide, instead of locally).
- Also, when purchasing a home I chose to live in Clayton. I would like to live in Clayton and not in Saint Louis city. I am totally opposed to this being imposed on us.
- Finally, Clayton has a very good government, police, and school system. There are some minor issues, but overall it is a fantastic place to live. The BT plan would destroy most of that.
- I would like to see the City of Clayton formally oppose the plan and do everything possible to resist it."
- I do not want to take on city crime and debt.
- I don't know how county city merger would benefit my family. I see a lowering of quality in services such as police, fire, and emergency services. Plus, Clayton has the best schools in Missouri and I see a lower support for maintaining that level of quality. I also foresee my property values dropping due to a merger. Why should people outside of the City and County be able to vote on an issue that affects me directly. The vote should only be with city and county residents.
- I don't like the top down approach or the financing
- I don't see any obvious benefit to Clayton, and this may actually detract and impair Clayton's ability to continue as a prime residential and business location as well as the world class school district.
- I don't think the entire state or other counties should decide what's best for individual neighborhoods/city
- I don't think the vote needs to be statewide and I also don't think it would solve workforce and economic development in the way the plan states
- I don't trust it will benefit Clayton
- I DON'T WANT TO LOSE CLAYTON INDEPENDENCE POLICE AND FIRE SERVICES
- I don't want to mess up what works for me
- I don't want to support St. Louis City neighborhoods with my tax money.
- I feel it would help the City of St. Louis, but hurt every other municipality in the County.

Q36b. Please explain why you gave a "somewhat not supportive" or "not at all supportive" response (cont.)

- I feel voices of people of color are not included as much as needed. See Starsky Wilson's critique, etc.
- I like my current Clayton. Don't want to loose my police dept.
- I like the responsiveness of Clayton government. Concerned that a merged metropolitan area will not provide the quality of services that Clayton offers its residents.
- I MOVED TO CLAYTON COUNTY DUE TO POOR CITY SERVICES COMBINING THE TWO CAN ONLY DECLINE MY CURRENT STATE
- I moved to Clayton for the schools, safety and services and I'm sure that would change.
- I moved to Clayton from ucity - about a stones throw for the school district. I have not read enough to understand the "who has control" over what a district is.....but since I spent my retirement to move here.....I am not to willing to give it up
- I prefer local control/representation. The City and County Government are a joke, and I don't want them to have more power.
- I QUESTION THE VALUE TH THOSE OF US WHO LIVE IN CLAYTON. I VALUE OUR POLICE AND FIRE SERVICES AND THE CALIBER OF OUR SCHOOL DISTRICT. I CANNOT SEE HOW THE MERGER WOULD NOT NEGATIVELY AFFECT THESE.
- I see no gain for the city of Clayton. We need a lot more information to make a good choice - and much more discussion.
- I support reforming our regional governance. We need to do something to move our region forward. I would like at a minimum to see the city come back into St. Louis County. I'm open to the Metro City concept, but I believe the option of adopting it should be voted on simply by those who would be governed by the new city (i.e. city and county). I understand that a constitutional amendment would need to be voted on by the entire state in order to create the form of government, but then the implementation of that new form of government should only be decided by the city & county.
- I think Clayton does a great job. I don't think the city has money to do anything really needed.
- I THINK CLAYTON WOULD NOT REMAIN AS WONDERFUL IF THESE CHANGES WERE MADE
- I think that Clayton would lose resources to other areas. I live and pay Clayton prices and taxes to benefit from Claytons resources.
- I think that it would deteriorate the overall quality of Clayton as an entity. Moving to the "least common denominator" is never is good idea. The city has failed on numerous occasions to gentrify why do they think this approach will work now.
- I think the measure is simply a back door way to reduce property taxes. The services we get in the city of Clayton will be substituted by lower quality services that will result in a decrement of the quality of life in our city and of the value of our properties.
- I think we would need to have a separate election process to select who would be the mayor/lead the city instead of having someone (Stenger) designated in the merger.
- I understand the benefit to the city of st louis which could benefit the entire metropolitan area, but not sure that it would benefit "clayton" in regard to schools, services and property values. BUT I do not know how the plans would unfold and my apprehension could be related to ignorance of "the plan" or "plans" on the table.

Q36b. Please explain why you gave a "somewhat not supportive" or "not at all supportive" response (cont.)

