



WHERE COMMUNITY AND SPIRIT MEET\*

**City of Kirkwood  
City Council Work Session  
Thursday, August 15, 2024**

**5:30 p.m.**

**City Hall, Main Level Conference Room  
139 S. Kirkwood Rd.  
Kirkwood, MO 63122  
(Posted August 13, 2024)**

*(Please note that work sessions are for council discussion only and there will be no public comment portion of the meeting. When a topic is completed the council will immediately move on to the next item on the agenda.)*

- I. Approval of the August 1, 2024 Work Session Minutes**
- II. Citizen Survey Results**
- III. Community Center Project Update**
- IV. Meeting Adjournment**

**Kirkwood City Council:** Mayor Liz Gibbons, Council Members Gina Jaksetic, Nancy Luetzow, Mark McLean, Al Rheinnecker, Paul Schaefer, and Mark Zimmer

**Contact Information:** For full City Council contact information visit [www.kirkwoodmo.org/council](http://www.kirkwoodmo.org/council). To contact the City Clerk call 314-822-5802. To contact the Chief Administrative Officer call 314-822-5803.

**Accommodation:** The City of Kirkwood is interested in effective communication for all persons. Persons requiring an accommodation to attend and participate in the meeting should contact the City Clerk at 314-822-5802 at least 48 hours before the meeting. With advance notice of seven calendar days, the City of Kirkwood will provide interpreter services at public meetings for languages other than English and for the hearing impaired. Upon request, the minutes from this meeting can be made available in an alternate format, such as CD by calling 314-822-5802.



## **WORK SESSION MINUTES**

A work session of the Kirkwood City Council was held on August 1, 2024, at 5:30 p.m. at Kirkwood City Hall, 139 S. Kirkwood Road, Kirkwood, Missouri. Present Mayor Gibbons, Council Members Jaksetic, Luetzow, McLean, Rheinnecker, Schaefer, and Zimmer. Also in attendance were Chief Administrative Officer Russell Hawes, Assistant Chief Administrative Officer David Weidler, City Clerk Laurie Asche, Communications Manager Jessica Winter, Procurement Director Sara Foan-Oliver, and Planning & Development Services Director Jonathan Raiche.

### **APPROVAL OF THE JULY 11, 2024 WORK SESSION MINUTES**

Motion was made by Council Member Zimmer and seconded by Council Member Schaefer to approve the minutes of the July 11<sup>th</sup> Work Session. A discussion took place. The minutes were unanimously approved.

### **APPROVAL OF THE JULY 18, 2024 WORK SESSION MINUTES**

Motion was made by Council Member Zimmer and seconded by Council Member McLean to approve the minutes from the July 18<sup>th</sup> Work Session. The minutes were unanimously approved.

## **PROCUREMENT OVERVIEW**

Procurement Director Sara Foan-Oliver attended to discuss the Procurement overview with the Council. Some of the discussion is as follows:

- Informational brochures regarding the department were distributed.
- The department consists of 5 employees.
- Procurement services the needs of all departments for supplies, services, and equipment and manages the warehouse.
- The department reviews and processes invoices before submitting them to Finance for payment.
- The department oversees requisitions and purchase orders in the ERP system (Tyler Technologies).
- Procurement manages the City ProCard (City Credit Card) program and trains employees before they use it.
- The department oversees online bidding and contracts on the platform IonWave.
- The purchasing thresholds consist of Open Market, Informal, and Formal.
  - Open Market: less than or equal to \$1,500, one quote required, and ProCard recommended.
  - Informal: between \$1,500.01 - \$15,000, must solicit for a minimum of three quotes and is overseen by the Procurement Director.
  - Formal: \$15,000.01 or greater, supplies and services, solicit for at least three bids submitted through Ionwave, and requires Council approval.
- An invitation for bid is a purchase that is projected to exceed \$15,000, and the City must define the quantity, specifications, and fully defined scope.
- The City verifies the low bidder's responsiveness, ensuring that the requested materials encompass the fully defined scope.
- The City reviews the low bidder's ability to provide the requested services based on previous experience and performs reference checks.
- To keep bids competitive, the Procurement department seeks additional vendors to include in solicitations.



- The Procurement Department performs research for additional vendors as needed through contact with peers in professional procurement organizations locally, statewide, and nationally, through web searches, and professional organizations of the requesting departments.
- The selection committee reviews responses based on the following:
  - The firm's specialized experience and technical competence concerning the type of services required.
  - The capacity and capability of the firm to perform the work in question, including specialized services, within the time limitations fixed for the completion of the project.
  - Past record of performance of the firm in terms of factors such as control of costs, quality of work, and ability to meet schedules.
  - The firm's proximity to and familiarity with the area in which the project is located.
- Fees are not discussed during the RFQ process (State of Missouri Statute Requirement). A Request for Proposal is solicited once the most qualified firm is identified.
- Contingency in project resolutions is used to avoid significant delays and increased project costs. Without contingencies, any change of \$0.01 or more to the total contract value would require council action. This delay could cause work to stop on a project for 2 – 4 weeks while council approval is obtained, leading to increased project costs due to delays outside the contractor's control.
- The industry standard for contingency in construction and large-scope projects is 10%.
- Contingency values are calculated for at-risk projects. These are based on historically similar projects, projects with possible unknown factors, or projects with large and/or diverse scopes.
- Contingencies are requested by the Department Head overseeing the project based on their analyzed risk of the project.
- Contingencies are factored into the City's budget along with the project request from the Department Head. When the project goes to the Council for approval with a contingency, it is already calculated in the project budget. It is not above and beyond what the Council approved for the project during the budgeting process.
- Contingencies are not added to the vendor contract but are retained by the City and utilized by the project manager to ensure timely project delivery.
- Unused contingency on any project remains in the department's budget after the project has been completed.
- A single feasible source exists when the procurement meets one or more of the following:
  - Supplies are proprietary and only available from the manufacturer or a single distributor or Based on past procurement experience, it is determined that only one distributor services the region in which the supplies are needed; or Supplies are available at a discount from a single distributor for a limited period of time.



Some discussion took place as follows:

- A question was raised regarding what department oversees the City fuel cards and if there is a reward back at the pump for usage and if gas for City vehicles is limited to certain pumps. The fuel cards are managed by the Fleet Department. There is a 1% back reward at every pump. There is no limit on which pump to fuel City vehicles.
- A question was raised about returning to one company for an RFP. This is mandated by the State of Missouri. You cannot get two RFP's or two prices when it's a qualification-based RFP.
- A question about how the budget is prepared for specific projects was raised. Each department is responsible for the specifics of their projects.
- A question about the difference between a firm fixed-priced contracts was raised. An invitation for bid is a firm fixed contract. We know the quantity and material of what we want. There aren't any contingencies on a fixed bid.
- A question was raised if any issues with contingencies becoming a problem and having to come back to Council. No, if the City disagrees with additional money, they will not approve it.
- A question was raised asking if contingency funds that weren't used are kept track of. How often are those funds available at the end of the year? Each department tracks its budget. The Procurement department will keep track of unused contingencies and share them with the CAO monthly.
- It was suggested to cross-train staff for when someone is out of the office.
- A question was raised about how to know what inventory to keep on hand. It's based on usage.
- A question was raised regarding why some contingencies fall outside of 10%, since the last 5 of 8 Resolutions containing contingencies have been greater than 10%. Knowing the history will help knowing the strategy going forward.
- A question was raised regarding how long the City has used IonWave. The City has been using IonWave for the last 4 years. Do you have to be on the platform to bid? Yes, it's very user-friendly.
- A question was raised about how the Procurement department selects the staff to be on the bid selection committee. The Department head directs it.
- Concerns were raised about over \$15,000 that must come to the Council. Yes, the City Council has to approve any amount over \$15,000.
- A question was raised about who oversees the sewer lateral program. The Building department is responsible for the sewer lateral program.

### **PLANNING & ZONING OVERVIEW**

Planning & Development Services Director Jonathan Raiche attended to discuss the Planning & Zoning overview with the Council. Some of the discussion is as follows:

- The Building Division consists of 9 employees, and the Planning Division consists of 3 employees.
- Both division's values are Respect, Teamwork, Communication, and Responsiveness.
- The Comprehensive Plan is a 20-year plan. This plan allows the community to decide its vision rather than individual land owners.
- EnVision Kirkwood 2035 was started in 2015 and adopted in 2017. It is the work of numerous individuals and community groups who contributed their time, support, and ideas throughout the public engagement process.



