

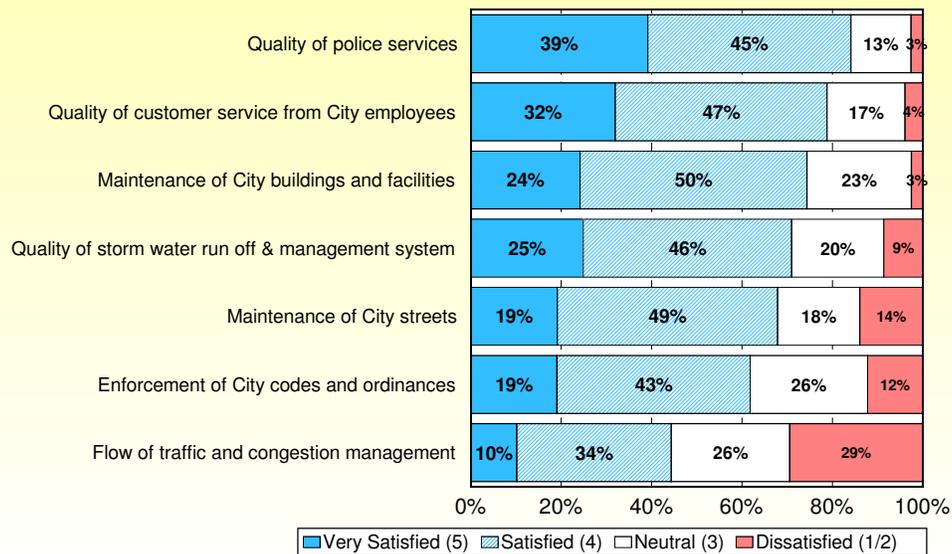
**Section 1:**  
**Charts and Graphs**

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# *City of Wentzville* 2016 DirectionFinder Survey Results

## Q1. Overall Satisfaction with City Services by Major Category

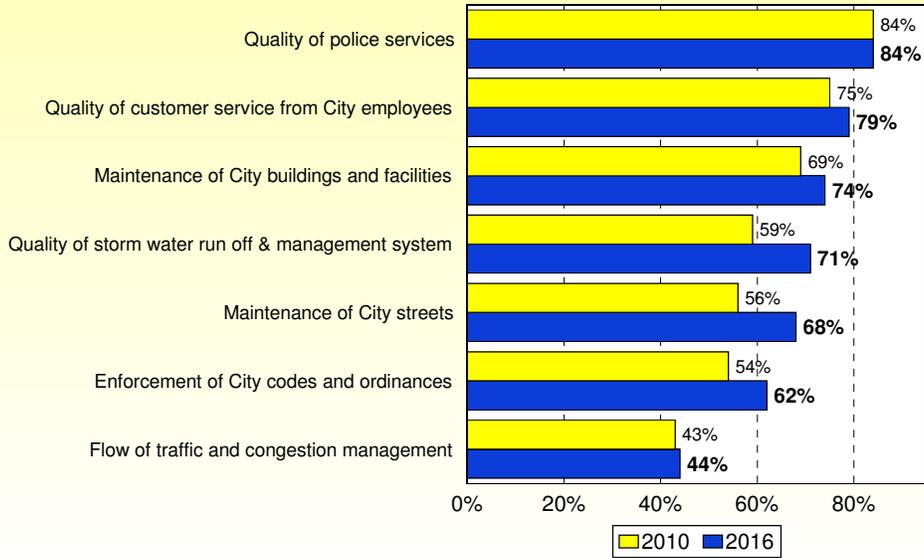
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### TRENDS: Overall Satisfaction with City Services by Major Category (2010 vs. 2016)

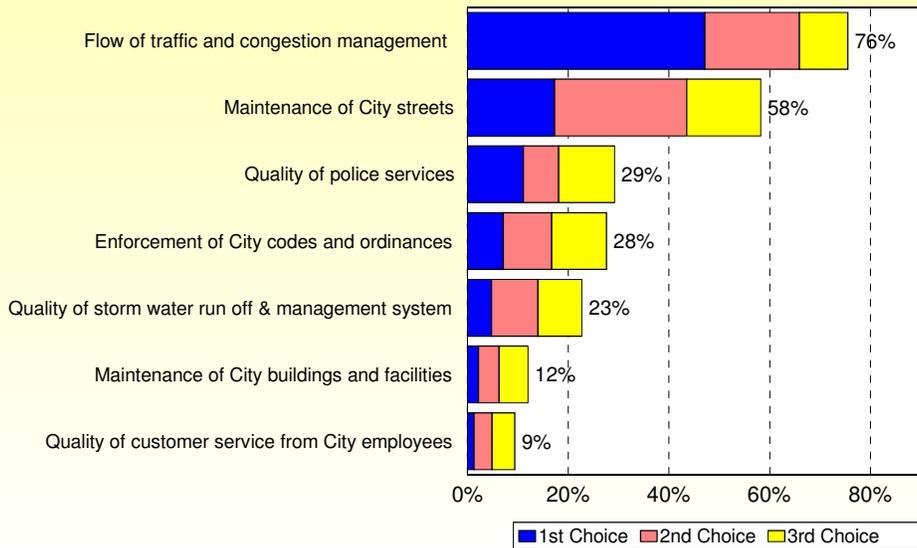
by percentage of respondents who rated the item a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

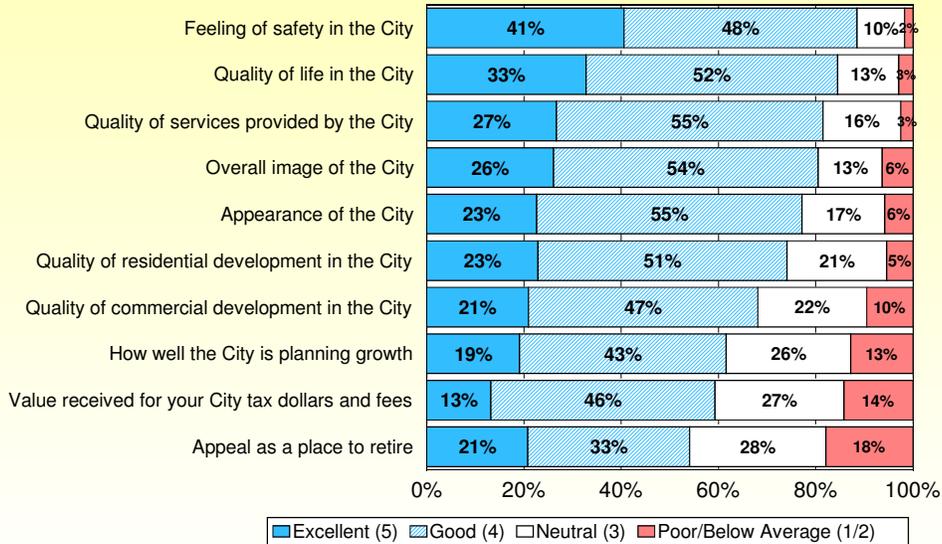
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016)

### Q3. How Respondents Rate Items That Influence Their Perception of the City

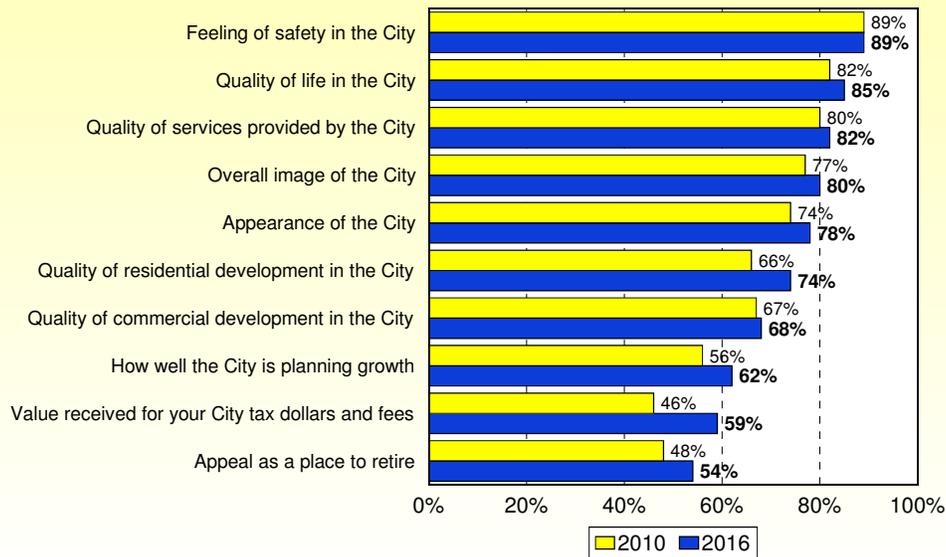
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