- I UNDERSTAND THE BENEFITS OF CONSOLIDATION/EFFICIENCY, BUT THAT SEEMS IT WOULD DO MORE HARM TO CLAYTON THAN THE BENEFITS IT WOULD GET.
- I VALUE THE SERVICES PROVIDED BY CLAYTON AND BELIEVE BETTER TOGETHER WO ULD ONLY REDUCE THE QUAILITY OF THESE SERVICES FOR ME
- I want Clayton to continue to have its own fire and police departments; St. Louis City is a mess and I don't the county municipalities stuck picking up the pieces while losing their own leadership.
- I want to live in a small town with small government.
- I worry the schools and services would suffer with a merger.
- I would like St. Louis City you benefit from the money and resources you in the county but not at the expense of the dissolution of current communities.
- In my opinion, public services tend to work more effectively on a small scale.
- Individual municipalities should govern themselves. they know more intimately the issues facing the local people.
- IT SOUNDS TOO BIG TO MANAGE EFFECTIVELY
- It takes tax revenue from the developed areas to promote areas that need better leadership and could be redeveloped but prefer to take handouts.
- It would ruin Clayton. Decentralization is always better for gov. services.
- Keep the city and county separate. Combining the two is a terrible idea.
- lack of good information
- Less, not more, government intervention is best.
- Like keeping things local, easy access and keeps people employed.
- Looks like a "power" grab.
- LOSE ALL CONTROL NOT GOOD
- Lose control of the wonderful Clayton environment and services.
- Loss of control over important Clayton services (police, budget) loss of tax revenue directed to Clayton. Dilution of Clayton issues with those of adjacent municipalities. Loss of control over zoning, use, architectural standards.
- LOSS OF COUNTY JOBS, CITY HAS ALL THEY CAN HANDLE
- loss of local responsibility
- lost of high quality clayton services lost of autonomy as a municipality
- Merge neighboring Towns first, then eventually all. Grow organically, not be forced.
- Merging with the city would shift county money to the city and reduce money needed in the county.
- need clarification
- NEED MORE DETAILS. PUTS TOO MUCH POWER IN THE HANDS OF ONE OR TWO PEOPLE.
- Need more information about the initiative and its rationale
- No benefit to Clayton!

Q36b. Please explain why you gave a "somewhat not supportive" or "not at all supportive" response (cont.)

- No merger without a majority in St. Louis City and St. Louis county in support.
- NO VALUE TO REGION OR CLAYTON
- not enough details available at this time
- Not feasible
- Not informed on the details or benefits yet.
- Not interested in bailing out the city.
- NOT SURE IT WOULD BE BUT FOR OUR COMMUNITY CLAYTON
- Not to the advantage of Clayton to merge with the City. City can't manage what they have now. Making it larger won't make it more efficient in my opinion.
- not willing to give away political process to non residents of Clayton
- not workable because of the diversity of the city and county
- Our city is well run and St. Louis City is not. I do not wish to take on the inefficiencies and process burdens of the City proper.
- Our current administration works very well. Great police and fire depts. Nothing to be gained.
- POWER GRAB
- Prefer local officials familiar w/Clayton to make decisions about the community. Impact unknown on quality a large gov't will provide to Clayton.
- Preserve community quality and integrity
- PRIVATE INTEREST HAVE NOT BEEN FORTHCOMING ABOUT THE PROCESS AND THEIR MOTIVES
- Question that it will be effective in the stated goal.
- RECENTLY MONEY TO CLAYTON FOR QUALITY OF LIFE THE MERGE WOULD MEAN CLAYTON AND THE COUNTY WILL ABSORB STL CITY PROB AND THE WRATH OF STL RESIDENTS WHO WILL FEEL DISENFRANCHISE I.E RESENT THE COUNTY RUNNING THE CITY
- RESIDENT OF CLAYTON NOT ST LOUIS, DESIRE SMALLER CIT Y THAT CAN BE MORE REPSONIVE TO CITIZENS, PAID A PREMIU M TO BUY PROPERTY IN CLAYTON
- REST OF THE STATE HAS NO BUSINESS DECIDING WHAT HAPPEND IN STL. THE FIRST STEP SHOULD BE JUST THE CITY REJOINING THE COUNTY AS A SEPARATE MUNICIPALITY AND THEN WE PROCEDD FROM THERE
- Rex Sinquefield is behind this. I am for s merger but not a statewide vote
- ridiculous proposal.
- Should be decided locally, not by out-state; no real supportive evidence that the merger would spur economic development for the region; ultimate reduction in service levels; taking of property paid for by Clayton citizens; loss of local policing; loss of control of local streets; loss of connection to local government that has the ability to react to issues; loss of zoning control.
- should be voted on only in St Louis area
- Some could be good, but too much would be bad.
- Some services could be combined and work.

Q36b. Please explain why you gave a "somewhat not supportive" or "not at all supportive" response (cont.)

- SPECIAL INTEREST GALORE IN CAN SMELL IT, AND I DON'T THINK THE DETAILS WERE BEING BHOUGHT THROUGH ENOUGH GREAT IDEA THOUGH IF IT WORKS
- ST LOUIS CO CANNOT AFFORD IT- HOW ABOUT CITY & ST CLAIR COUNTY OR ADDING ST CHARLES COUNTY TO MIX?
- St. Louis City and county should vote.
- STATE HAS NOT SAY IN ST LOUIS GOVT
- Statewide vote not fair. Will hurt Clayton property values.
- Statewide vote on Better Together.
- STRIPS CLAYTON OF AUTONOMY
- Terrible idea!
- The area is too large for one government to manage. I don't want our city tax dollars going to an area where the citizens are not paying taxes
- The city (STL) chose to become a one party political system decades ago. Their miserable situation is a result of that. It is not our obligation to rescue them.
- The City of Saint Louis is one of the most poorly managed in the country. Unless we can be assured that none of the government officials associated with it are retained, a merged organization will be saddled with unbearable dead weight.
- The City of St. Louis has had 1 party governance for a 100 years? Why bring that incompetence to Clayton?
- The combination of city with county will reduce clayton city residents needs as a priority
- The county will end up paying all the city's expenses.
- The county would only be (unknown) by city finances and pathologies.
- The excellence of Clayton School District needs to be maintained by the strong resident community and city government.
- The level of services and support would be lowered to the "Lowest common denominator."
- The local police presence would likely diminish in Clayton, as it would get diverted to areas with higher/more violent crime.
- The loss of control of our Police/Fire, Public Works, Schools, and Recreational Facilities would make Clayton less attractive and possibly effect our property values.
- THE QUALIT Y OF POLICE FORCE AND SERVICES WILL GO DOWN ... TAXES WILL INCREASE EVENTUALLY
- The residents of Clayton should determine what is important to them and fund appropriately.
- The rest of the state shouldn't vote on this matter.
- This is a money grab by the city of St. Louis. Having the entire state vote on this local matter is insane. How about we vote to change this local governance? Absolutely crazy!
- This is a tax grab from the city.
- This is an attempt to remove citizens authority and place it in the hands of a few politicians and businesses. It is also a bailout for St. Louis City.