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- EnVision Kirkwood has 4 sections in this plan; Housing & Neighborhoods, Mobility & Infrastructure, Active Living & the Environment, and Economic Growth & Vitality.
- The Comprehensive Plan is intended to recommend the direction of future policy development in relation to Land Use and is not in itself a code document.
- The Strategic Plan states that Kirkwood will use its unique attractions to catalyze development that improves the quality of life for residents and attracts visitors.
- Architectural Review Board (ARB). This board provides a procedure for reviewing building construction, renovation, and expansion, as well as signs, in a manner that encourages development that will contribute to the City of Kirkwood's unique sense of place.
- The purpose is not to set a specific architectural style or mandate uniformity but to encourage creativity while simultaneously improving design quality in neighborhoods, gateways, downtown, and business activity areas that reflect the community's physical and historic character while adding to it appropriately.
- There are two levels of review;
  - Advisory Review: Single Family (principal & accessory)
  - Binding Review: Multifamily, Mixed-use, Commercial,
  - Signage (principal & accessory)
- Pending Code Text Amend—ARB, introduced in August 2023. The amendment clarifies language about the applicability of ARB review and expands the list of minor items that are exempt from ARB review.
- This was tabled due to a simultaneous conversation about amending the Landmarks Ordinance.
- Staff recommends that he be separated from the Landmarks Ordinance discussion and revisited by the City Council.
- Vision Zero Updates - Traffic Calming Implementation
  - Longview Blvd. Project: The City installed 10-speed humps, 13 curb extensions, high visibility striping & continental crosswalk striping.
  - Geyer Rd. Project – Phase 2: The City installed 2 rectangular rapid flashing beacons, 1 full traffic signal with a leading pedestrian interval, 8 curb extensions, high visibility striping & continental crosswalk striping
  - Bodley Ave. Project: the City installed in 2023 3-speed humps.
  - Greenbriar/Osage Hills: The City installed 2 temporary speed humps in 2024.
- The City was awarded the Safe Streets and Roads for All Grant. With this grant, staff will create a Performance Measure Dashboard that measures data/sources and formulate a public dashboard to display PM Data.
- The City-wide Speed Study is scheduled to be completed by Dec. 31, 2024. Speed data has been collected from approximately 70 locations in the City.
- The Safe Routes to School plan is scheduled to be completed by Dec. 31, 2025.
- The Southeast Kirkwood Community Connectivity Plan is scheduled to be completed by Dec. 31, 2025.

Some discussion took place as follows:

- A question was raised about what data will be provided on the Performance Measure Dashboard. A number of counter measures, speed humps, number of



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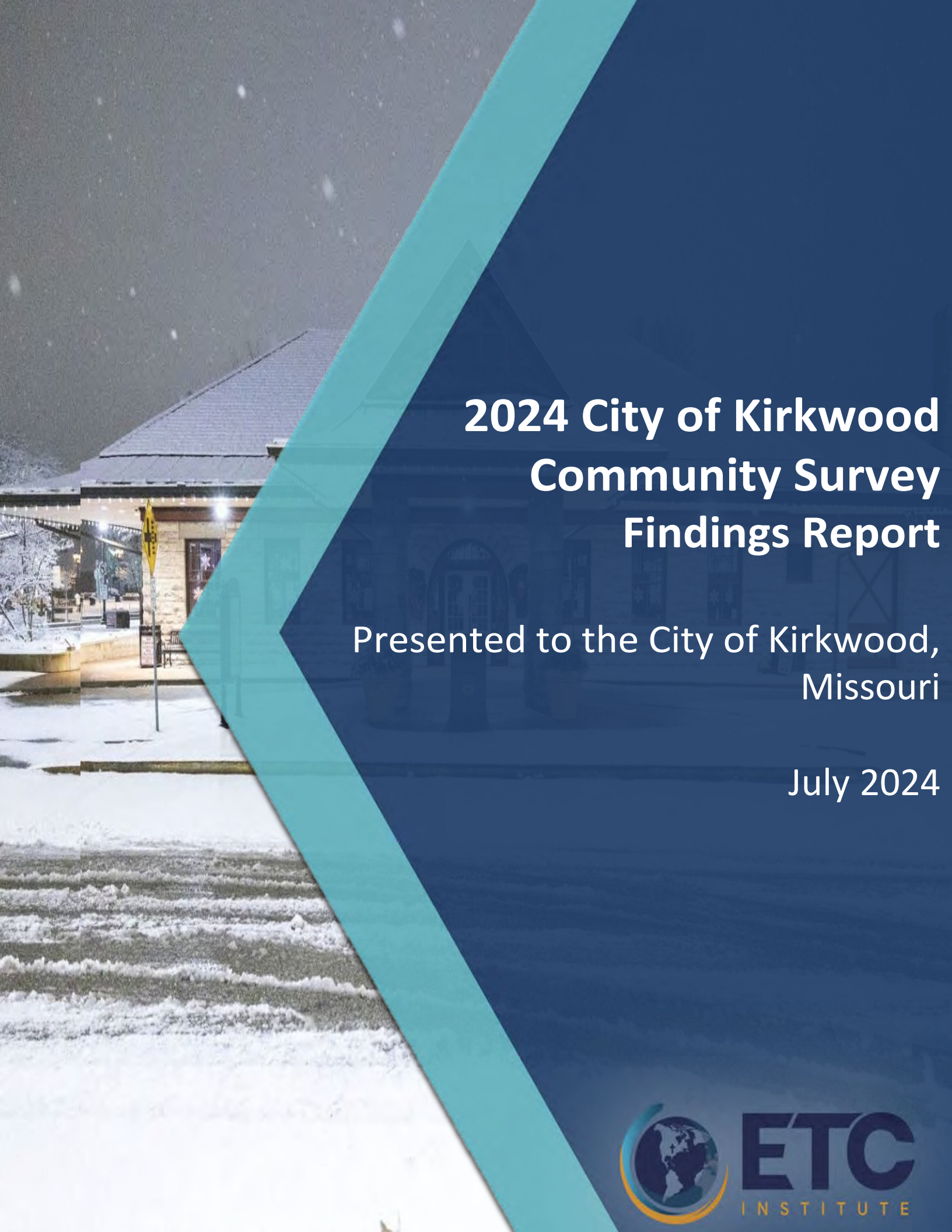
improvements, crash data, road diets, and change of average speed, etc. will be included.

- A question was raised about who the consultant on EnVision 2035 was. Lochmueller Group was the consultant.

There being no further matters to come before the council, the meeting was adjourned.

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Laurie Asche  
City Clerk



# 2024 City of Kirkwood Community Survey Findings Report

Presented to the City of Kirkwood,  
Missouri

July 2024



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# Executive Summary

# 2024 City of Kirkwood Community Survey

## Executive Summary



### Purpose

ETC Institute administered a survey to residents of the City of Kirkwood in January and February of 2024. The purpose of the survey was to help the City of Kirkwood ensure that the city's priorities continue to match the needs and desires of residents. This is the fifth time ETC Institute has administered the *DirectionFinder*® survey for the City of Kirkwood; the first was conducted in 2014.

### Methodology

The five-page survey, cover letter, and postage-paid return envelope were mailed to a random sample of households in the City of Kirkwood. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online.

Ten days after the surveys were mailed, ETC Institute sent text messages to the households that received the survey to encourage participation. To prevent people who were not residents of Kirkwood from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 500 residents. This goal was far exceeded, with a total of 716 residents completing the survey. The overall results for the sample of 716 households have a precision of at least +/-3.6% at the 95% level of confidence.

The percentage of “don't know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Kirkwood with the results from other communities in ETC Institute's *DirectionFinder*® database. Since the number of “don't know” responses often reflect the utilization and awareness of city services, the percentage of “don't know” responses have been provided in the tabular data section of this report. When the “don't know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey, including trend data,
- benchmarking data that show how the results for Kirkwood compare to other communities,
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

# 2024 City of Kirkwood Community Survey

## Executive Summary



### Overall Satisfaction with City Services

The major categories of 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: public safety services provided by the City (92%), City Water service (84%), solid waste services (83%), quality of customer service from City employees (80%), and Kirkwood Electric service (79%).

Based on the sum of their top three choices, the City services that should receive the most emphasis over the next two years were: condition of City streets (81%), flow of traffic and congestion management in Kirkwood (47%), and condition of City sidewalks (45%).

### Overall Satisfaction with Perceptions of the City

**Perception of the City.** Overall satisfaction with perceptions of the City 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: overall feeling of safety in the City (86%), overall quality of life in the City (83%), and overall quality of services provided by the City of Kirkwood (79%).

**Perceptions of Safety.** Residents’ perceptions of safety that had the highest levels of satisfaction, based upon the combined percentage of “very safe” and “safe” responses among residents *who had an opinion*, were: in Downtown Kirkwood during the day (98%), walking in the neighborhood during the day (98%), and in City parks during the day (96%).