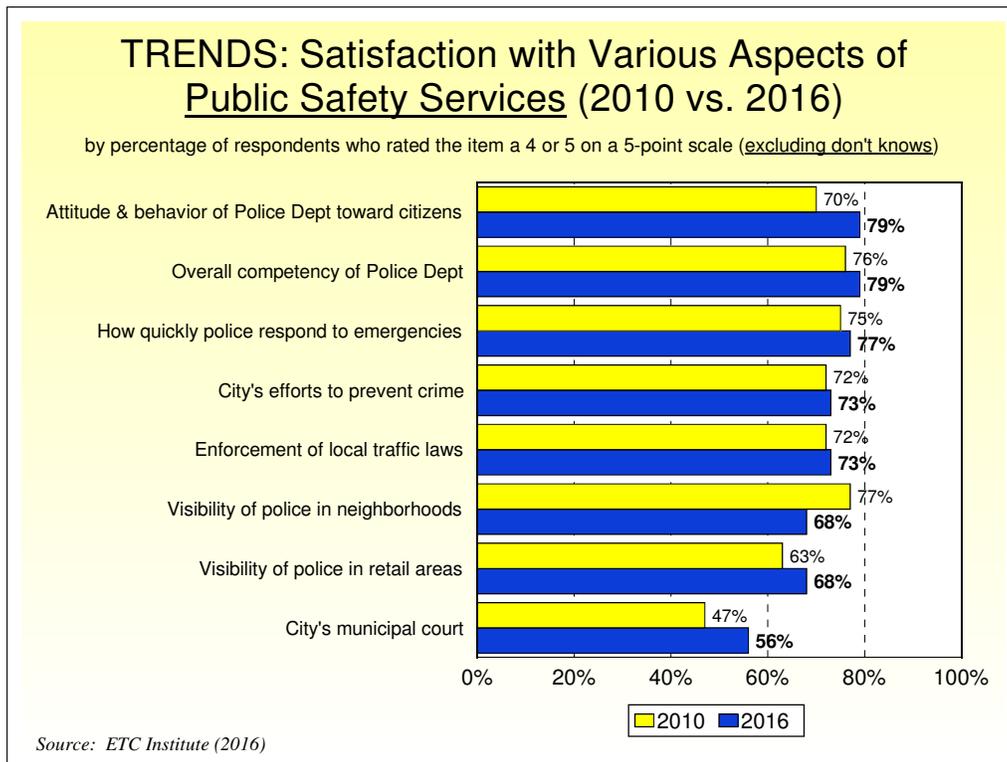
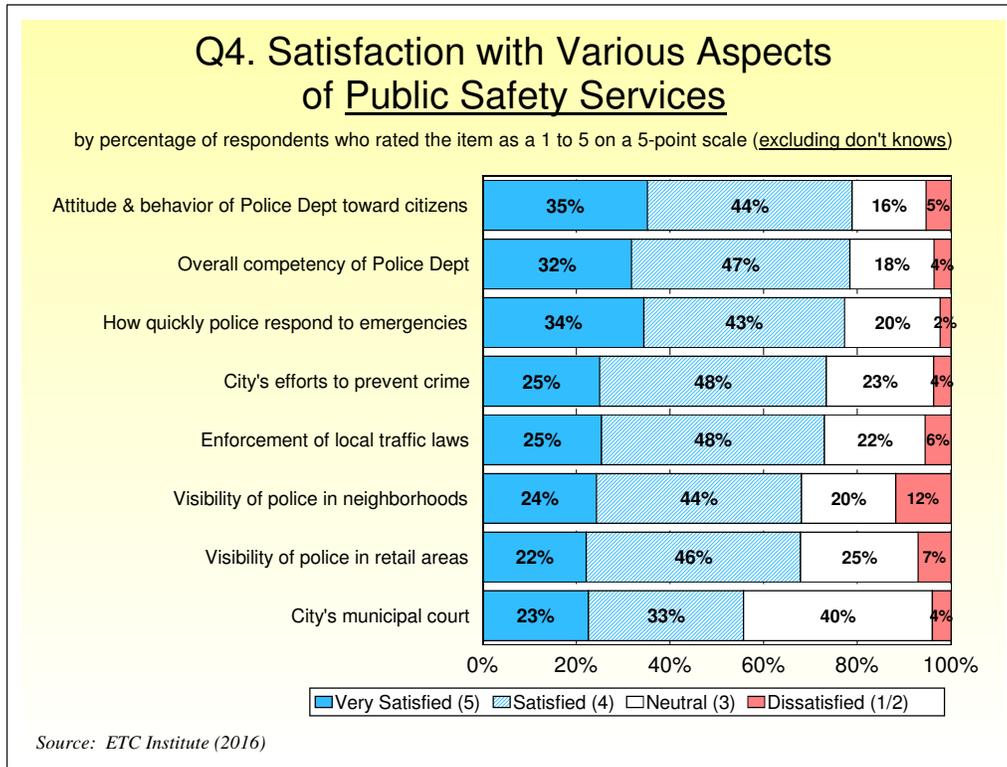
Source: ETC Institute (2016)

### TRENDS: How Respondents Rate Items That Influence Their Perception of the City (2010 vs. 2016)

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

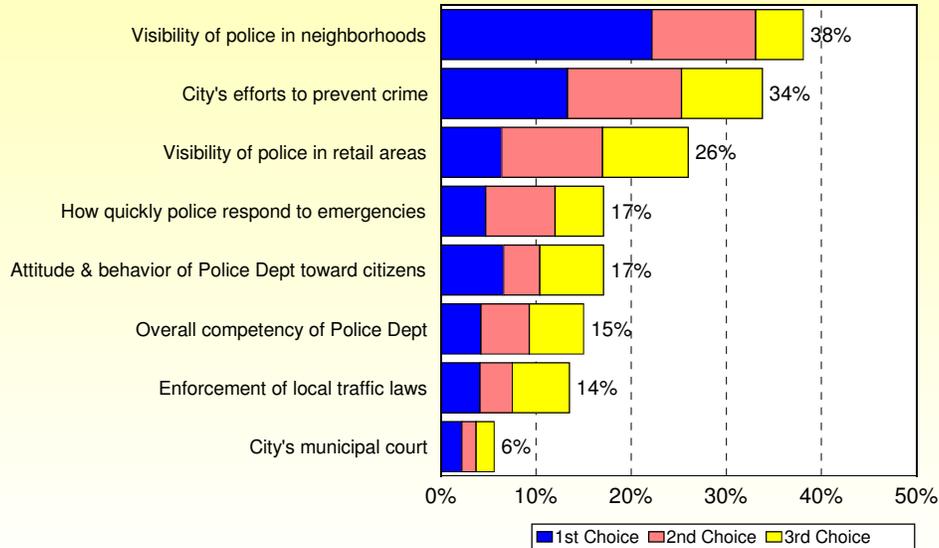


Source: ETC Institute (2016)



### Q5. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

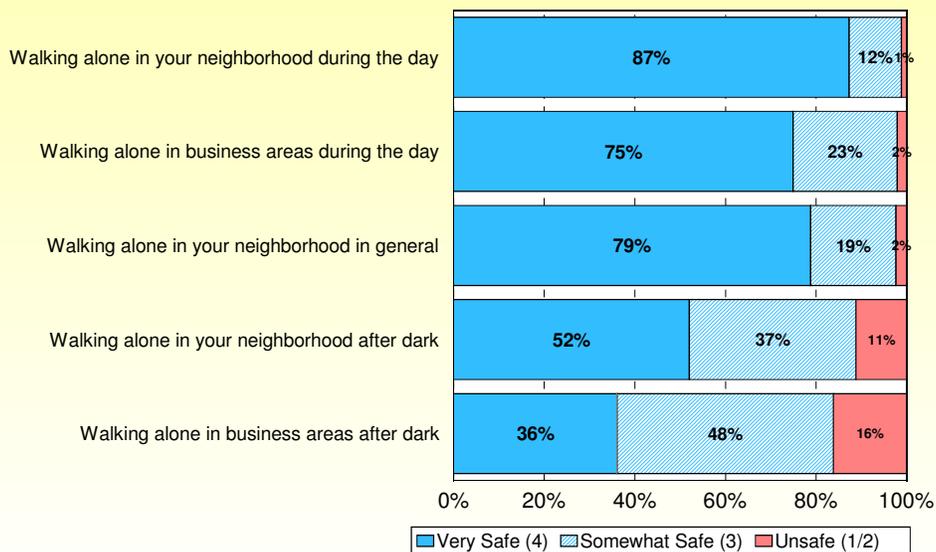
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016)

### Q6. Perceptions of Safety in Wentzville

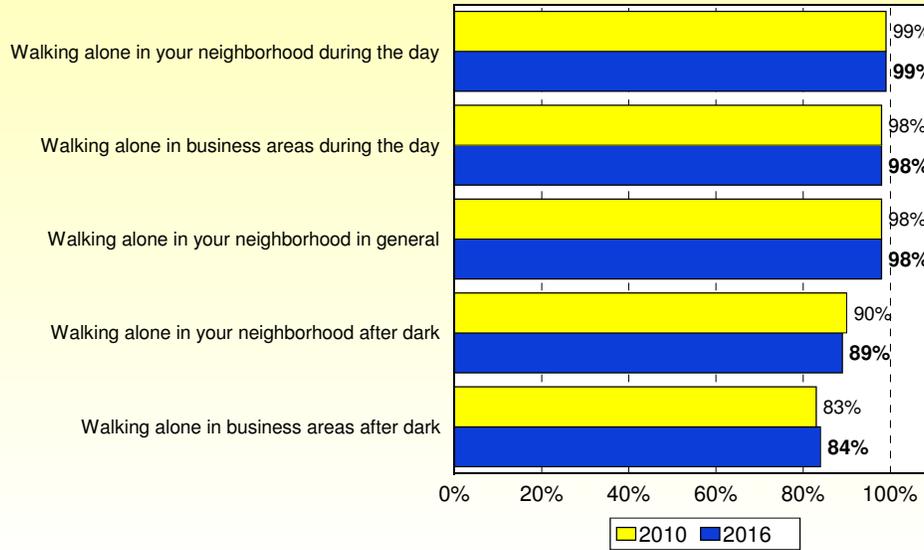
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2016)