Q36b. Please explain why you gave a "somewhat not supportive" or "not at all supportive" response (cont.)

- This is being pushed by very rich people (REX) only for their benefit. They want the county to bail out the City. If the county gets to vote it will never pass. This plan stinks. The plan to sell the airport is not for the good of the city. Someone needs to speak up and stop this plan. Our police and fire protection will get worse. Our taxes will increase. The quality of the city schools will go down. There is nothing good about this plan but will make the rich people pushing this plan richer.
- To truly make this a metropolitan government St Charles County should be included too, they get off free on everything. Concerned it may be a slippery slope to school district consolidation.
- too many unanswered questions
- Too many unknowns at this time.
- Too much power to new executives; undemocratic processes; statewide vote but no local vote; disenfranchisement of minorities.
- Too political
- Totally opposed to state wide vote. should solely be in hands of people who live/work in St Louis City and St louis county.
- Very destructive for future of Clayton
- WE BELIEVE THIS IS AN INITATION DRIVEN BY A RICH MAN WHO IS BENT OF STARVING LOCAL GOVTS OF TAX REVENUE
- We don't want to lose our identity as an outstanding community
- WE LIVE IN CLAYTON BECAUSE WE VALUE THE SERVICES SCHOOLS ETC THAT ARE PROVIDED BY IT
- WE NEED A WA Y TO WORK TOGETHER BUT BY A VOTE OF ST LOUIS COUNTY AND ST LOUIS CIT Y NOT BY STATE VOTE
- WE WILL MOVE FROM THE COUNTY IF IT MERGES WITH THE CITY THERE IS NO WAY WE WANT TO BE INVOLVED WITH THE CITY POLITICIANS
- WE WOULD NEED MORE INFORMATION TO BECOME VERY SUPPORTIVE OR SOMEWHAT SUPPORTIVE
- While I think the region needs something dramatic to establish St. Louis as a dynamic and appealing city. I feel this initiative while bring down the whole region and not raise it up.
- While my better self agrees with this.....I hate the idea of giving up local control
- While the initiative may benefit St. Louis City it does not benefit those in St. Louis county.
- WHY FIX CURRENT SYSTEM WHEN IT ISN'T BROKE THE CITY OF ST LOUIS SOME NORTH COUNTY CITIES ARE BROKE LET THEM GET TOGETHER
- WHY SHOULD I TAKE ON DEBTS OF CITY OF ST LOUIS BILLONS OF MONEY WHY SHOULD I GIVE UP POLICE AND FIRE SOVERIGNTY
- Will degrade the quality of life in the wonderful City of Clayton. Would not like to see the Clayton Police Departed excellent service diluted
- Will hurt Clayton.
- WORRIED ABOUT CITY DEBT
- Worried about how it would impact property values and our schools.
- WOU LD NOT WANT TO SEE CLAYTON DISSOLVE
- Would hamper/penalize Clayton for our good tax base.

Q37. Overall, how familiar are you with the "Better Together" initiative?

Q37. How familiar are you with "Better Together" initiative	Number	Percent
Very familiar	128	28.3 %
Somewhat familiar	216	47.7 %
Neutral	30	6.6 %
Somewhat unfamiliar	28	6.2 %
Very unfamiliar	35	7.7 %
Not provided	16	3.5 %
Total	453	100.0 %

WITHOUT "NOT PROVIDED"

Q37. Overall, how familiar are you with the "Better Together" initiative? (without "not provided")

Q37. How familiar are you with "Better Together" initiative	Number	Percent
Very familiar	128	29.3 %
Somewhat familiar	216	49.4 %
Neutral	30	6.9 %
Somewhat unfamiliar	28	6.4 %
Very unfamiliar	35	8.0 %
Total	437	100.0 %

Q38. For each service below, please indicate whether you prefer the City of Clayton or a new Regional Metropolitan Government (RMG) provide the service.