### 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: how quickly Fire/Emergency Medical Services personnel respond to emergencies (92%), overall quality of local Fire protection/Emergency Medical Services (92%), how quickly police respond to emergencies (83%), the overall quality of local police protection (83%), and the overall attitude and behavior of the Police Department personnel toward citizens (83%).

Based on the sum of their top three choices, the public safety services that respondents indicated should receive the most emphasis over the next two years were: visibility of police in neighborhoods (54%), visibility of police in retail areas (45%), and the enforcement of local traffic laws (40%).

**Water Services.** The highest levels of satisfaction with water services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of tap water (86%), the overall quality of water service (77%), and water pressure on a typical day (76%).

# 2024 City of Kirkwood Community Survey

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Based on the sum of their top two choices, the water services that respondents indicated should receive the most emphasis over the next two years were: the overall quality of tap water (43%) and charges for water (41%).

**Waste Collection Services.** The highest levels of satisfaction with waste collection services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of residential trash collection services (87%), quality of recycling collection services (81%), and quality of yard waste collection services (65%).

Based on the sum of their top two choices, the waste collection service items that respondents indicated should receive the most emphasis over the next two years were: the value received for the cost of yard waste bags/stickers (53%) and the value received for the cost of trash and recycling collection services (36%).

**Code Enforcement.** The highest levels of satisfaction with City code enforcement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the maintenance of residential property (61%), the maintenance of business property (61%), and enforcing codes designed to protect public health and safety (56%).

Based on the sum of their top two choices, the code enforcement service items that respondents indicated should receive the most emphasis over the next two years were: enforcing codes designed to protect public health and safety (35%) and maintenance of residential property (34%).

**Streets.** The highest levels of satisfaction with streets, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: safety measures taken for pedestrians and vehicles (40%) and condition of neighborhood streets (37%).

**Sidewalks.** The highest levels of satisfaction with sidewalks, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: distance of sidewalk from roadway and moving vehicles (49%), extent sidewalks are clear of weeds, brush, and overhanging limbs (48%), and condition of sidewalks in the area (39%).

**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 (86%), the quality of outdoor athletic fields (77%), the quality of the City’s indoor ice rink (66%), and ease of registering for programs (64%).

Based on the sum of their top three choices, the parks and recreation items that respondents indicated should receive the most emphasis over the next two years were: the quality and condition of community center facilities (49%), the maintenance of City parks (41%), and the City’s outdoor aquatic center (33%).

# 2024 City of Kirkwood Community Survey

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**Communication.** The highest levels of satisfaction with City communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of the City’s Parks & Recreation program guide (75%), the quality of the City’s citizen newsletter, *Eye on Kirkwood* (66%), and the availability of information about City programs and services (63%).

Based on the sum of their top three choices, the communication items that respondents indicated should receive the most emphasis over the next two years were: the City’s efforts to keep the community informed about local issues (53%), the level of public involvement in local decision making (50%), and the availability of information about City programs and services (36%).

### Additional Findings

**Kirkwood Electric.** Seventy-five percent (75%) of respondent households indicated they are a Kirkwood Electric Customer. Of those households, the highest levels of satisfaction with their service, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of electric service provided (84%) and how quickly Kirkwood Electric responds to service outages (75%).

**Billing.** The highest levels of satisfaction with billing items, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: how easy the bill is to understand (86%), the accuracy of the bill (86%), and ease of online payment (83%).

**Sources of Information.** The primary sources of information that residents use most to learn about City issues, services, and events include: Webster Kirkwood Times articles (70%), *Eye on Kirkwood* monthly newsletter appearing in Webster Kirkwood Times (44%), friends/neighbors (43%), and Facebook, X, and other social media (42%).

# 2024 City of Kirkwood Community Survey

## Executive Summary



### How the City of Kirkwood Compares to Other Communities Nationally

Satisfaction ratings for the City of Kirkwood rated above the U.S. average in 33 of the 40 areas that were assessed. The City of Kirkwood rated significantly higher than the U.S. average (difference of 5% or more) in 30 of these areas. Listed below are the comparisons between the City of Kirkwood and the U.S. average:

Service	Kirkwood	U.S.	Difference	Category
Quality of customer service from City employees	79.5%	39.4%	40.1%	Major Categories of City Services
City Water service	84.3%	51.9%	32.4%	Major Categories of City Services
Electric service	78.8%	48.4%	30.4%	Major Categories of City Services
Overall quality of services provided	79.1%	49.0%	30.1%	Perceptions of the City
Overall quality of local police protection	82.6%	53.0%	29.6%	Public Safety
Solid waste services	82.8%	55.1%	27.7%	Major Categories of City Services
How quickly police respond to emergencies	83.1%	56.1%	27.0%	Public Safety
Public safety services provided by City	92.2%	65.4%	26.8%	Major Categories of City Services
Quality of recycling collection services	81.4%	55.6%	25.8%	Waste Collection Services
Effectiveness of communication with the public	62.4%	36.9%	25.5%	Major Categories of City Services
Overall quality of your tap water	83.9%	59.1%	24.8%	Water Services
Parks & Recreation programs/facilities	73.6%	49.2%	24.4%	Major Categories of City Services
How quickly Fire/EMS personnel respond	92.1%	71.7%	20.4%	Public Safety
Overall feeling of safety in City	85.8%	66.0%	19.8%	Perceptions of the City
Quality of residential trash collection services	86.6%	67.5%	19.1%	Waste Collection Services
Walking in your neighborhood at night	78.4%	61.4%	17.0%	Perceptions of Safety
Availability of information about City programs/services	63.0%	46.4%	16.6%	Communication
Maintenance of residential property	60.6%	44.1%	16.5%	Code Enforcement
Walking in your neighborhood during the day	97.6%	81.2%	16.4%	Perceptions of Safety
Quality of local Fire protection/EMS	92.1%	76.2%	15.9%	Public Safety
Value received for City tax & fees	47.7%	32.9%	14.8%	Perceptions of the City
Maintenance of business property	60.5%	46.3%	14.2%	Code Enforcement
Quality of City's website	55.5%	42.4%	13.1%	Communication
What you are charged for water	50.8%	38.1%	12.7%	Water Services
Overall appearance of City	65.7%	54.7%	11.0%	Perceptions of the City
Quality of yard waste collection services	64.7%	53.8%	10.9%	Waste Collection Services
Water pressure on a typical day	76.3%	66.2%	10.1%	Water Services
Efforts to keep you informed about local issues	51.7%	43.3%	8.4%	Communication
Enforcing mowing & trimming of lawns on private property	54.4%	46.1%	8.3%	Code Enforcement
Visibility of police in neighborhoods	61.3%	54.1%	7.2%	Public Safety
Visibility of police in retail areas	53.7%	50.6%	3.1%	Public Safety
Enforcement of City codes & ordinances	42.6%	40.1%	2.5%	Major Categories of City Services
Enforcement of local traffic laws	51.9%	49.6%	2.3%	Public Safety
Level of public involvement in local decision making	31.5%	33.9%	-2.4%	Communication
Flow of traffic and congestion management	38.4%	44.8%	-6.4%	Major Categories of City Services
Condition of sidewalks in your area	38.5%	46.7%	-8.2%	Streets and Sidewalks
Condition of streets in your neighborhood	36.5%	49.3%	-12.8%	Streets and Sidewalks
Condition of City sidewalks	28.8%	46.7%	-17.9%	Major Categories of City Services
Overall condition of streets	22.5%	50.1%	-27.6%	Streets and Sidewalks
Condition of City streets	18.2%	50.1%	-31.9%	Major Categories of City Services

# 2024 City of Kirkwood Community Survey

## Executive Summary



### How the City of Kirkwood Compares to Other Communities Regionally

Satisfaction ratings for the City of Kirkwood **rated the same as or above the average for the Plains Region in 32 of the 40 areas** that were assessed. The Plains Region includes the states of North and South Dakota, Minnesota, Iowa, Nebraska, Wisconsin, Illinois, Kansas, Missouri and Oklahoma. The City of Kirkwood rated significantly higher than this average (difference of 5% or more) in 30 of these areas. Listed below are the comparisons between the City of Kirkwood and the average for the Plains Region:

Service	Kirkwood	Plains Region	Difference	Category
City Water service	84.3%	43.9%	40.4%	Major Categories of City Services
Quality of customer service from City employees	79.5%	42.0%	37.5%	Major Categories of City Services
Quality of recycling collection services	81.4%	48.9%	32.5%	Waste Collection Services
Solid waste services	82.8%	52.7%	30.1%	Major Categories of City Services
How quickly police respond to emergencies	83.1%	55.6%	27.5%	Public Safety
Overall quality of services provided	79.1%	51.7%	27.4%	Perceptions of the City
Electric service	78.8%	52.2%	26.6%	Major Categories of City Services
Overall quality of local police protection	82.6%	56.8%	25.8%	Public Safety
Effectiveness of communication with the public	62.4%	37.2%	25.2%	Major Categories of City Services
How quickly Fire/EMS personnel respond	92.1%	67.0%	25.1%	Public Safety
Overall quality of your tap water	83.9%	58.9%	25.0%	Water Services
Quality of residential trash collection services	86.6%	62.4%	24.2%	Waste Collection Services
Availability of information about City programs/services	63.0%	39.7%	23.3%	Communication
Quality of City's website	55.5%	33.3%	22.2%	Communication
Parks & Recreation programs/facilities	73.6%	52.0%	21.6%	Major Categories of City Services
Overall feeling of safety in City	85.8%	64.9%	20.9%	Perceptions of the City
Maintenance of residential property	60.6%	39.9%	20.7%	Code Enforcement
Public safety services provided by City	92.2%	72.2%	20.0%	Major Categories of City Services
Walking in your neighborhood at night	78.4%	58.6%	19.8%	Perceptions of Safety
Quality of yard waste collection services	64.7%	45.7%	19.0%	Waste Collection Services
Walking in your neighborhood during the day	97.6%	80.1%	17.5%	Perceptions of Safety
Maintenance of business property	60.5%	43.1%	17.4%	Code Enforcement
Quality of local Fire protection/EMS	92.1%	76.1%	16.0%	Public Safety
Water pressure on a typical day	76.3%	61.4%	14.9%	Water Services
Value received for City tax & fees	47.7%	32.8%	14.9%	Perceptions of the City
What you are charged for water	50.8%	37.0%	13.8%	Water Services
Enforcing mowing & trimming of lawns on private property	54.4%	44.1%	10.3%	Code Enforcement
Efforts to keep you informed about local issues	51.7%	42.2%	9.5%	Communication
Overall appearance of City	65.7%	56.2%	9.5%	Perceptions of the City
Visibility of police in retail areas	53.7%	48.7%	5.0%	Public Safety
Visibility of police in neighborhoods	61.3%	60.5%	0.8%	Public Safety
Enforcement of City codes & ordinances	42.6%	42.3%	0.3%	Major Categories of City Services
Condition of sidewalks in your area	38.5%	39.6%	-1.1%	Streets and Sidewalks
Level of public involvement in local decision making	31.5%	33.8%	-2.3%	Communication
Enforcement of local traffic laws	51.9%	56.9%	-5.0%	Public Safety
Condition of streets in your neighborhood	36.5%	45.0%	-8.5%	Streets and Sidewalks
Condition of City sidewalks	28.8%	39.6%	-10.8%	Major Categories of City Services
Flow of traffic and congestion management	38.4%	49.9%	-11.5%	Major Categories of City Services
Overall condition of streets	22.5%	40.5%	-18.0%	Streets and Sidewalks
Condition of City streets	18.2%	40.5%	-22.3%	Major Categories of City Services

# 2024 City of Kirkwood Community Survey Executive Summary



## 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 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 Section 3 of this report.

**Overall Priorities for the City by Major Category.** This 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 priorities for investment over the next two years to raise the City’s overall satisfaction rating are listed below:

- Condition of City streets (I-S Rating = 0.6601)
- Condition of City sidewalks (I-S Rating = 0.3197)
- Flow of traffic and congestion management (I-S Rating = 0.2889)

The table below shows the Importance-Satisfaction rating for all 11 major categories of City services that were rated.

2024 Importance-Satisfaction Rating Kirkwood, MO Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Condition of City streets	81%	1	18%	11	0.6601	1
Condition of City sidewalks	45%	3	29%	10	0.3197	2
Flow of traffic and congestion management	47%	2	38%	9	0.2889	3
<b>High Priority (IS .10-.20)</b>						
Enforcement of City codes & ordinances	19%	6	43%	8	0.1096	4
<b>Medium Priority (IS &lt;.10)</b>						
Parks & Recreation programs/facilities	30%	4	74%	6	0.0795	5
Effectiveness of communication with the public	13%	7	62%	7	0.0474	6
Kirkwood Electric service	9%	9	79%	5	0.0195	7
Solid waste services	10%	8	83%	3	0.0169	8
Public safety services provided by City	21%	5	92%	1	0.0163	9
City Water service	5%	10	84%	2	0.0085	10
Quality of customer service from City employees	3%	11	80%	4	0.0059	11