### TRENDS: Perceptions of Safety in Wentzville (2010 vs. 2016)

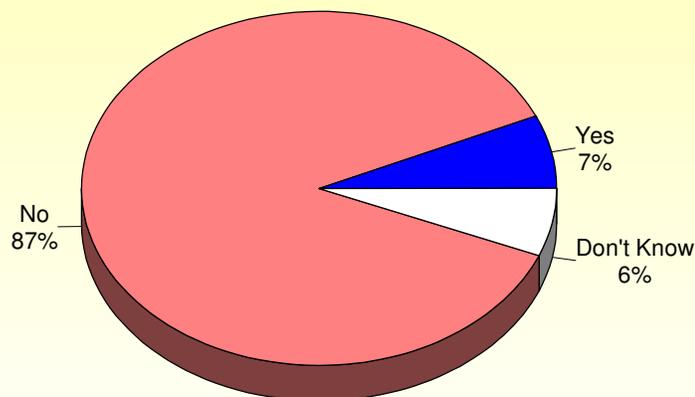
by percentage of respondents who rated the item a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2016)

### Q7. During the past 12 months, were you or anyone in your household the victim of any crime in Wentzville?

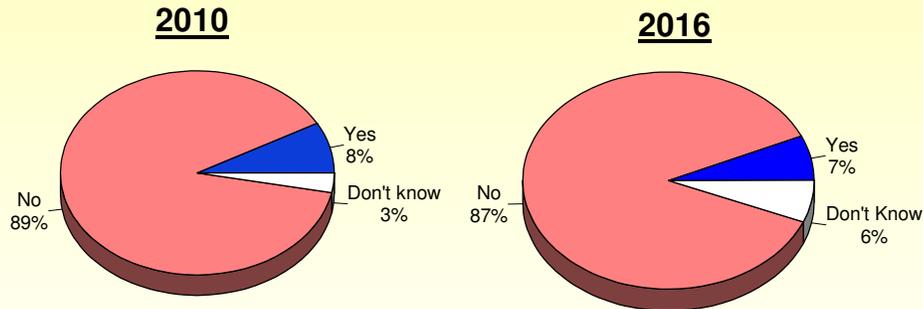
by percentage of respondents



Source: ETC Institute (2016)

**TRENDS: During the past 12 months, were you or anyone in your household the victim of any crime in Wentzville? (2010 vs. 2016)**

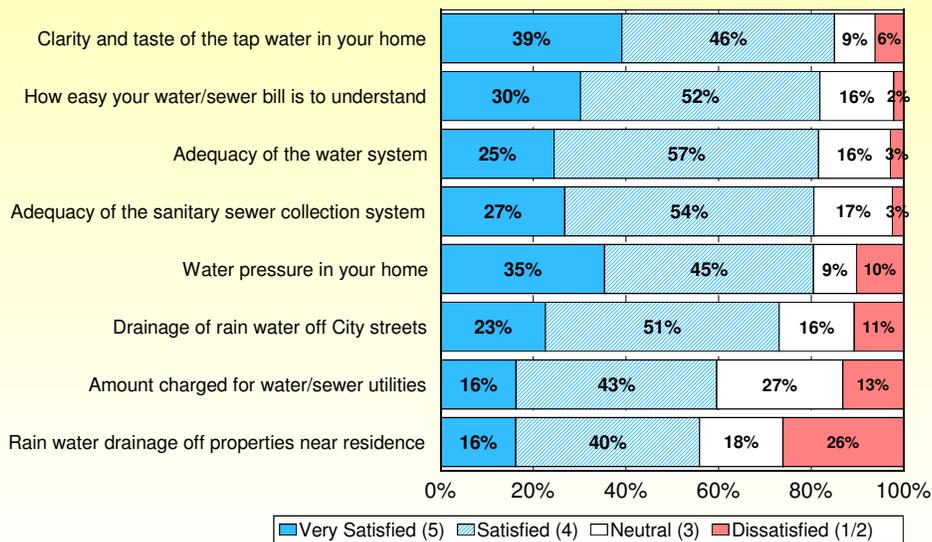
by percentage of respondents



Source: ETC Institute (2016)

**Q8. Satisfaction with Various Aspects of Sewer and Water Utilities and Storm Water Management**

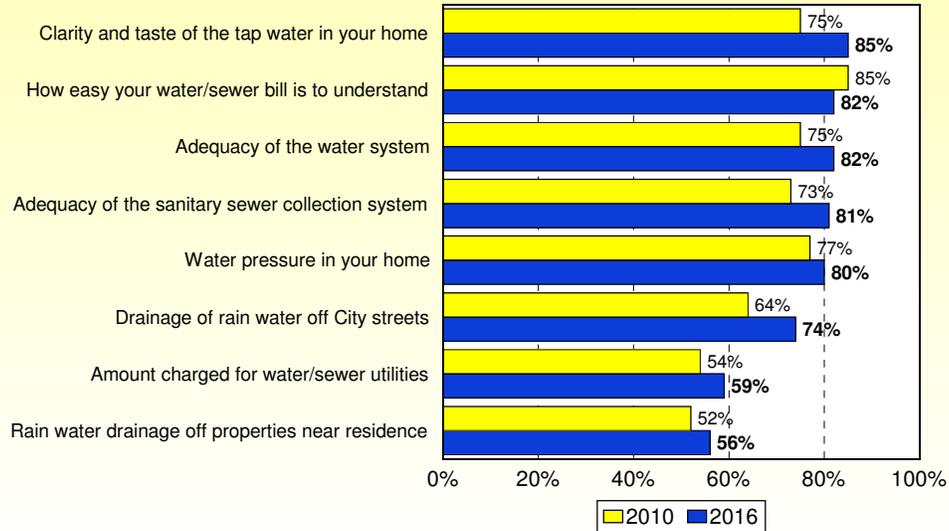
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### TRENDS: Satisfaction with Various Aspects of Sewer and Water Utilities and Storm Water Management (2010 vs. 2016)

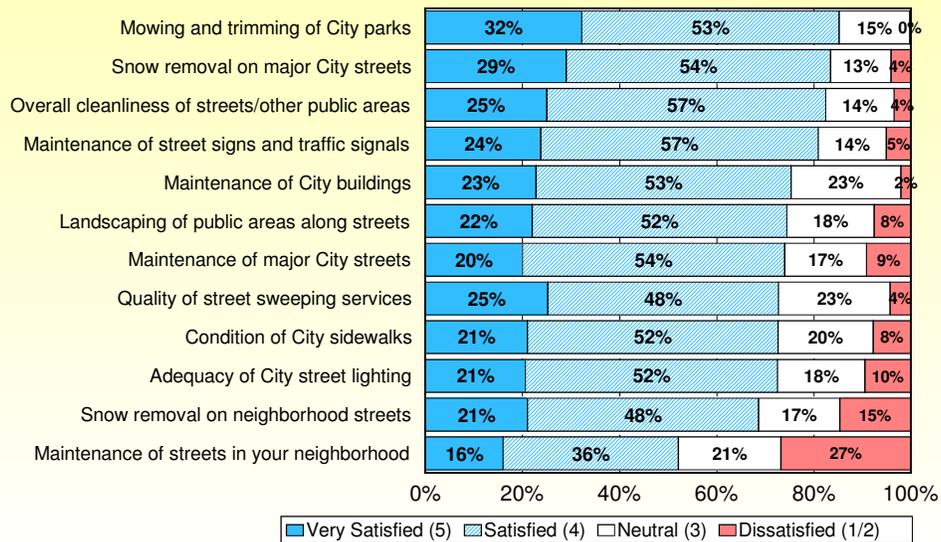
by percentage of respondents who rated the item a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### Q9. Satisfaction with Various Aspects of City Maintenance/Public Works

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



Source: ETC Institute (2016)

