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Survey Instrument

January 2023

Dear Wentzville Resident,

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

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

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

The results of the survey will be presented to the Board of Aldermen by spring 2023. A comprehensive report analyzing the survey results will be available at City Hall and posted on the City's website at www.wentzvillemo.gov with a summary included in a future issue of the City's newsletter, *The Vision*.

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

Sincerely,



Douglas Lee
City Administrator

2023 City of Wentzville Community Survey



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

1. Perceptions of the City. Please rate the...		Excellent	Good	Neutral	Below Average	Poor	Don't Know
01.	Overall quality of services provided by the City of Wentzville	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 growth	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 residential development in the City	5	4	3	2	1	9
08.	Quality of commercial development in the City	5	4	3	2	1	9
09.	Appeal as a place to retire	5	4	3	2	1	9
10.	Overall appearance of the City	5	4	3	2	1	9

2. Major Categories of City Services. Please rate your level of satisfaction with each of the services listed below.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of police services	5	4	3	2	1	9
2.	Overall maintenance of City streets	5	4	3	2	1	9
3.	Overall maintenance of City buildings and facilities	5	4	3	2	1	9
4.	Overall enforcement of City codes and ordinances for buildings and housing	5	4	3	2	1	9
5.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
6.	Overall quality of storm water runoff/storm water management system	5	4	3	2	1	9
7.	Overall flow of traffic and congestion management in the City	5	4	3	2	1	9
8.	Overall quality of parks and recreation services	5	4	3	2	1	9

3. Which THREE items in Question 2 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 2.]

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

4. Public Safety Services. Please rate your level of satisfaction with each of the services listed below.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The visibility of police in neighborhoods	5	4	3	2	1	9
2.	The visibility of police in retail areas	5	4	3	2	1	9
3.	The City's efforts to prevent crime	5	4	3	2	1	9
4.	How quickly police respond to emergencies	5	4	3	2	1	9
5.	Overall competency of the Police Department	5	4	3	2	1	9
6.	Overall attitude and behavior of Police Department personnel toward citizens	5	4	3	2	1	9
7.	Enforcement of local traffic laws	5	4	3	2	1	9
8.	The City's municipal court	5	4	3	2	1	9

5. Which THREE items 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 safe do you feel...		Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1.	Walking alone in your neighborhood in general	5	4	3	2	1	9
2.	Walking alone in your neighborhood after dark	5	4	3	2	1	9
3.	Walking alone in your neighborhood during the day	5	4	3	2	1	9
4.	Walking alone in business areas after dark	5	4	3	2	1	9
5.	Walking alone in business areas during the day	5	4	3	2	1	9

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

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

8. Sewer, Water, and Stormwater Management. Please rate your level of satisfaction with each of the services listed below.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The clarity and taste of the tap water in your home	5	4	3	2	1	9
2.	Water pressure in your home	5	4	3	2	1	9
3.	Amount charged for water/sewer utilities	5	4	3	2	1	9
4.	How easy your water/sewer bill is to understand	5	4	3	2	1	9
5.	Drainage of rainwater off City streets	5	4	3	2	1	9
6.	Drainage of rainwater off properties next to your residence	5	4	3	2	1	9
7.	Adequacy of the sanitary sewer collection system	5	4	3	2	1	9
8.	Adequacy of the water system	5	4	3	2	1	9

9. **Which THREE items in Question 8 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 8.]*

1st: ___ 2nd: ___ 3rd: ___

10. City Maintenance/Public Works. Please rate your level of satisfaction with each of the services listed below.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of major City streets	5	4	3	2	1	9
02.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
03.	Maintenance of street signs and traffic signals	5	4	3	2	1	9
04.	Maintenance of City buildings	5	4	3	2	1	9
05.	Snow removal on major City streets	5	4	3	2	1	9
06.	Snow removal on neighborhood streets	5	4	3	2	1	9
07.	Overall cleanliness of streets/other public areas	5	4	3	2	1	9
08.	Adequacy of City street lighting	5	4	3	2	1	9
09.	Condition of City sidewalks	5	4	3	2	1	9
10.	Landscaping of public areas along streets	5	4	3	2	1	9
11.	Quality of street sweeping services	5	4	3	2	1	9

11. **Which FOUR items in Question 10 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 10.]*

1st: ___ 2nd: ___ 3rd: ___ 4th: ___

12. Solid Waste Services. Please rate your level of satisfaction with each of the services listed below.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Residential trash collection services	5	4	3	2	1	9
2.	Recycling services	5	4	3	2	1	9
3.	Yard waste removal services	5	4	3	2	1	9

13. City Communication. Please rate your level of satisfaction with each of the services listed below.		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 social media, (i.e. Facebook, Instagram, Twitter, LinkedIn, etc)	5	4	3	2	1	9
5.	The quality of the City's website	5	4	3	2	1	9
6.	The content of the City's newsletters	5	4	3	2	1	9
7.	How well the City's communications meet your needs	5	4	3	2	1	9

14. What are your primary sources for information about community activities and services? [Please select all that apply.]

- | | |
|---|---|
| ____(1) Bimonthly newsletter (The Vision) | ____(5) Signage/printed material from the City |
| ____(2) www.wentzvillemo.gov | ____(6) Neighborhood/ward meetings |
| ____(3) Monthly insert in utility bill (Noteworthy) | ____(7) Parks and recreation brochure (Fun Times) |
| ____(4) Social media/Facebook | ____(8) Other: _____ |

15. In order to be more fiscally responsible, while providing direct, timely communication to our residents, the City is evaluating changing The Vision from a printed/mailed newsletter to an eNewsletter. How would you rate the likelihood that you would utilize an electronic version of The Vision newsletter?