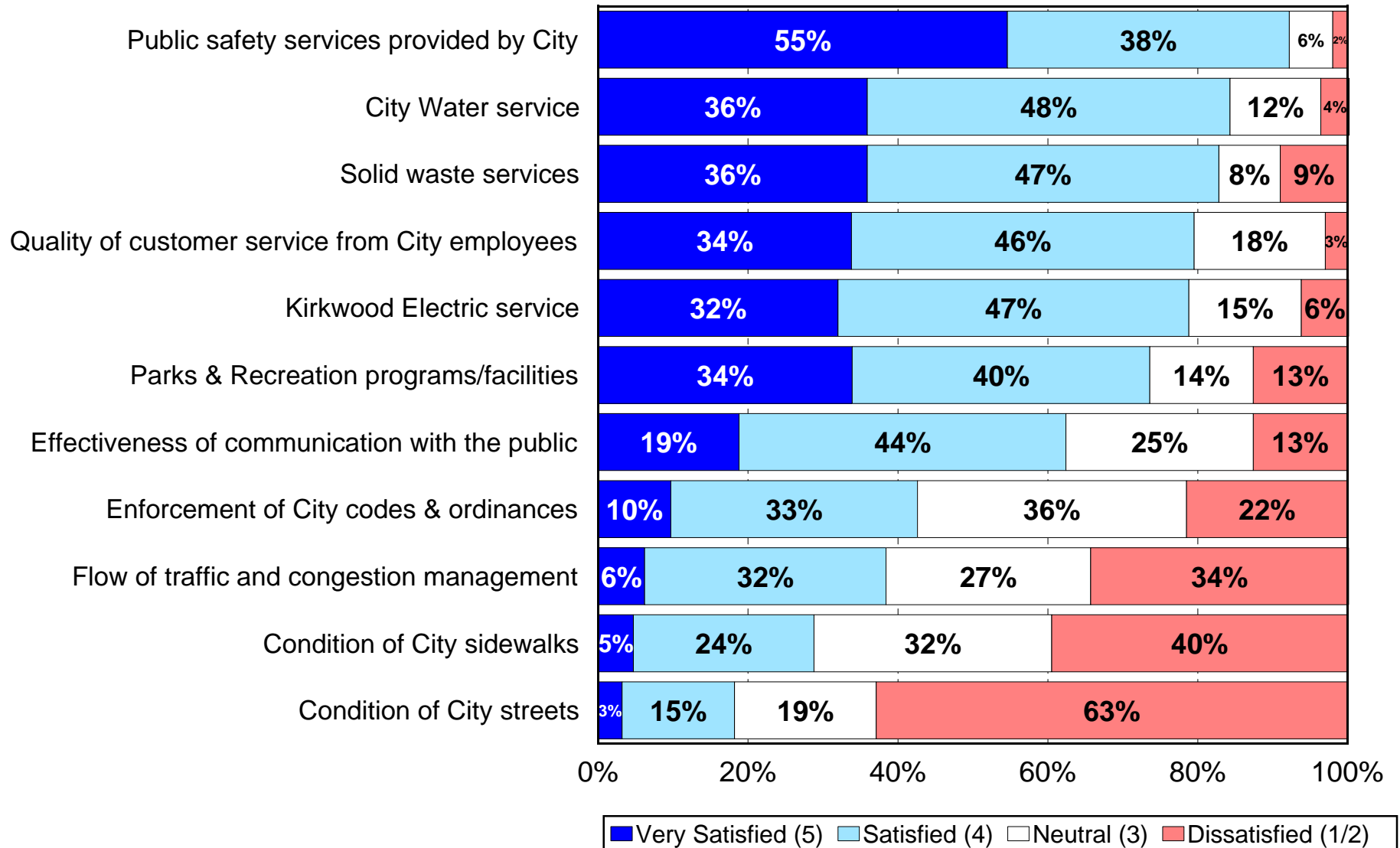




# Charts and Graphs

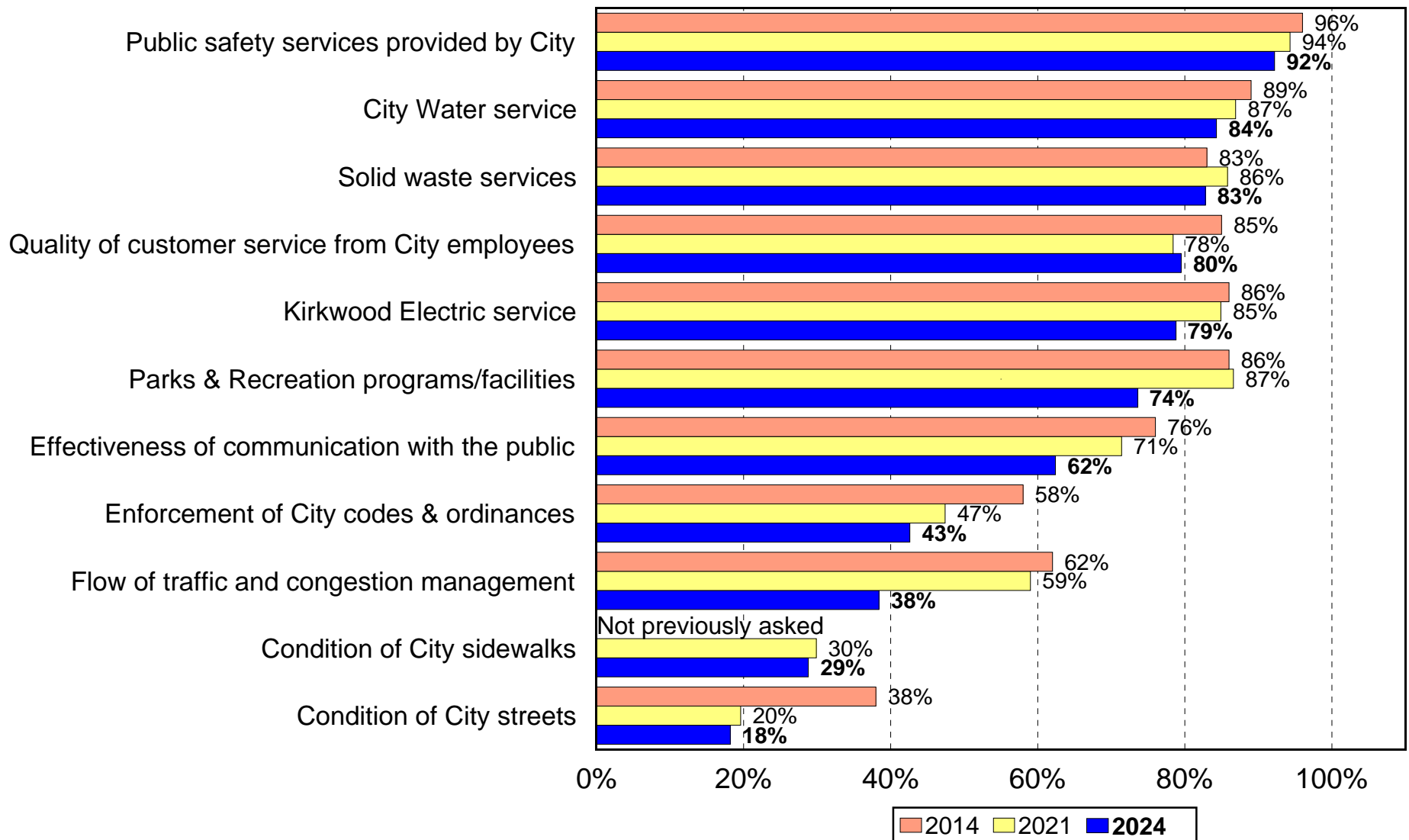
# Q1. Overall Satisfaction with City Services by Major Category

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



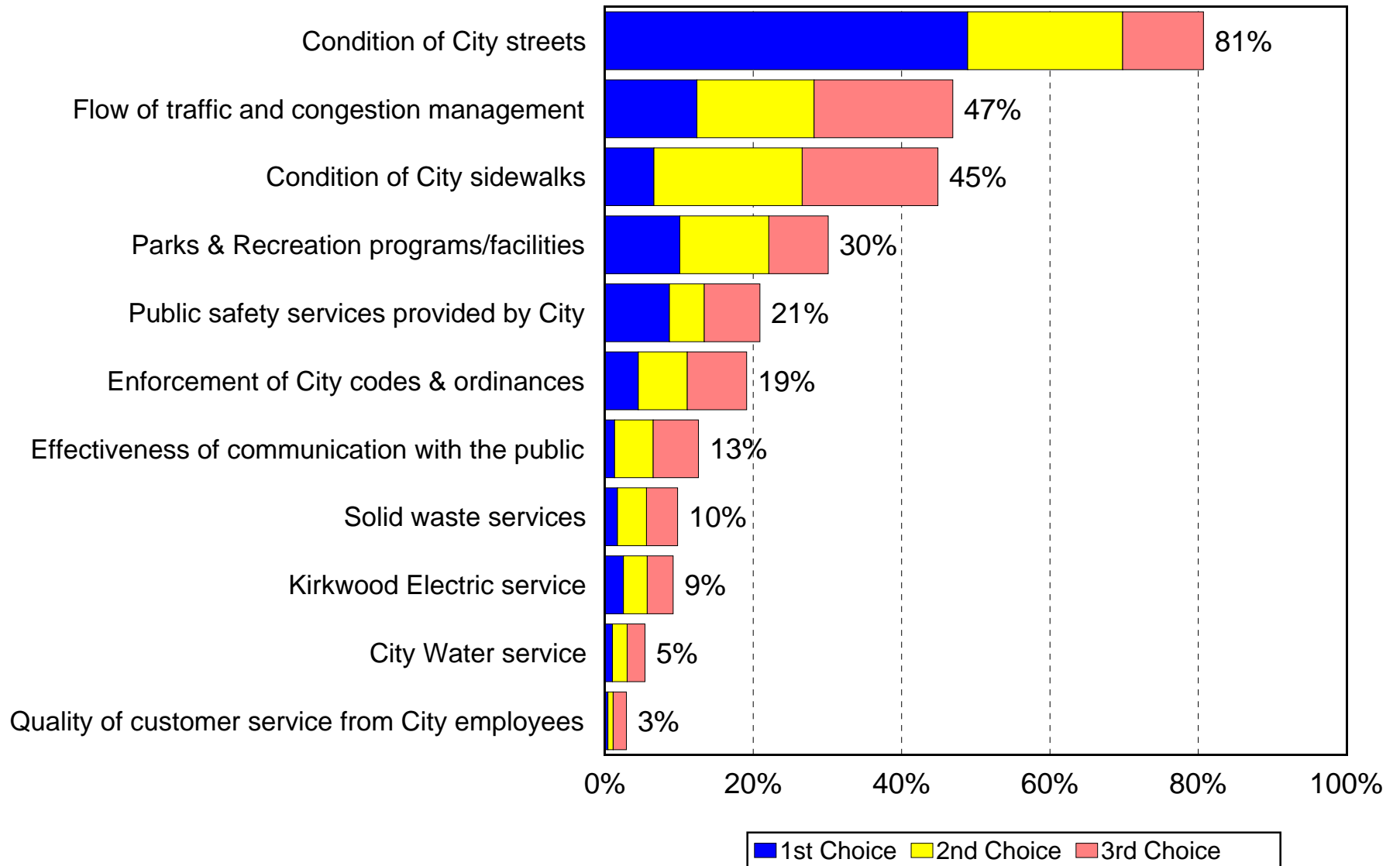
# TRENDS: Overall Satisfaction with City Services by Major Category - 2014 vs. 2021 vs. 2024