### TRENDS: Satisfaction with Various Aspects of City Maintenance/Public Works (2010 vs. 2016)

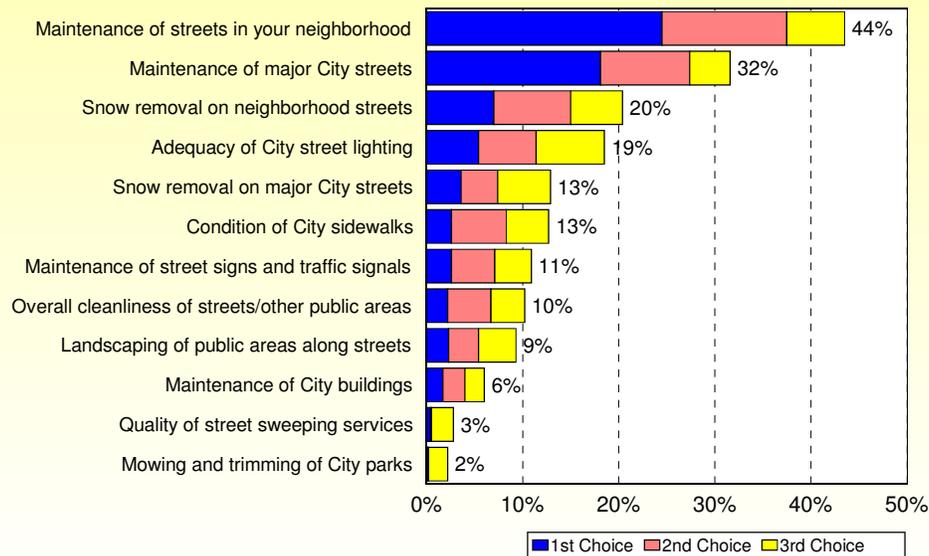
by percentage of respondents who rated the item a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### Q10. Maintenance/Public Works That Should Receive the Most Emphasis Over the Next Two Years by Major Category

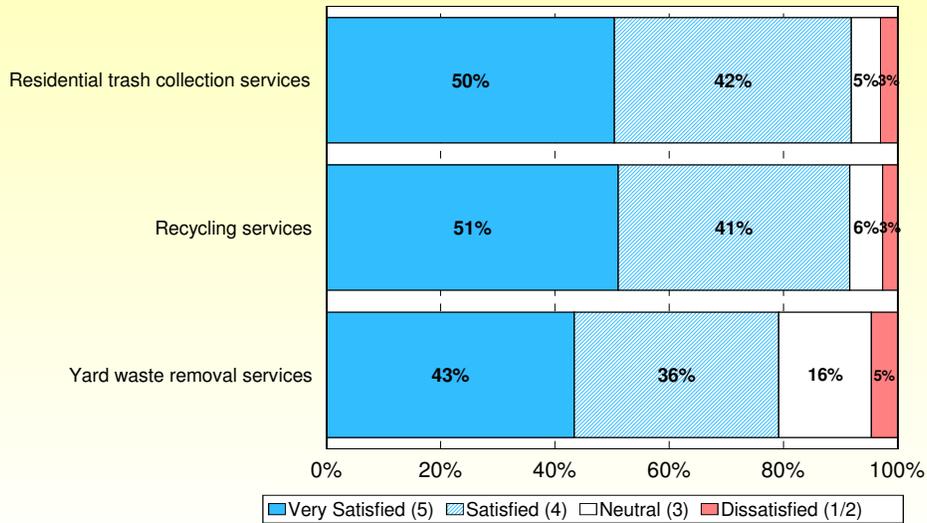
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016)

### Q11. Satisfaction with Various Aspects of Trash Services

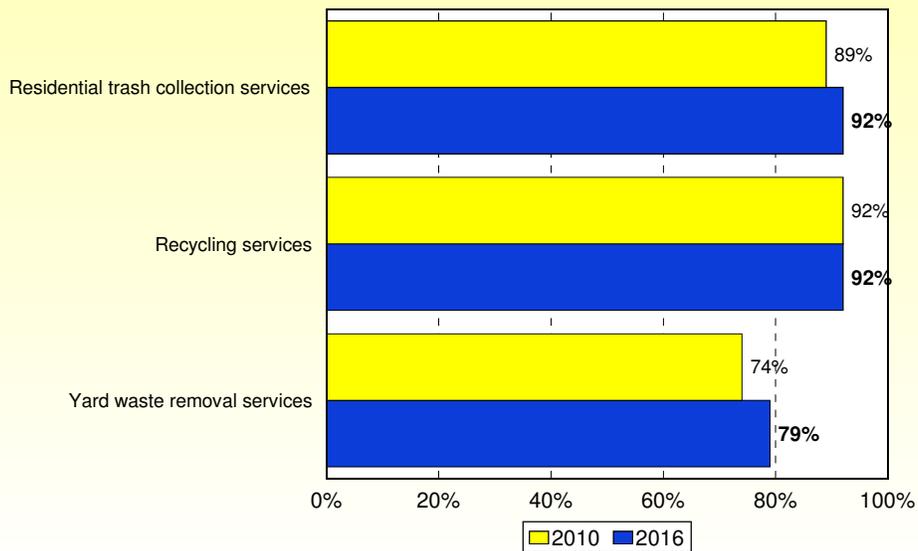
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### TRENDS: Satisfaction with Various Aspects of Trash Services (2010 vs. 2016)

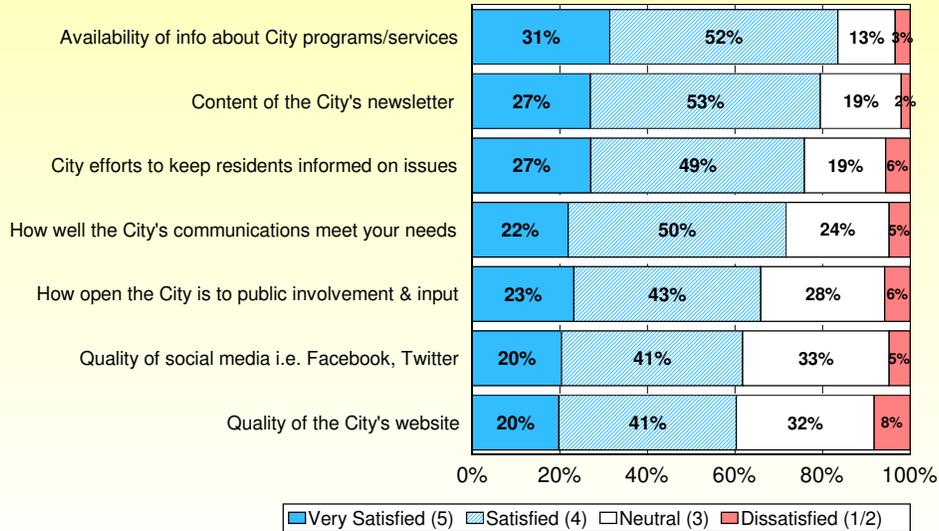
by percentage of respondents who rated the item a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### Q12. Satisfaction with Various Aspects of City Communications

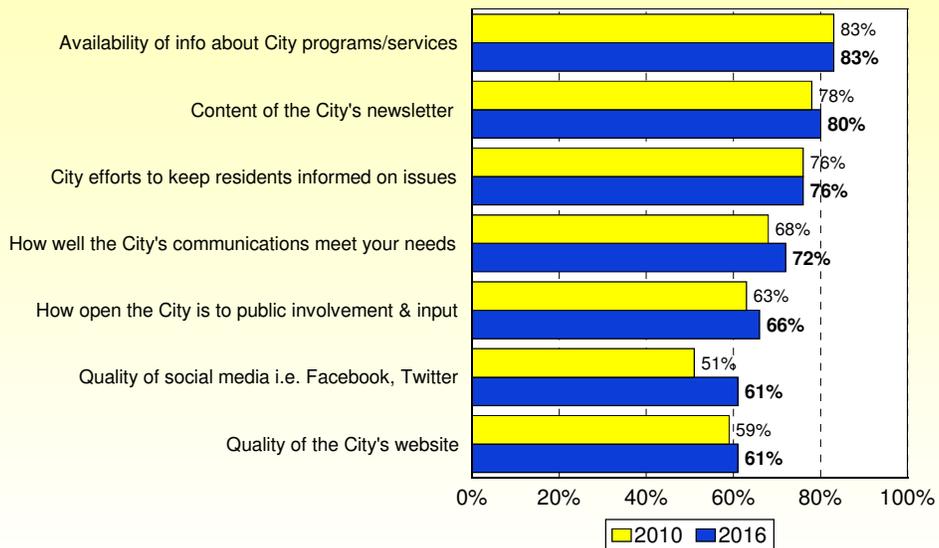
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### TRENDS: Satisfaction with Various Aspects of City Communications (2010 vs. 2016)

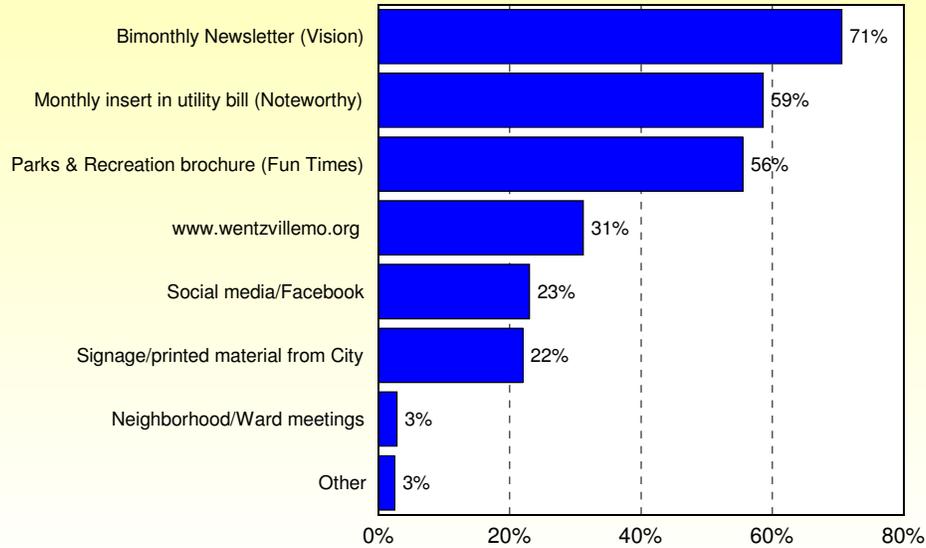
by percentage of respondents who rated the item a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### Q13. What are your primary sources for information about community activities and services?