(N=453)

	Strongly favor RMG	Somewhat favor RMG	Equally favor RMG & City of Clayton	Somewhat favor City of Clayton	Strongly favor City of Clayton	Don't know
Q38-1. Planning & Zoning Decisions	7.9%	6.2%	8.2%	11.5%	51.7%	14.6%
Q38-2. Building Permits & Code Enforcement	8.4%	6.2%	8.4%	11.0%	50.6%	15.5%
Q38-3. Police	10.6%	8.6%	9.3%	6.2%	52.8%	12.6%
Q38-4. Fire & Emergency Medical Services (EMS)	9.9%	9.7%	7.9%	7.7%	52.1%	12.6%
Q38-5. Streets & Alley Maintenance	7.5%	8.6%	8.8%	11.7%	50.6%	12.8%
Q38-6. Parks & Recreation	6.6%	5.7%	8.6%	10.8%	55.4%	12.8%

WITHOUT "DON'T KNOW"

Q38. For each service below, please indicate whether you prefer the City of Clayton or a new Regional Metropolitan Government (RMG) provide the service. (without "don't know")

(N=453)

	Strongly favor RMG	Somewhat favor RMG	Equally favor RMG & City of Clayton	Somewhat favor City of Clayton	Strongly favor City of Clayton
Q38-1. Planning & Zoning Decisions	9.3%	7.2%	9.6%	13.4%	60.5%
Q38-2. Building Permits & Code Enforcement	9.9%	7.3%	9.9%	13.1%	59.8%
Q38-3. Police	12.1%	9.8%	10.6%	7.1%	60.4%
Q38-4. Fire & Emergency Medical Services (EMS)	11.4%	11.1%	9.1%	8.8%	59.6%
Q38-5. Streets & Alley Maintenance	8.6%	9.9%	10.1%	13.4%	58.0%
Q38-6. Parks & Recreation	7.6%	6.6%	9.9%	12.4%	63.5%

Q39. How long have you been a resident of Clayton?

Q39. How long have you been a resident of Clayton	Number	Percent
0-5	127	28.0 %
6-10	87	19.2 %
11-15	55	12.1 %
16-20	33	7.3 %
21-30	61	13.5 %
31+	77	17.0 %
Not provided	13	2.9 %
Total	453	100.0 %

WITHOUT "NOT PROVIDED"

Q39. How long have you been a resident of Clayton? (without "not provided")

Q39. How long have you been a resident of Clayton	Number	Percent
0-5	127	28.9 %
6-10	87	19.8 %
11-15	55	12.5 %
16-20	33	7.5 %
21-30	61	13.9 %
31+	77	17.5 %
Total	440	100.0 %

Q40. If you have lived in Clayton for less than 10 years, from what City did you move?

Q40. City	Number	Percent
University City	20	11.9 %
St Louis	17	10.1 %
Chesterfield	11	6.5 %
Ladue	10	6.0 %
Richmond Heights	6	3.6 %
Webster Groves	6	3.6 %
New York	5	3.0 %
Creve Coeur	4	2.4 %
Brentwood	4	2.4 %
Chicago	3	1.8 %
Town & Country	3	1.8 %
Frontenac	3	1.8 %
Wildwood	3	1.8 %
Central West End	2	1.2 %
Chapel Hill	2	1.2 %
Philadelphia	2	1.2 %
Sunset Hills	2	1.2 %
Minneapolis	2	1.2 %
Valley Park	2	1.2 %
Cambridge	1	0.6 %
Bozeman	1	0.6 %
Radnor	1	0.6 %
Boston	1	0.6 %
Mountain View	1	0.6 %
Saint Charles	1	0.6 %
Oak Grove	1	0.6 %
Toronto	1	0.6 %
Orlando	1	0.6 %
St Charles	1	0.6 %
Godfrey	1	0.6 %
BERGEN County	1	0.6 %
Chattanooga	1	0.6 %
Floussant	1	0.6 %
Rochester	1	0.6 %
Omaha	1	0.6 %
Baton Rouge	1	0.6 %
Olivette	1	0.6 %
Edwardsville	1	0.6 %
Labadie	1	0.6 %
Nazareth	1	0.6 %
Washington	1	0.6 %
Falls Church City	1	0.6 %
Edgartown	1	0.6 %
Clayton	1	0.6 %
Ft Leavenworth	1	0.6 %
Los Angeles	1	0.6 %
Indianapolis	1	0.6 %
Jupiter	1	0.6 %
Denver	1	0.6 %
Tupelo	1	0.6 %
Berkeley	1	0.6 %
Ridgewood	1	0.6 %

Q40. If you have lived in Clayton for less than 10 years, from what City did you move? (cont.)

Q40. City (cont.)	Number	Percent
Olivitto	1	0.6 %
Nashville	1	0.6 %
Columbia	1	0.6 %
Ballwin	1	0.6 %
Madison	1	0.6 %
Seattle	1	0.6 %
Soco	1	0.6 %
Des Peres	1	0.6 %
Columbus	1	0.6 %
San Francisco	1	0.6 %
Oklahoma City	1	0.6 %
Ofallon	1	0.6 %
Maplewood	1	0.6 %
Midland	1	0.6 %
Cincinnati	1	0.6 %
Oakland	1	0.6 %
Champaign	1	0.6 %
Sarasota	1	0.6 %
Kirkwood	1	0.6 %
Jacksonville	1	0.6 %
Salt Lake City	1	0.6 %
Princeton	1	0.6 %
Manassas	1	0.6 %
Glen Carbon	1	0.6 %
Boulder	1	0.6 %
Irvine	1	0.6 %
Torrance	1	0.6 %
Maryland Heights	1	0.6 %
Total	168	100.0 %

Q40. If you have lived in Clayton for less than 10 years, from what State did you move?