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



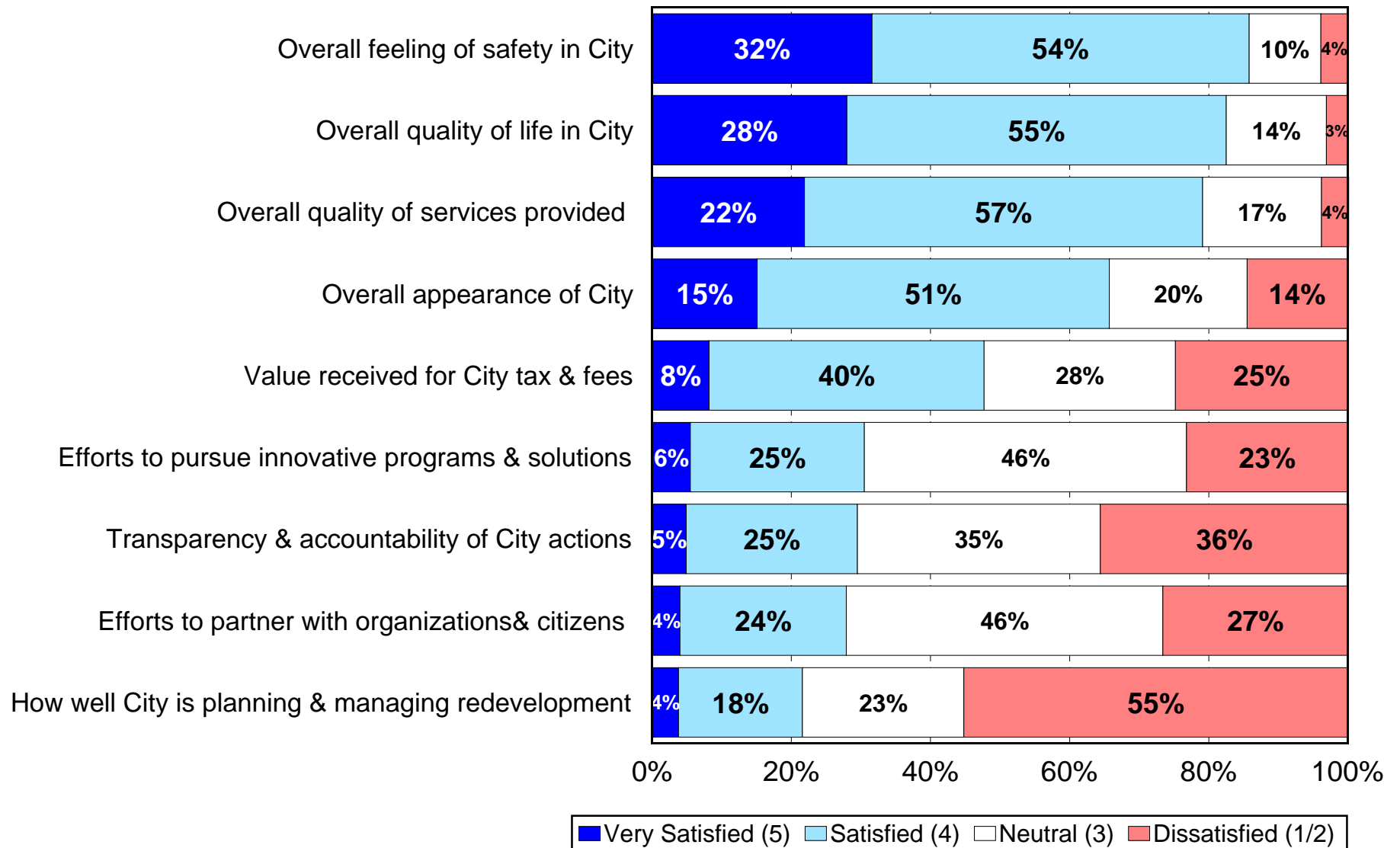
# Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

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



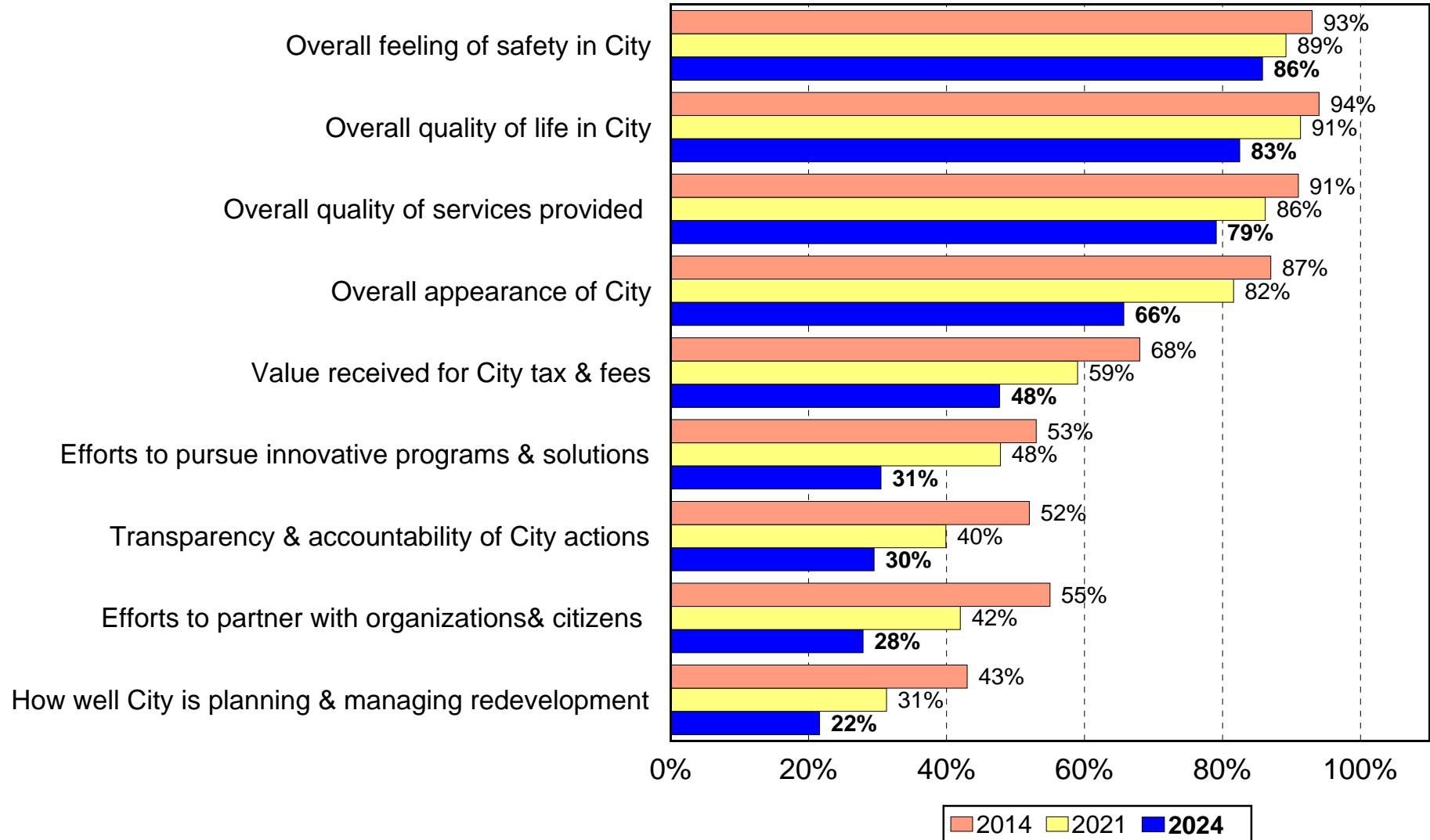
# Q3. Satisfaction with Items That Influence Perceptions Residents Have of the City

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



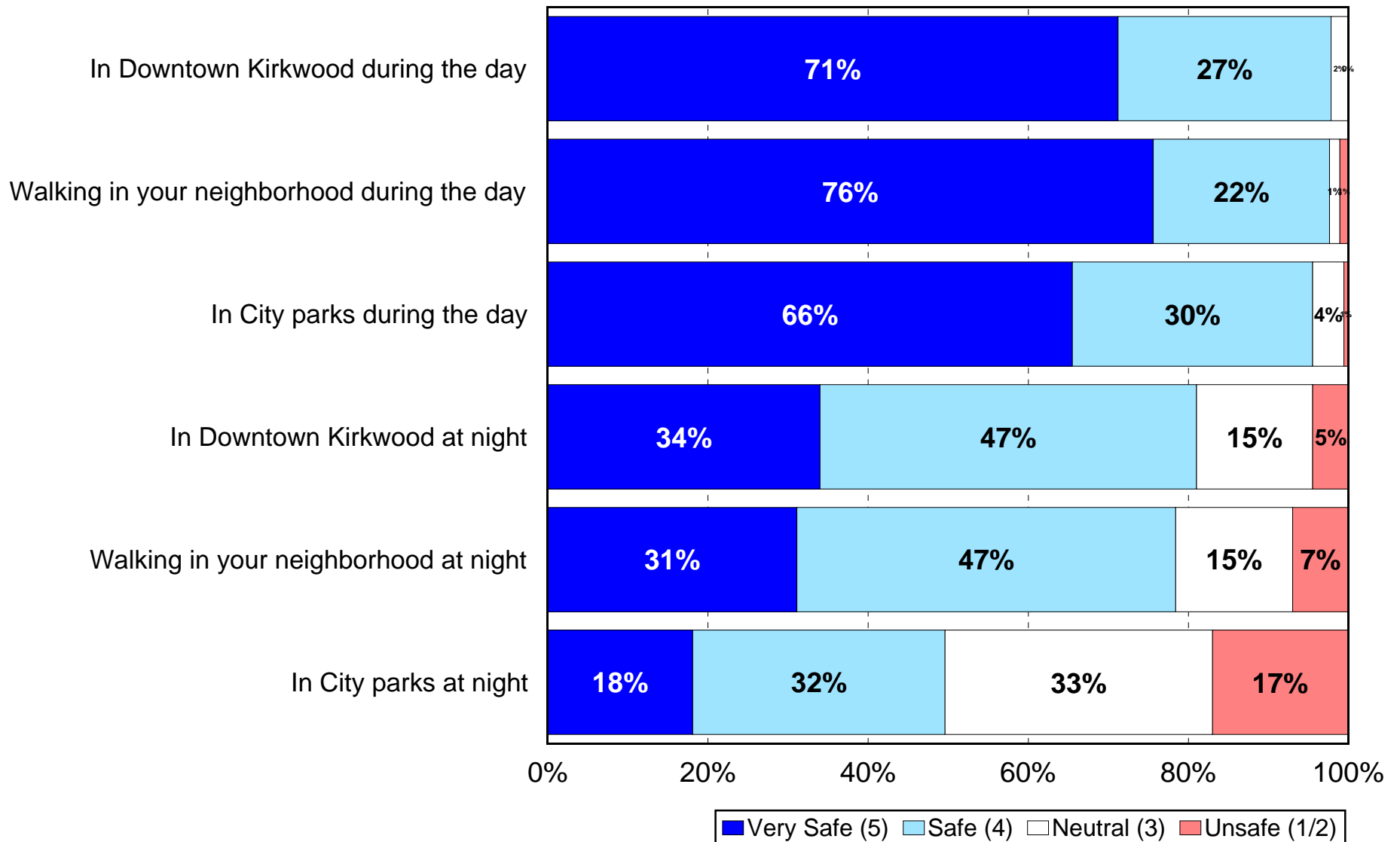
# TRENDS: Satisfaction with Items That Influence Perceptions Residents Have of the City 2014 vs. 2021 vs. 2024