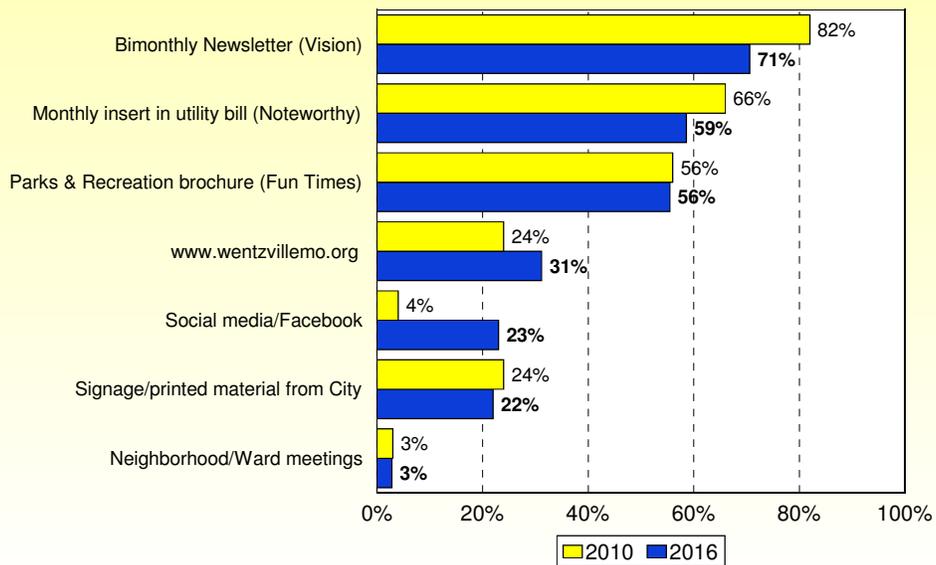
by percentage of respondents (multiple answers allowed)



Source: ETC Institute (2016)

### TRENDS: What are your primary sources for information about community activities and services? (2010 vs. 2016)

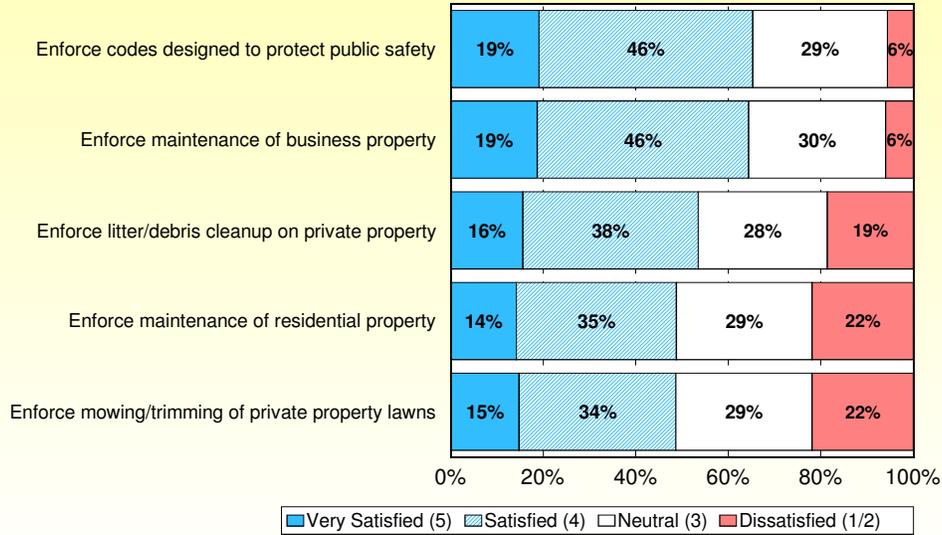
by percentage of respondents (multiple answers allowed)



Source: ETC Institute (2016)

### Q14. Satisfaction with Various Aspects of Property Maintenance Codes

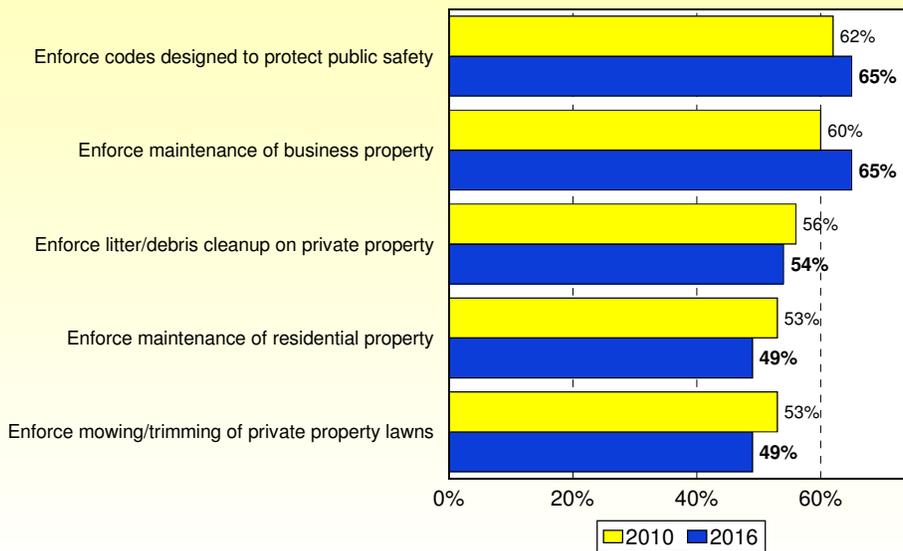
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### TRENDS: Satisfaction with Various Aspects of Property Maintenance Codes (2010 vs. 2016)

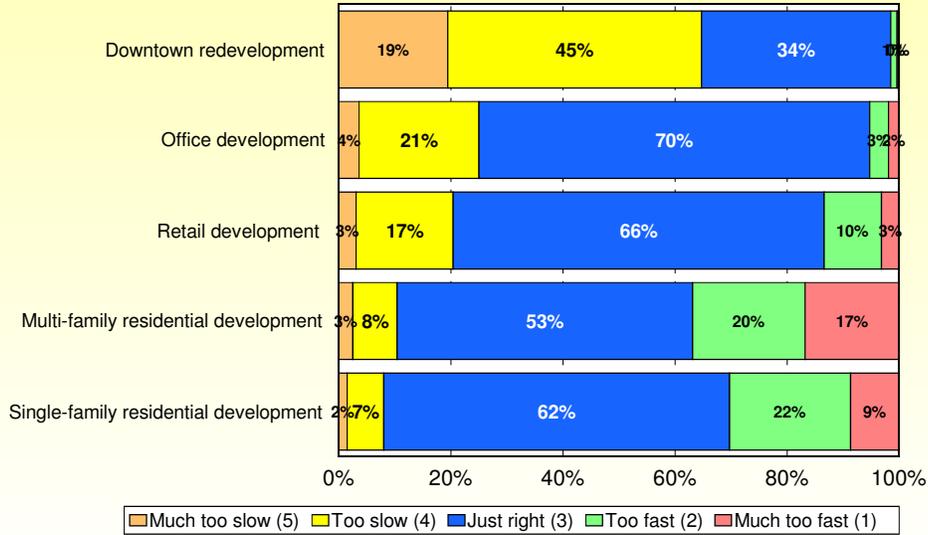
by percentage of respondents who rated the item a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### Q15. Rating the City's Current Pace of Development in Various Areas

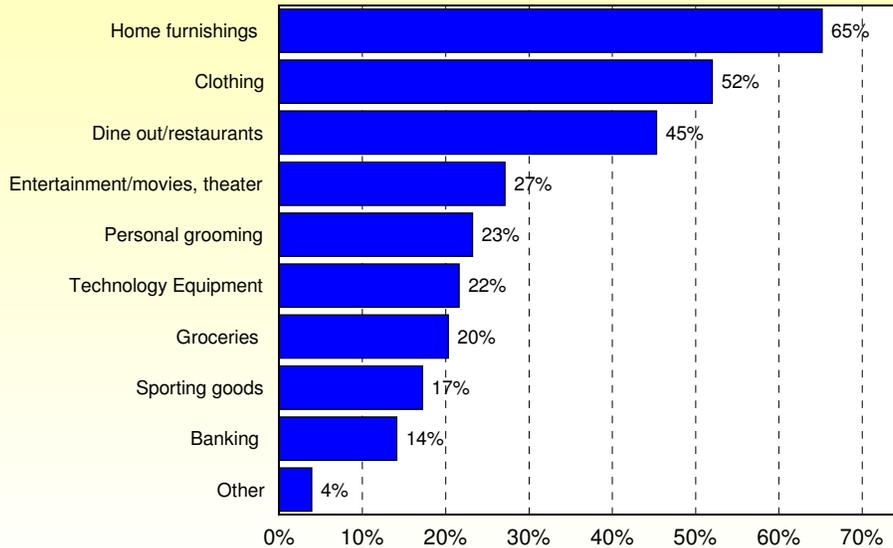
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016)