Q40. State	Number	Percent
MO	107	64.1 %
IL	8	4.8 %
CA	7	4.2 %
NY	5	3.0 %
PA	4	2.4 %
MA	3	1.8 %
NJ	3	1.8 %
MN	3	1.8 %
VA	3	1.8 %
FL	3	1.8 %
NC	2	1.2 %
OH	2	1.2 %
TN	2	1.2 %
CO	2	1.2 %
LA	1	0.6 %
ON	1	0.6 %
DC	1	0.6 %
NE	1	0.6 %
KS	1	0.6 %
IN	1	0.6 %
MS	1	0.6 %
WI	1	0.6 %
WA	1	0.6 %
MT	1	0.6 %
OK	1	0.6 %
MI	1	0.6 %
UT	1	0.6 %
Total	167	100.0 %

Q41. Which of the following best describes your household?

Q41. What best describes your household	Number	Percent
Own–single family home	255	56.3 %
Own–multi-family unit (condo, apartment, duplex)	119	26.3 %
Rent or lease–single family home	7	1.5 %
Rent–multi-family unit (condo, apartment, duplex)	55	12.1 %
Not provided	17	3.8 %
Total	453	100.0 %

WITHOUT "NOT PROVIDED"

Q41. Which of the following best describes your household? (without "not provided")

Q41. What best describes your household	Number	Percent
Own–single family home	255	58.5 %
Own–multi-family unit (condo, apartment, duplex)	119	27.3 %
Rent or lease–single family home	7	1.6 %
Rent–multi-family unit (condo, apartment, duplex)	55	12.6 %
Total	436	100.0 %

Q42. What is your age?

Q42. Your age	Number	Percent
18-34	75	16.6 %
35-44	94	20.8 %
45-54	89	19.6 %
55-64	92	20.3 %
65+	84	18.5 %
Not provided	19	4.2 %
Total	453	100.0 %

WITHOUT "NOT PROVIDED"

Q42. What is your age? (without "not provided")

Q42. Your age	Number	Percent
18-34	75	17.3 %
35-44	94	21.7 %
45-54	89	20.5 %
55-64	92	21.2 %
65+	84	19.4 %
Total	434	100.0 %

Q43. Including yourself, how many people in your household are...

	Mean	Sum
number	2.5	1078
Under age 5	0.1	44
Ages 5-9	0.2	67
Ages 10-14	0.2	80
Ages 15-19	0.2	72
Ages 20-24	0.1	40
Ages 25-34	0.1	59
Ages 35-44	0.3	144
Ages 45-54	0.4	174
Ages 55-64	0.4	186
Ages 65-74	0.3	125
Ages 75+	0.2	87

Q44. Would you say your total annual household income is:

Q44. What is your total annual household income	Number	Percent
Under $30K	6	1.3 %
$30K to $59,999	27	6.0 %
$60K to $99,999	40	8.8 %
$100K to $149,999	52	11.5 %
$150K to $199,999	55	12.1 %
$200K+	177	39.1 %
Not provided	96	21.2 %
Total	453	100.0 %

WITHOUT "NOT PROVIDED"

Q44. Would you say your total annual household income is: (without "not provided")

Q44. What is your total annual household income	Number	Percent
Under $30K	6	1.7 %
$30K to $59,999	27	7.6 %
$60K to $99,999	40	11.2 %
$100K to $149,999	52	14.6 %
$150K to $199,999	55	15.4 %
$200K+	177	49.6 %
Total	357	100.0 %

Q45. Which of the following best describes your race/ethnicity?

Q45. Your race/ethnicity	Number	Percent
White/Caucasian	348	76.8 %
African American/Black	32	7.1 %
Hispanic/Latino/Spanish	16	3.5 %
Native American/Eskimo	2	0.4 %
Asian/Pacific Islander	56	12.4 %
Other	4	0.9 %
Total	458	

Q45-6. Other

Q45-6. Other	Number	Percent
Mixed	3	75.0 %
Bi-racial	1	25.0 %
Total	4	100.0 %

Q46. Your gender:

Q46. Your gender	Number	Percent
Male	217	47.9 %
Female	233	51.4 %
Not provided	3	0.7 %
Total	453	100.0 %

WITHOUT "NOT PROVIDED"

Q46. Your gender: (without "not provided")

Q46. Your gender	Number	Percent
Male	217	48.2 %
Female	233	51.8 %
Total	450	100.0 %

Section 5:

Survey Instrument

City of Clayton
10 North Bemiston · Clayton, Missouri 63105-3304 · (314) 727-8100 · FAX (314) 863-0294

March 2019

Dear Clayton Resident,

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

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

Please return your completed survey as soon as possible using the postage-paid envelope provided. You have the option of completing the survey online at www.clayton2019survey.org. Individual responses to the survey will remain confidential.

The survey data will be compiled and analyzed by ETC Institute, one of the nation's leading governmental research firms. ETC representatives will present survey results to the City this summer.

Please contact Andrea Muskopf with the City of Clayton at (314)290-8473 if you have any questions.

Thank you in advance for your participation and help in shaping Clayton's future.

Sincerely,

Craig S. Owens
City Manager

2019 City of Clayton Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's ongoing effort to identify and respond to resident priorities. If you have questions, please call Andrea Muskopf at (314) 290-8473.

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1. <u>Overall Satisfaction with City Services</u>: Please rate your satisfaction with the quality of the following.