- ____(5) Very Likely ____ (4) Likely ____ (3) Neutral ____ (2) Unlikely ____ (1) Very Unlikely

16. City Property Maintenance Codes. Please rate your level of satisfaction with each of the services listed below.		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

17. Economic Development. Please rate the City's current pace of development in each of the following areas.		Much Too Slow	Too Slow	Neutral	Too Fast	Much Too Fast	Don't Know
1.	Office development	5	4	3	2	1	9
2.	Retail development	5	4	3	2	1	9
3.	Single-family residential development	5	4	3	2	1	9
4.	Downtown redevelopment	5	4	3	2	1	9
5.	Multi-family residential development	5	4	3	2	1	9

18. Which of the following goods and services do you typically purchase outside of Wentzville? [Please select all that apply.]

- | | |
|---------------------------|---------------------------------------|
| ____(01) Clothing | ____(06) Dining out/restaurants |
| ____(02) Home furnishings | ____(07) Entertainment/movies/theater |
| ____(03) Banking | ____(08) Technology equipment |
| ____(04) Sporting goods | ____(09) Personal grooming |
| ____(05) Groceries | ____(10) Other: _____ |

19. How important was each reason in your decision to live in Wentzville?		Very Important	Somewhat Important	Neutral	Not Important
01.	Sense of community	4	3	2	1
02.	Quality of public schools	4	3	2	1
03.	Employment opportunities	4	3	2	1
04.	Types of housing	4	3	2	1
05.	Quality of housing	4	3	2	1
06.	Access to quality shopping	4	3	2	1
07.	Proximity to where I work	4	3	2	1
08.	Availability of parks and recreation opportunities	4	3	2	1
09.	Proximity to family or friends	4	3	2	1
10.	Safety and security	4	3	2	1
11.	Central location	4	3	2	1
12.	Cost of housing	4	3	2	1
13.	Accessibility	4	3	2	1

20. Which FOUR reasons listed in Question 19 were the most important to you in choosing to live in Wentzville? [Write in your answers below using the numbers from the list in Question 19.]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____

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

____(1) Yes [Answer Q21a-b.] ____ (2) No [Skip to Q22.]

21a. Which City department did you contact most recently?

- | | |
|--------------------------------|-------------------------------|
| ____(01) City Administration | ____(08) Municipal Court |
| ____(02) Community Development | ____(09) Parks and Recreation |
| ____(03) City Clerk | ____(10) Police |
| ____(04) Engineering | ____(11) Procurement |
| ____(05) Economic Development | ____(12) Public Works |
| ____(06) Finance | ____(13) Utilities |
| ____(07) Human Resources | ____(14) Other: _____ |

21b. Please rate your level of satisfaction with your most recent experience contacting the City.		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 were you treated	5	4	3	2	1	9
3.	Technical competence and knowledge of City employees who assisted you	5	4	3	2	1	9
4.	Overall responsiveness of City employees to your request or concern	5	4	3	2	1	9

22.	Parks and Recreation Services. Please rate your level of satisfaction with each of the services listed below.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of City parks	5	4	3	2	1	9
02.	Number of City parks	5	4	3	2	1	9
03.	Walking and biking trails in the City	5	4	3	2	1	9
04.	City swimming pools	5	4	3	2	1	9
05.	Indoor recreation facilities	5	4	3	2	1	9
06.	Outdoor recreation facilities	5	4	3	2	1	9
07.	Special events	5	4	3	2	1	9
08.	The City's recreation programs and classes	5	4	3	2	1	9
09.	The City's adult sports programs	5	4	3	2	1	9
10.	The City's youth sports programs	5	4	3	2	1	9
11.	The City's senior programs	5	4	3	2	1	9
12.	Recreation classes offered for kids	5	4	3	2	1	9
13.	Ease of registering for programs	5	4	3	2	1	9
14.	Fees charged for recreation programs	5	4	3	2	1	9
15.	Ease of reserving a field/facility	5	4	3	2	1	9
16.	Safety at the City's Parks and Rec Facilities	5	4	3	2	1	9

23. Which FOUR items in Question 22 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 22.]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____

24. The City is interested in learning if Wentzville residents support continued historic preservation efforts in Downtown Wentzville. Please rate your level of support below.

____(5) Very Supportive ____ (3) Neutral ____ (1) Very Unsupportive
 ____ (4) Supportive ____ (2) Unsupportive

Demographics

25. About how long have you lived in the City of Wentzville? [Put "0" if eleven months or less.]

____ years

26. What is your age?

____ (1) 18-24 years ____ (2) 25-44 years ____ (3) 45-64 years ____ (4) 65-79 years ____ (5) 80+ years

27. How many people in your household are...

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

28. What is your gender? ____ (1) Male ____ (2) Female ____ (3) Prefer to self-describe: _____

29. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?

____ (1) Yes ____ (2) No

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

____ (01) Asian or Asian Indian ____ (05) Native Hawaiian or other Pacific Islander
 ____ (02) Black or African American ____ (06) Hispanic, Spanish, or Latino/a/x
 ____ (03) American Indian or Alaska Native ____ (99) Other: _____
 ____ (04) White

31. Would you be willing to participate in future surveys sponsored by the City of Wentzville?

____(1) Yes [*Answer Q29a.*] ____ (2) No

31a. Please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

This concludes the survey. Thank you for your time!

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

Your responses will remain completely confidential.
The information shown to the right will ONLY be used to help ensure the survey results are statistically representative of residents in the area.
Thank you.