### Q16. Which of the following goods and services do you typically purchase outside of Wentzville?

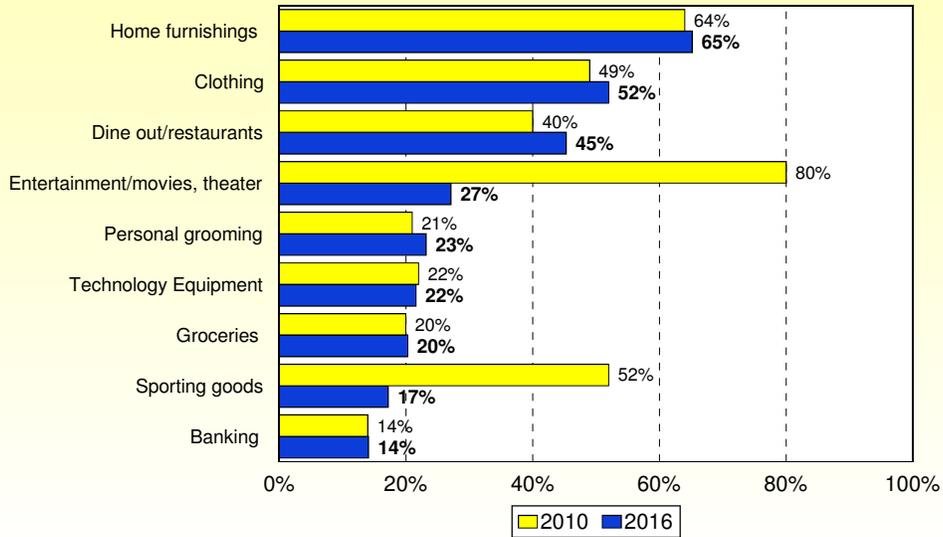
by percentage of respondents (multiple answers allowed)



Source: ETC Institute (2016)

### TRENDS: Which of the following goods and services do you typically purchase outside of Wentzville? (2010 vs. 2016)

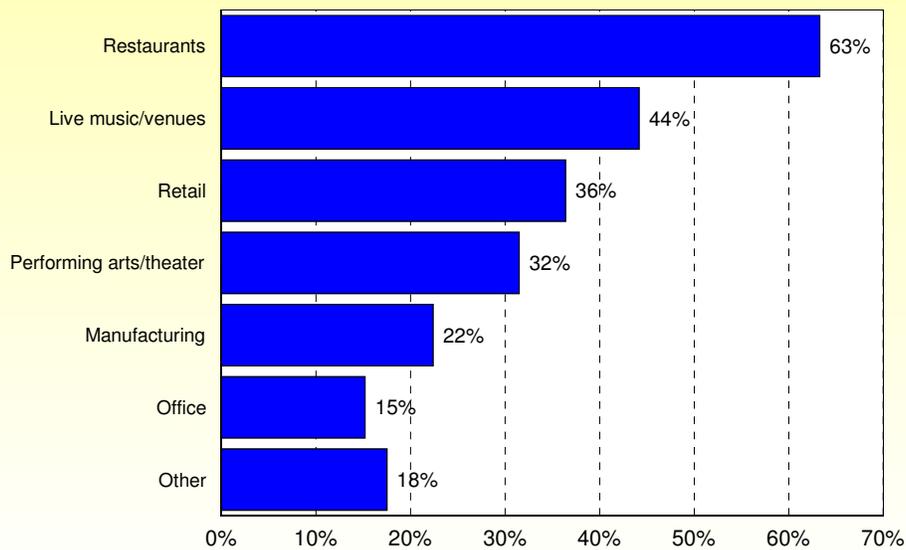
by percentage of respondents (multiple answers allowed)



Source: ETC Institute (2016)

### Q17. Which of the following types of businesses would you like to see more of in Wentzville?

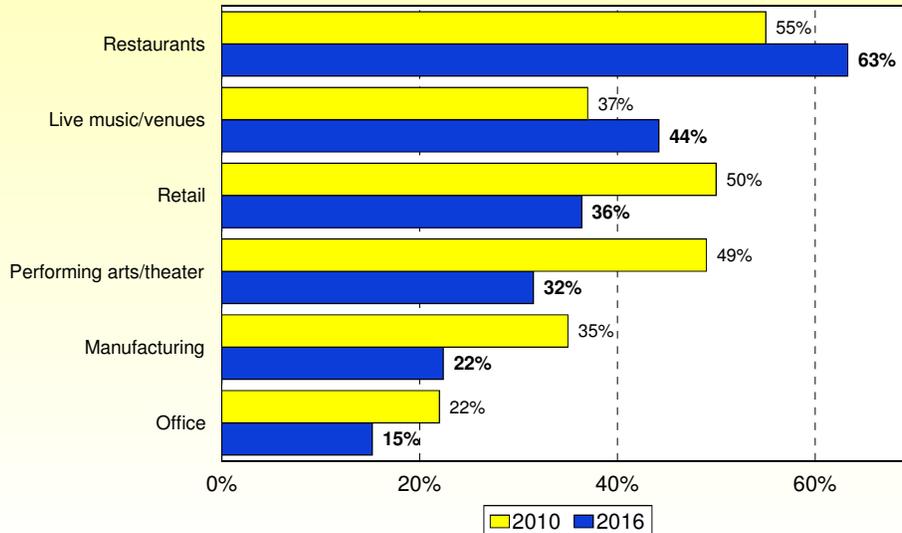
by percentage of respondents (multiple answers allowed)



Source: ETC Institute (2016)

### TRENDS: Which of the following types of businesses would you like to see more of in Wentzville? (2010 vs. 2016)

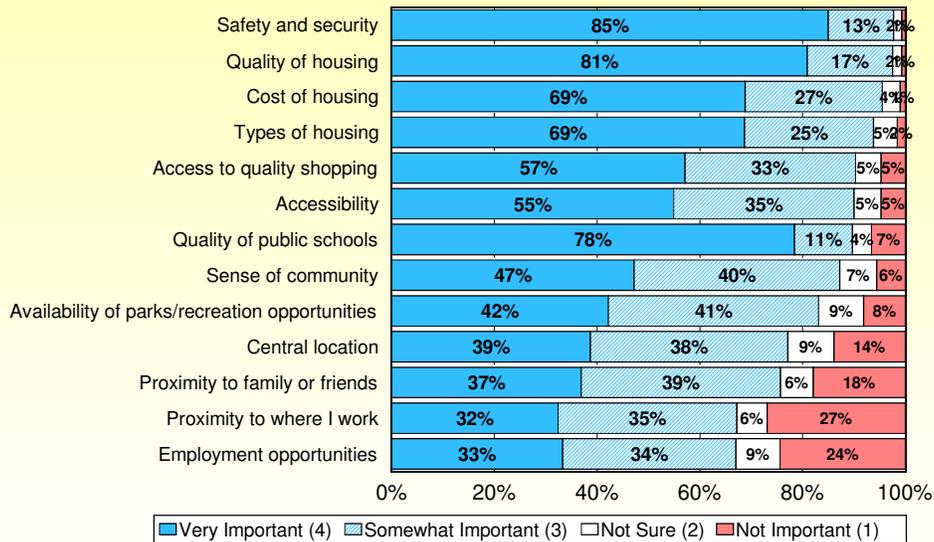
by percentage of respondents (multiple answers allowed)



Source: ETC Institute (2016)

### Q18. Importance of Various Reasons in Respondents' Decision to Live in Wentzville

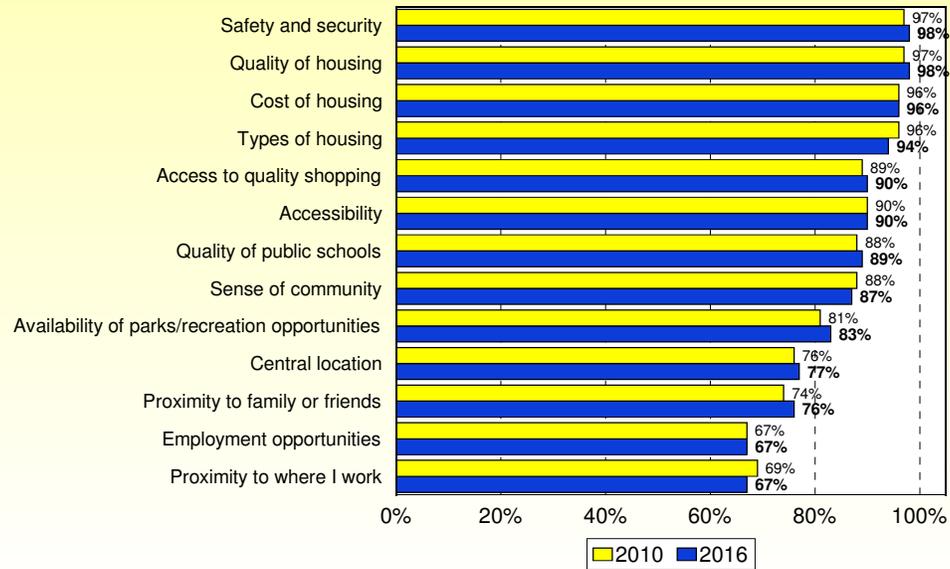
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2016)