	City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of public safety services - police, fire and ambulance/emergency medical (EMS)	5	4	3	2	1	9
02.	Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
03.	Overall maintenance of City streets (Note: Clayton Rd., Big Bend, and Hanley Rd. are St. Louis County Roads)	5	4	3	2	1	9
04.	Overall maintenance of City buildings/facilities	5	4	3	2	1	9
05.	Overall enforcement of City codes and ordinances for buildings and housing	5	4	3	2	1	9
06.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
07.	Overall effectiveness of City communication with citizens	5	4	3	2	1	9
08.	Overall flow of traffic and congestion management in the City	5	4	3	2	1	9
09.	Condition of County roads in the City (Clayton Rd., Big Bend, and Hanley Rd.)	5	4	3	2	1	9

2. Which THREE items from the list in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? *[Write in your answers below using the numbers from the list in Question 1.]*

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

3. <u>Perceptions</u>: Please rate each of the following.

	How would you rate The City of Clayton	Excellent	Good	Neutral	Below Average	Poor	Don't Know
01.	Overall quality of services provided by the City	5	4	3	2	1	9
02.	Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
03.	Overall image of the City	5	4	3	2	1	9
04.	How well the City is planning and managing redevelopment	5	4	3	2	1	9
05.	Overall quality of life in the City	5	4	3	2	1	9
06.	Overall feeling of safety in the City	5	4	3	2	1	9
07.	Quality of new residential development in the City	5	4	3	2	1	9
08.	Quality of new commercial development in the City	5	4	3	2	1	9
09.	Quality of plan review and permitting services	5	4	3	2	1	9
10.	Overall appearance of the City	5	4	3	2	1	9
11.	Quality of special events and cultural opportunities	5	4	3	2	1	9
12.	Quantity of special events and cultural opportunities	5	4	3	2	1	9
13.	Recreational opportunities in the City	5	4	3	2	1	9

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

	Public Safety	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	The visibility of police in my neighborhood	5	4	3	2	1	9
02.	The visibility of police in retail areas	5	4	3	2	1	9
03.	The City's efforts to prevent crime	5	4	3	2	1	9
04.	How quickly police respond to emergencies	5	4	3	2	1	9
05.	Overall competency of the Clayton Police Department	5	4	3	2	1	9
06.	Overall treatment of citizens by the Clayton Police Department	5	4	3	2	1	9
07.	Responsiveness of the Police Dept. in enforcing local traffic laws	5	4	3	2	1	9
08.	Fairness of the Police Department's practices in enforcing local traffic laws	5	4	3	2	1	9
09.	Police Department engagement within the community (foot/bike patrols, coffee with a cop, movie night, neighborhood meetings, etc.)	5	4	3	2	1	9
10.	Overall quality of Clayton Fire Department	5	4	3	2	1	9
11.	Overall quality of Clayton EMS	5	4	3	2	1	9
12.	Effectiveness of fire prevention/safety programs	5	4	3	2	1	9
13.	How quickly Fire Department responds	5	4	3	2	1	9
14.	How quickly ambulance/EMS responds	5	4	3	2	1	9
15.	Overall competency of Clayton Fire Dept., including ambulance service	5	4	3	2	1	9
16.	The treatment/fairness of the City's municipal court	5	4	3	2	1	9

5. Which THREE items from the list in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? *[Write in your answers below using the numbers from the list in Question 4.]*

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

6. How supportive are you of the City utilizing the following technology for public safety?

	Level of Support for:	Very Supportive	Somewhat Supportive	Somewhat Unsupportive	Very Unsupportive	Don't Know
1.	Public space cameras in your neighborhood	4	3	2	1	9
2.	License plate reader technology in your neighborhood	4	3	2	1	9

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

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

8. In the past 12 months, were you or anyone in your household the victim of any crime in Clayton?

____(1) Yes [Go to Q8a] ____(2) No [Go to Q9] ____(9) Don't know [Go to Q9]

8a. If "Yes," did you report these crimes to the police?

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

9. In the past 12 months, have you had ANY contact with the Clayton Police Department?

____(1) Yes [Go to Q9a-b] ____(2) No [Go to Q10] ____(9) Don't know [Go to Q10]

9a. If "Yes," how would you rate the timeliness and contact?

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

9b. If "Yes," what was the nature of the contact? ____(1) Emergency ____(2) Non-Emergency

10. In the past 12 months, have you had ANY contact with the Clayton Fire Department?

____(1) Yes [Go to Q10a-b] ____(2) No [Go to Q11] ____(9) Don't know [Go to Q11]

10a. If "Yes," how would you rate the timeliness and contact?

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

10b. If "Yes," what was the nature of the contact? ____(1) Emergency ____(2) Non-Emergency

11. In the past 12 months, have you had ANY contact with the ambulance/emergency medical services in Clayton?

____(1) Yes [Go to Q11a] ____(2) No [Go to Q12] ____(9) Don't know [Go to Q12]

11a. If "Yes," how would you rate the timeliness and contact?

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

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

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

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

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

14. Maintenance of City Streets: Please rate your satisfaction with the quality of the following. Note: Big Bend, Hanley, and Clayton Roads, Shaw Park Drive, and Forest Park Parkway are County Roads and should NOT be considered in your ratings.