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



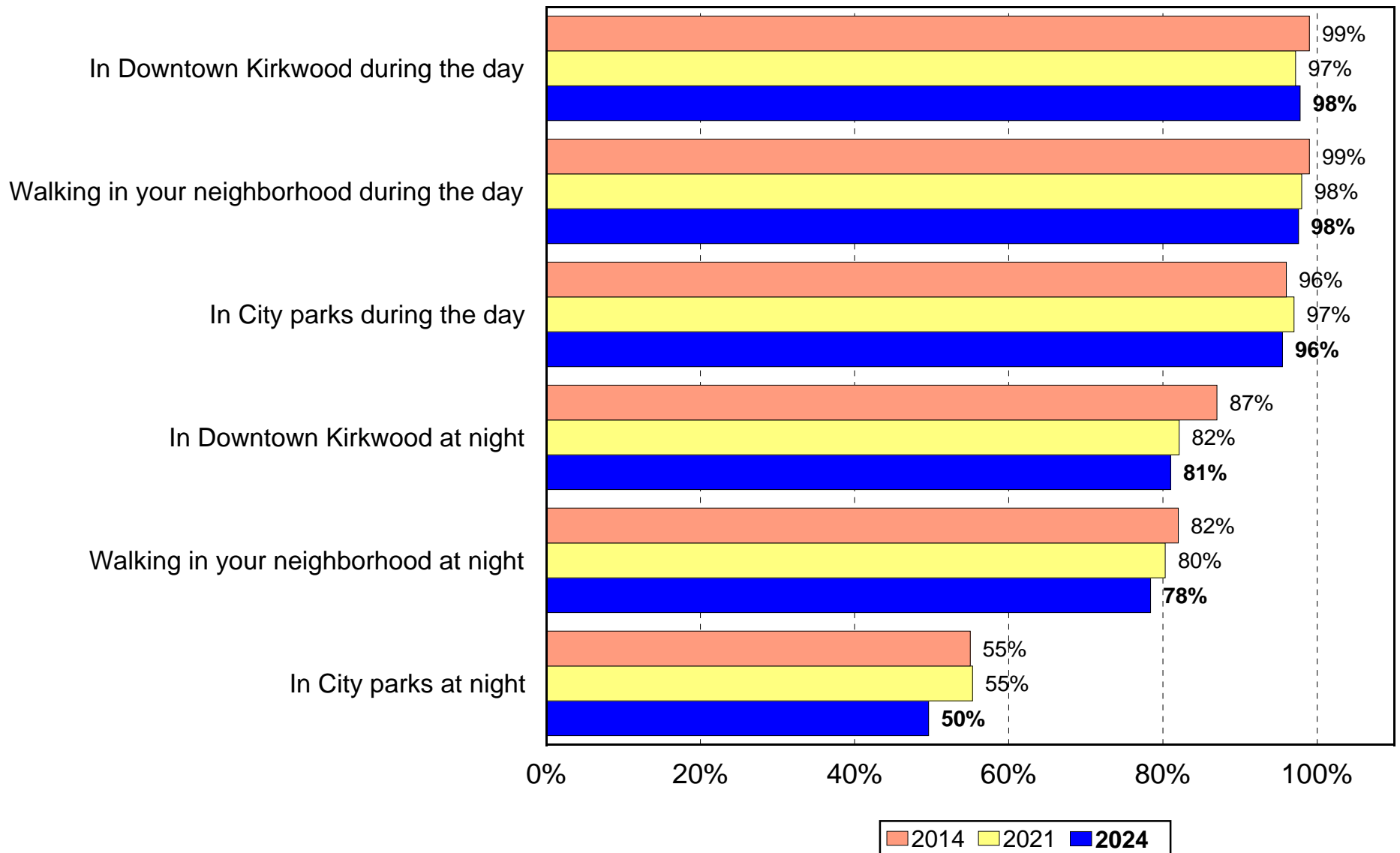
# Q4. Perceptions of Safety in Various Situations

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



# TRENDS: Perceptions of Safety in Various Situations 2014 vs. 2021 vs. 2024

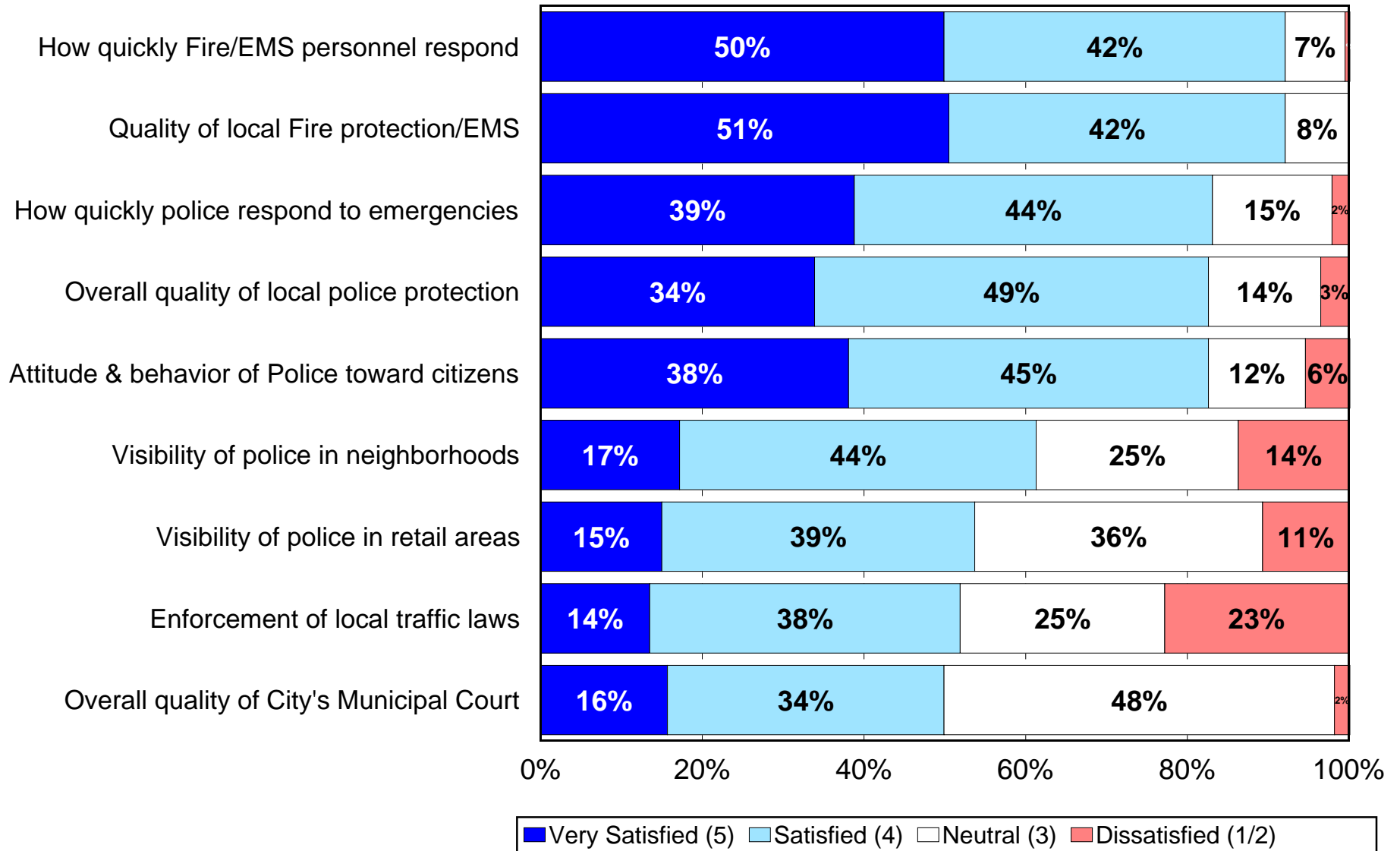
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)