### TRENDS: Importance of Various Reasons in respondents' Decision to Live in Wentzville (2010 vs. 2016)

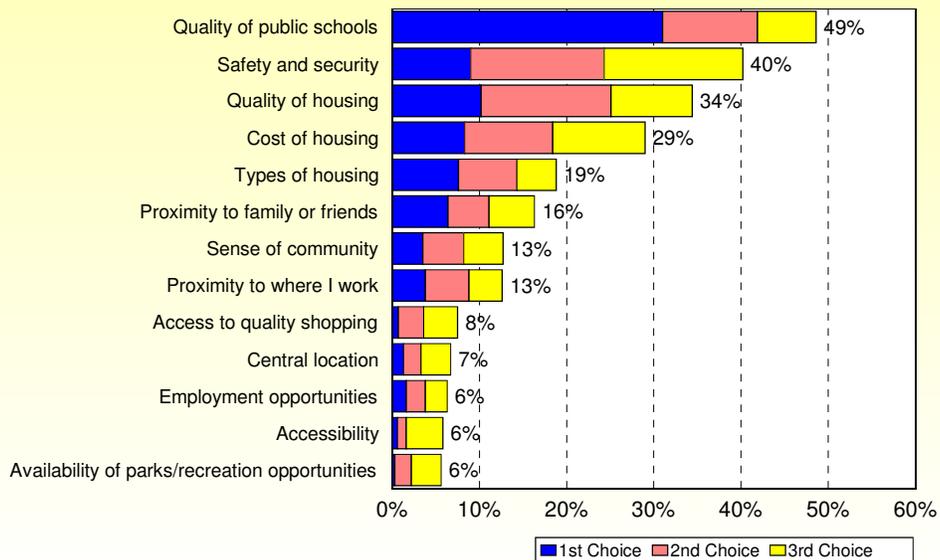
by percentage of respondents who rated the item a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2016)

### Q19. Most Important Reasons for Respondents' Decision to Live in Wentzville

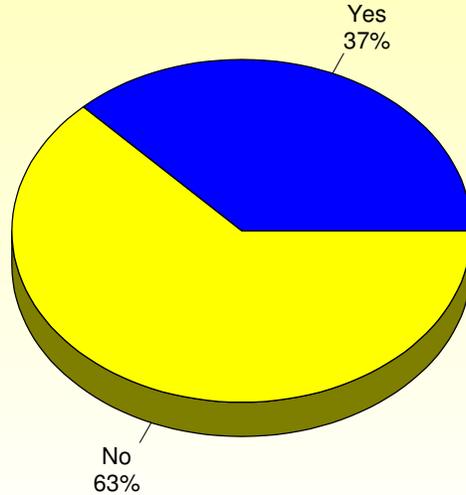
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016)

Q20. Have you contacted the City with a question, problem, or complaint during the past year?

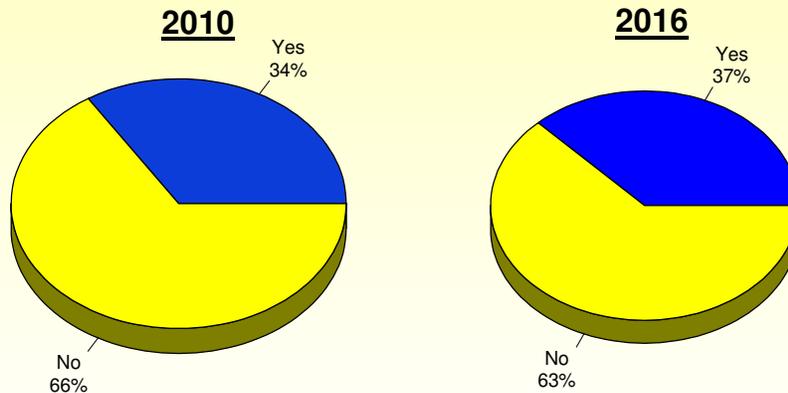
by percentage of respondents



Source: ETC Institute (2016)

TRENDS: Have you contacted the City with a question, problem, or complaint during the past year? (2010 vs. 2016)

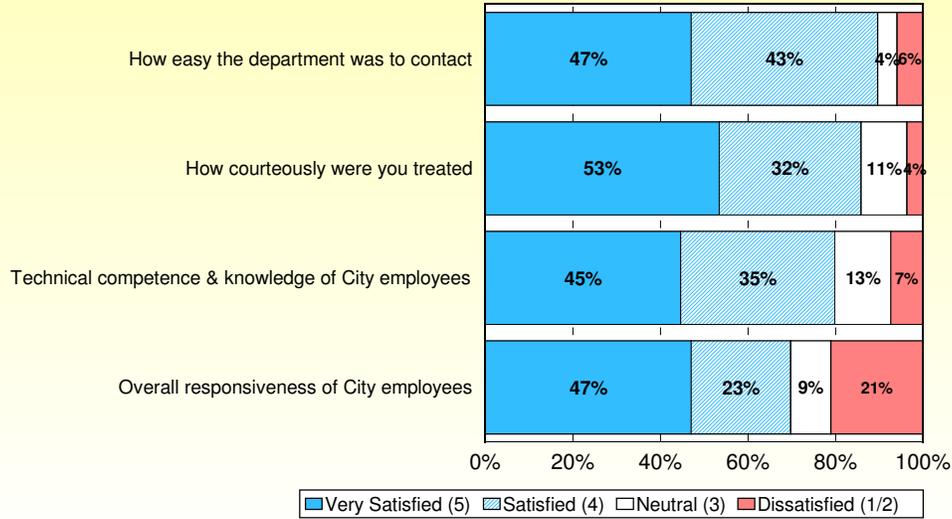
by percentage of respondents



Source: ETC Institute (2016)

### Q20-3. Satisfaction with Various Aspects of Customer Service Received from the City

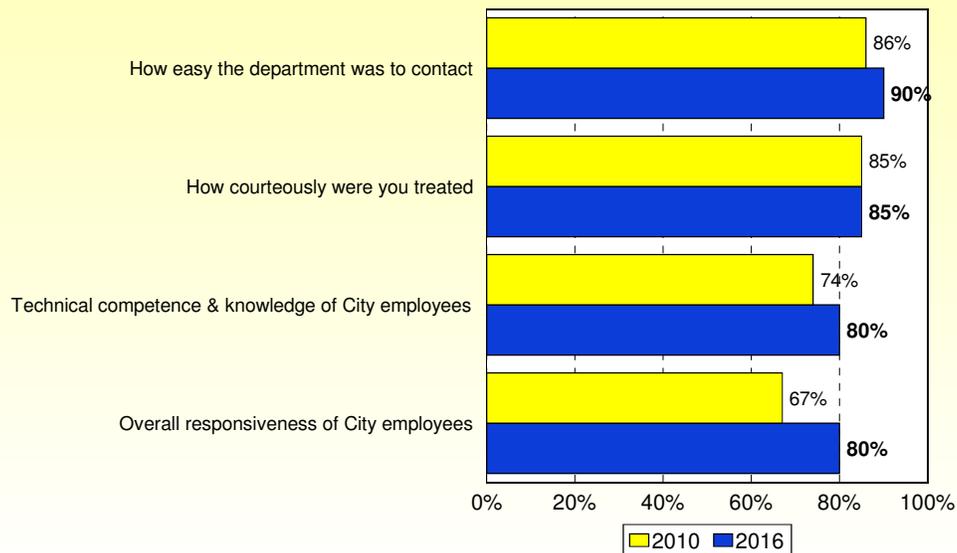
by percentage of respondents that have contacted the City during the past year  
(excluding don't knows)



Source: ETC Institute (2016)

### TRENDS: Satisfaction with Various Aspects of Customer Service Received from the City (2010 vs. 2016)

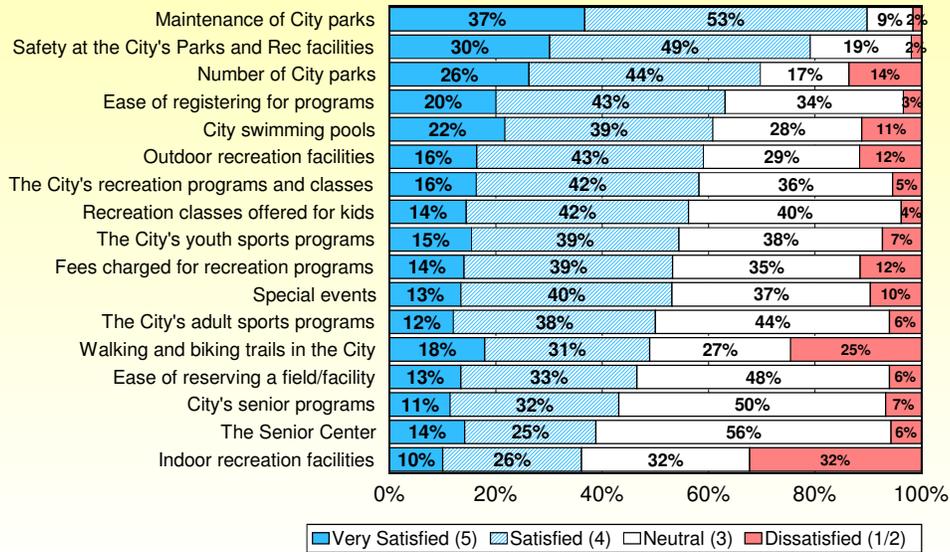
by percentage of respondents who rated the item a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### Q21. Satisfaction with Various Aspects of Parks and Recreation