	Street Maintenance	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The quality of street repair services	5	4	3	2	1	9
2.	The quality of street cleaning services	5	4	3	2	1	9
3.	The quality of snow removal services	5	4	3	2	1	9
4.	The frequency of street cleaning services	5	4	3	2	1	9
5.	The frequency of leaf collection services	5	4	3	2	1	9

15. Parks and Recreation: Please rate your satisfaction with the quality of the following.

	Parks and Recreation	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Maintenance of City parks	5	4	3	2	1	9
2.	How close neighborhood parks are to your home	5	4	3	2	1	9
3.	Number of walking and biking trails in parks	5	4	3	2	1	9
4.	Quality of outdoor athletic fields	5	4	3	2	1	9
5.	Number of outdoor athletic fields	5	4	3	2	1	9
6.	Availability of information about City parks recreation programs	5	4	3	2	1	9
7.	City's youth fitness programs	5	4	3	2	1	9
8.	City's adult fitness programs	5	4	3	2	1	9

16. Which THREE items from the list in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? *[Write in your answers below using the numbers from the list in Question 15.]*

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

17. In the past 12 months, has anyone in your household used any of Clayton's parks, recreation facilities, or recreation programs?

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

18. Please rate the importance of each of the following Parks and Recreation initiatives.

	Parks and Recreation Initiatives	Very Important	Important	Neutral	Not Important	Don't Know
1.	Your feeling of safety in City parks	4	3	2	1	9
2.	Green space (park) expansion	4	3	2	1	9
3.	Hanley House preservation	4	3	2	1	9
4.	Neighborhood park improvements	4	3	2	1	9
5.	Playground improvements	4	3	2	1	9
6.	Park maintenance	4	3	2	1	9

19. Which THREE initiatives from the list in Question 18 are of the HIGHEST PRIORITY for you and your family? *[Write in your answers below using the numbers from the list in Question 18.]*

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

20. <u>City Communication</u>: For each of the items below, please rate how often you use each one, and how effective you feel it is in keeping you informed about City services, programs, and projects.

		My Usage						*Effectiveness*				
	City Communication	*Often*	▪	▪	▪	*Never*		*Effective*	▪	▪	▪	*Ineffective*
1.	The City website, www.claytonmo.gov	5	4	3	2	1		5	4	3	2	1
2.	CityViews newsletter	5	4	3	2	1		5	4	3	2	1
3.	Parks and Recreation guide	5	4	3	2	1		5	4	3	2	1
4.	E-communications (Clayton Connection, Centerline, etc.)	5	4	3	2	1		5	4	3	2	1
5.	Facebook (City of Clayton, MO)	5	4	3	2	1		5	4	3	2	1
6.	Twitter (@CityofClayton)	5	4	3	2	1		5	4	3	2	1
7.	NextDoor	5	4	3	2	1		5	4	3	2	1
8.	MyClayton App	5	4	3	2	1		5	4	3	2	1

21. Which TWO of the City communication methods listed in Question 20 do you MOST PREFER to use to get information about the City? *[Write in your answers below using the numbers from the list in Question 20.]*

1st: ____ 2nd: ____

22. Are you aware of the City's mobile PassportParking App to pay for parking in Clayton?

____(1) Yes [Go to Q22a] ____(2) No [Go to Q23] ____(9) Don't know [Go to Q23]

22a. If "Yes," have you used the PassportParking App?

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

23. <u>City Communication</u>: Please rate your satisfaction with each of the following.

	City Communication	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The availability of information about City programs and services	5	4	3	2	1	9
2.	City's efforts to keep you informed about local issues	5	4	3	2	1	9
3.	How open the City is to public involvement and input from residents	5	4	3	2	1	9
4.	The quality of the City's website	5	4	3	2	1	9
5.	How well the City communicates notices of public meetings	5	4	3	2	1	9
6.	How well the City's communications meet your needs	5	4	3	2	1	9

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24. How satisfied are you with culture, dining, and shopping in Clayton?

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

25. <u>Waste Collection Service</u>: Please rate your satisfaction with each of the following.

	Waste Collection	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Quality of residential trash collection services	5	4	3	2	1	9
2.	Quality of recycling collection services	5	4	3	2	1	9
3.	Quality of yard waste collection services	5	4	3	2	1	9

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

	Waste Collection	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
2.	Enforcing the mowing and trimming of lawns on private property	5	4	3	2	1	9
3.	Enforcing the maintenance of residential property (exterior of homes)	5	4	3	2	1	9
4.	Enforcing the maintenance of business property	5	4	3	2	1	9
5.	Enforcing codes designed to protect public safety	5	4	3	2	1	9

27. In the past 12 months, have you contacted the City's Planning and Development Services Department to report a Code Enforcement Violation? ____(1) Yes [Go to Q27a] ____(2) No [Go to Q28]

27a. Which of the categories from Question 26 did you report? Circle all that apply: 1 2 3 4 5

28. Have you applied for any planning and development permits?

____(1) Yes [Go to Q29] ____(2) No [Go to Q31] ____(9) Don't know [Go to Q31]

29. <u>Planning and Development Process</u>: If you have applied, please rate each of the following.

	Planning and Development	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Standards and quality of development	5	4	3	2	1	9
2.	Overall planning and development process	5	4	3	2	1	9
3.	Rigor of technical review and reporting by staff of development applications	5	4	3	2	1	9
4.	Plan Commission and Architectural Review Board decision process	5	4	3	2	1	9
5.	Board of Aldermen decision process	5	4	3	2	1	9
6.	Access to information about current and proposed projects	5	4	3	2	1	9
7.	Ability to participate in development process as a citizen	5	4	3	2	1	9

30. If you answered "Dissatisfied" or "Very Dissatisfied" for any items in Question 29, please explain:
_____

31. For which of the following areas do you support the City's use of financial incentives to attract and expand? (Check all that apply)

____(1) Offices/corporations ____(2) Retail ____(3) Downtown High Density/Market Rate Residential

32. <u>Customer Service</u>: Have you contacted the City with a question, problem, or complaint during the past year?