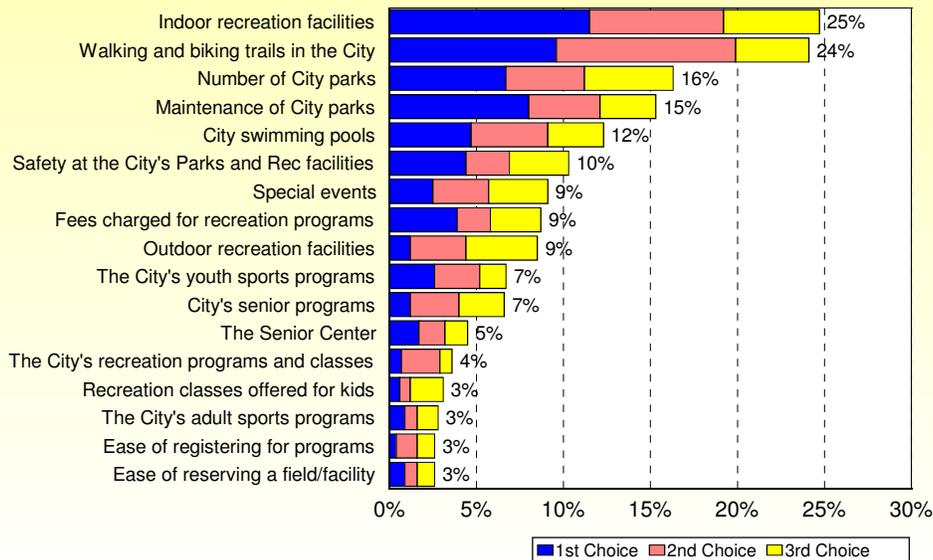
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

### Q22. Parks and Recreation Items Should Receive Most Emphasis from City Leaders Over Next Two Years

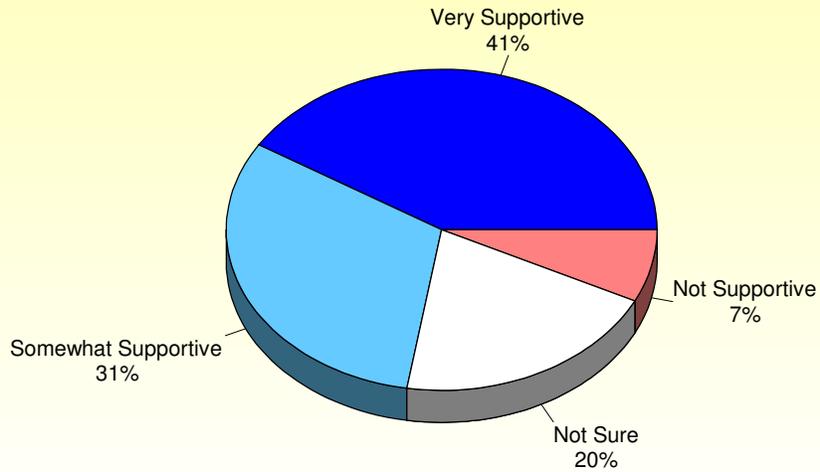
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016)

### Q23. How Supportive Would You Be of Historic Preservation Efforts in Downtown Wentzville?

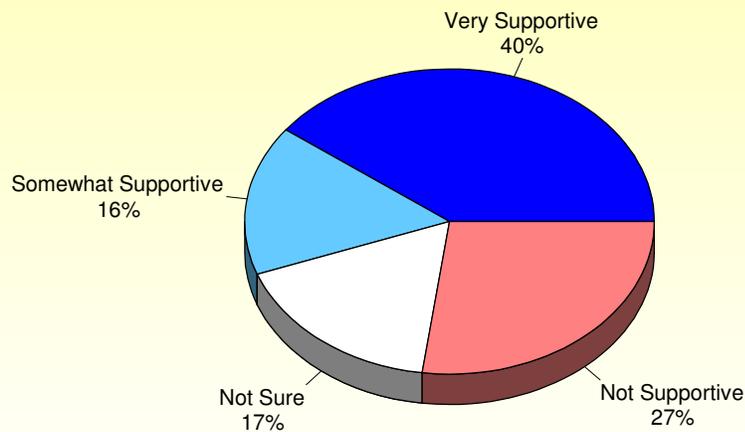
by percentage of respondents



Source: ETC Institute (2016)

### Q24. How Supportive Would You Be of a Year-Round, All-Inclusive Yard-Waste Program?

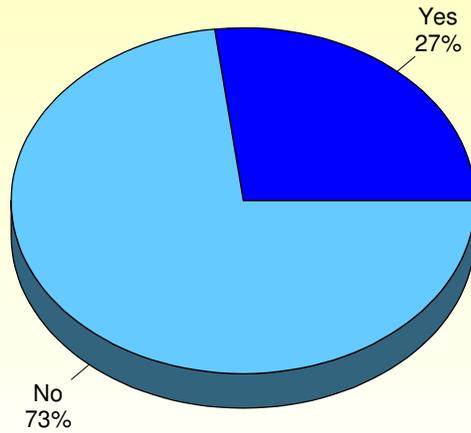
by percentage of respondents



Source: ETC Institute (2016)

### Q24-2. Do You Currently Purchase the 10 Month Yard Waste Service?

by percentage of respondents



Source: ETC Institute (2016)

### Q25. Demographics: Approximately how many years have you lived in the City of Wentzville?

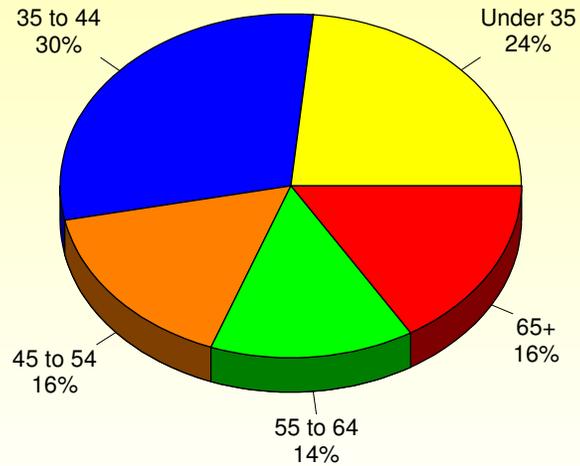
by percentage of respondents



Source: ETC Institute (2016)

### Q26. Demographics: What is your age?

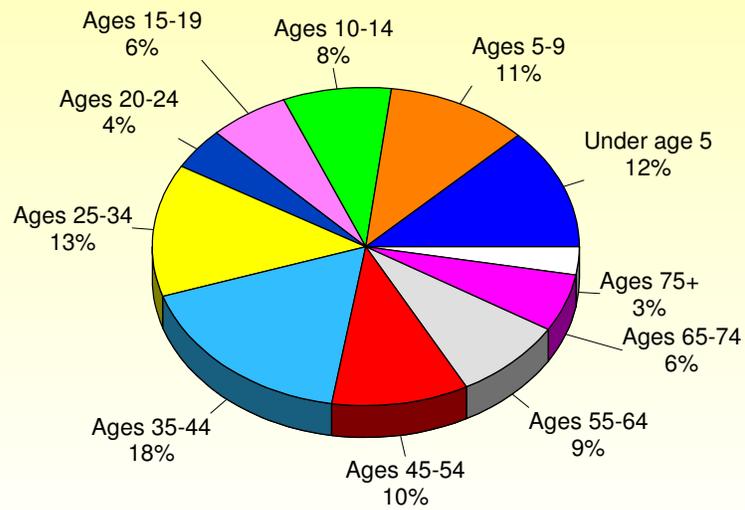
by percentage of respondents



Source: ETC Institute (2016)

### Q27. Demographics: Ages of People in Household

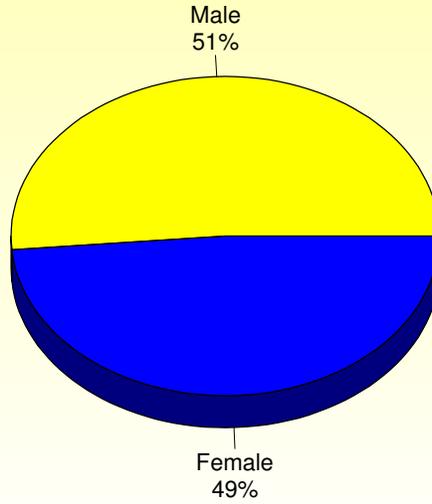
by percentage of household occupants



Source: ETC Institute (2016)

### Q28. Demographics: Your gender:

by percentage of respondents



Source: ETC Institute (2016)