____(1) Yes [Go to Q32a-b] ____(2) No [Go to Q33]

32a. Which City department did you contact most recently? _____

32b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Please rate each of the following based on your most recent experience.

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

33. Transportation: Please rate your satisfaction with the quality of the following.

	Transportation	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Ease of north/south travel	5	4	3	2	1	9
02.	Ease of east/west travel	5	4	3	2	1	9
03.	Ease of travel from home to schools	5	4	3	2	1	9
04.	Ease of travel from your home to work	5	4	3	2	1	9
05.	Availability of public transportation	5	4	3	2	1	9
06.	Availability of bicycle lanes	5	4	3	2	1	9
07.	Availability of pedestrian walkways	5	4	3	2	1	9
08.	Availability of parking in residential areas	5	4	3	2	1	9
09.	Availability of parking in business district	5	4	3	2	1	9
10.	Availability of parking Downtown	5	4	3	2	1	9
11.	Width of sidewalks in business districts	5	4	3	2	1	9

34. How supportive are you of the following?

	Level of Support for:	Very Supportive	Somewhat Supportive	Somewhat Unsupportive	Very Unsupportive	Don't Know
1.	Developing additional bike lanes on roadways if it required a reduction in vehicular travel lanes	4	3	2	1	9
2.	Developing additional bike lanes on roadways if it required eliminating street parking	4	3	2	1	9

35. The City Provides City Services Equitably: Please rate your level of agreement with how fairly and impartially each City department treats all members of the public. If you have not interacted with this department in the past 12 months please circle "9" for a "Don't Know" response.

	Level of Agreement that the Following Departments Treat all Members of the Public Fairly and Impartially:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
01.	Planning and Zoning	5	4	3	2	1	9
02.	Building Permits	5	4	3	2	1	9
03.	Code Enforcement	5	4	3	2	1	9
04.	Police	5	4	3	2	1	9
05.	Fire and Emergency Medical Services (EMS)	5	4	3	2	1	9
06.	Parks and Recreation	5	4	3	2	1	9
07.	Municipal Court	5	4	3	2	1	9
08.	Public Works and Streets Maintenance	5	4	3	2	1	9
09.	Trash, Recycling, and Yard Waste Collection	5	4	3	2	1	9

36. A recent initiative known as "Better Together" seeks to merge the City of St. Louis and St. Louis County, dissolve Clayton and all other existing municipalities, and form a new regional metropolitan government by means of a constitution amendment. This would be decided on a state-wide vote. Based on your current knowledge, how supportive are you of the "Better Together" proposal?

____(1) Very Supportive [Go to Q36a]
____(2) Somewhat Supportive [Go to Q36a]
____(3) Neutral
____(4) Somewhat Not Supportive [Go to Q36b]
____(5) Not at all Supportive [Go to Q36b]
____(9) Don't know

36a. Please explain why you gave a "very supportive" or "somewhat supportive" response.

_____

_____

36b. Please explain why you gave a "somewhat not supportive" or "not at all supportive" response.

_____

_____

37. Overall, how familiar are you with the "Better Together" initiative?

____(1) Very familiar
____(2) Somewhat Familiar
____(3) Neutral
____(4) Somewhat Unfamiliar
____(5) Very Unfamiliar

38. For each service below, please indicate whether you prefer the City of Clayton or a new Regional Metropolitan Government (RMG) provide the service.

	Level of Support for:	Strongly Favor RMG	Somewhat Favor RMG	Equally Favor RMG and City of Clayton	Somewhat Favor City of Clayton	Strongly Favor City of Clayton	Don't Know
1.	Planning and Zoning Decisions	5	4	3	2	1	9
2.	Building Permits and Code Enforcement	5	4	3	2	1	9
3.	Police	5	4	3	2	1	9
4.	Fire and Emergency Medical Services (EMS)	5	4	3	2	1	9
5.	Streets and Alley Maintenance	5	4	3	2	1	9
6.	Parks and Recreation	5	4	3	2	1	9

39. How long have you been a resident of Clayton? _____ years

40. If you have lived in Clayton for less than 10 years, from where did you move?

City_____, State_____

41. Which of the following best describes your household?

____(1) Own – Single Family Home
____(2) Own – Multifamily Unit (Condo, Apartment, Duplex)
____(3) Rent or Lease – Single Family Home
____(4) Rent – Multifamily Unit (Condo, Apartment, Duplex)

42. What is your age? _____ years

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

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

44. Would you say your total annual household income is:

____(1) Under $30,000
____(2) $30,000 to $59,999
____(3) $60,000 to $99,999
____(4) $100,000 to $149,999
____(5) $150,000 to $199,999
____(6) $200,000 or more

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

____ (1) White/Caucasian
____ (2) African American/Black
____ (3) Hispanic/Latino/Spanish
____ (4) Native American/Eskimo
____ (5) Asian/Pacific Islander
____ (6) Other_____

46. Your gender: ____(1) Male ____(2) Female

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

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