# Q5. Satisfaction with Public Safety

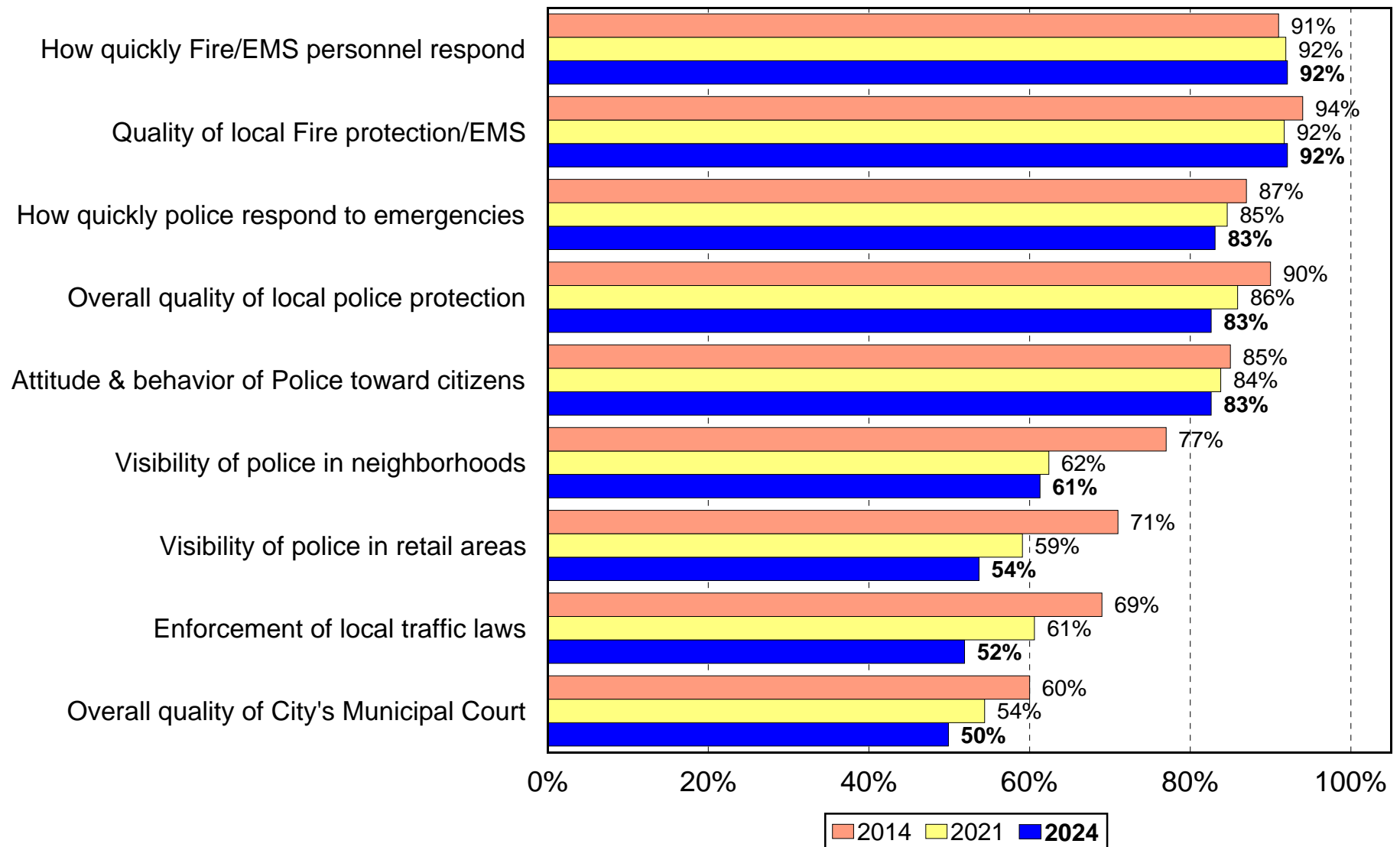
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



# TRENDS: Satisfaction with Public Safety

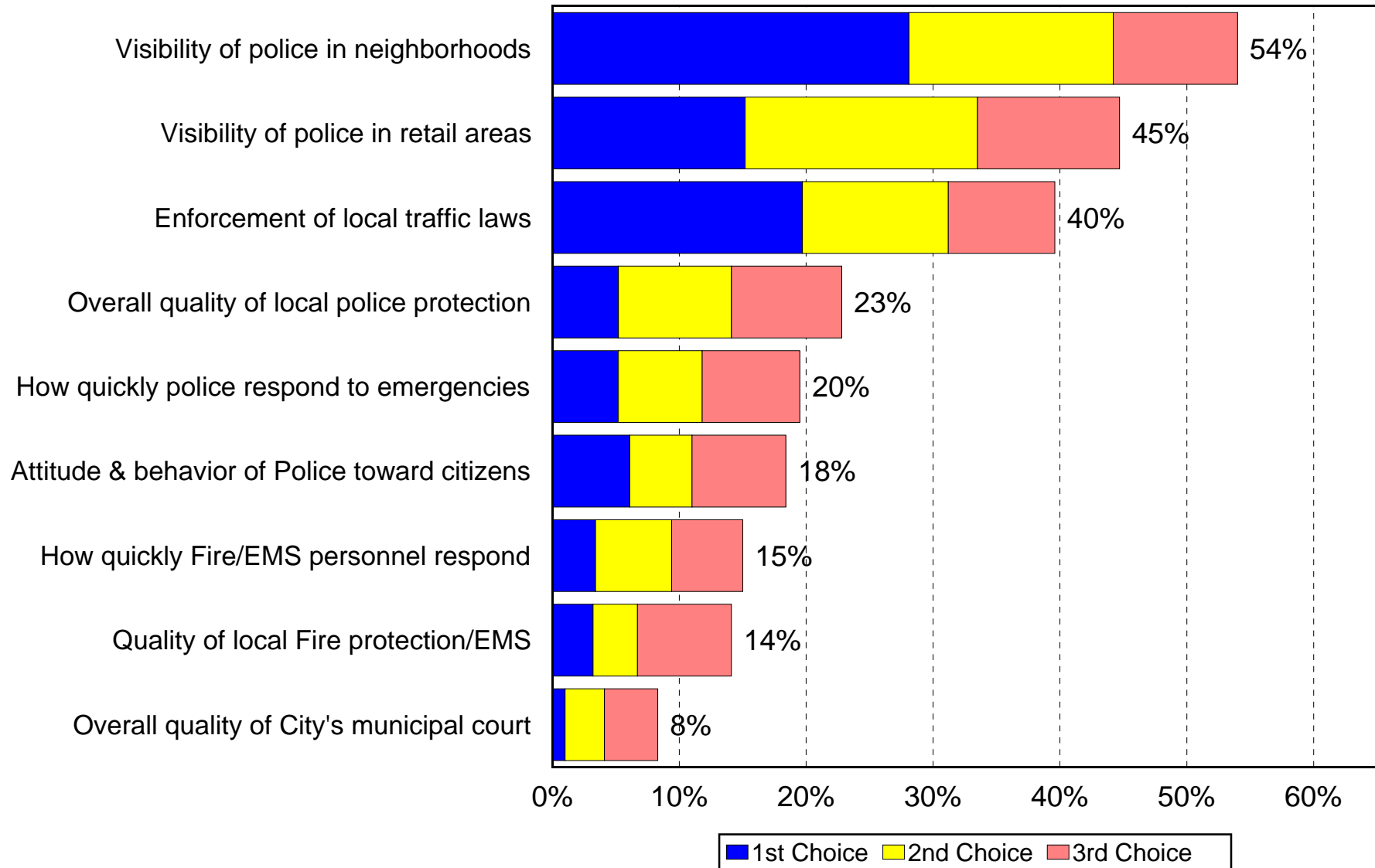
## 2014 vs. 2021 vs. 2024

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



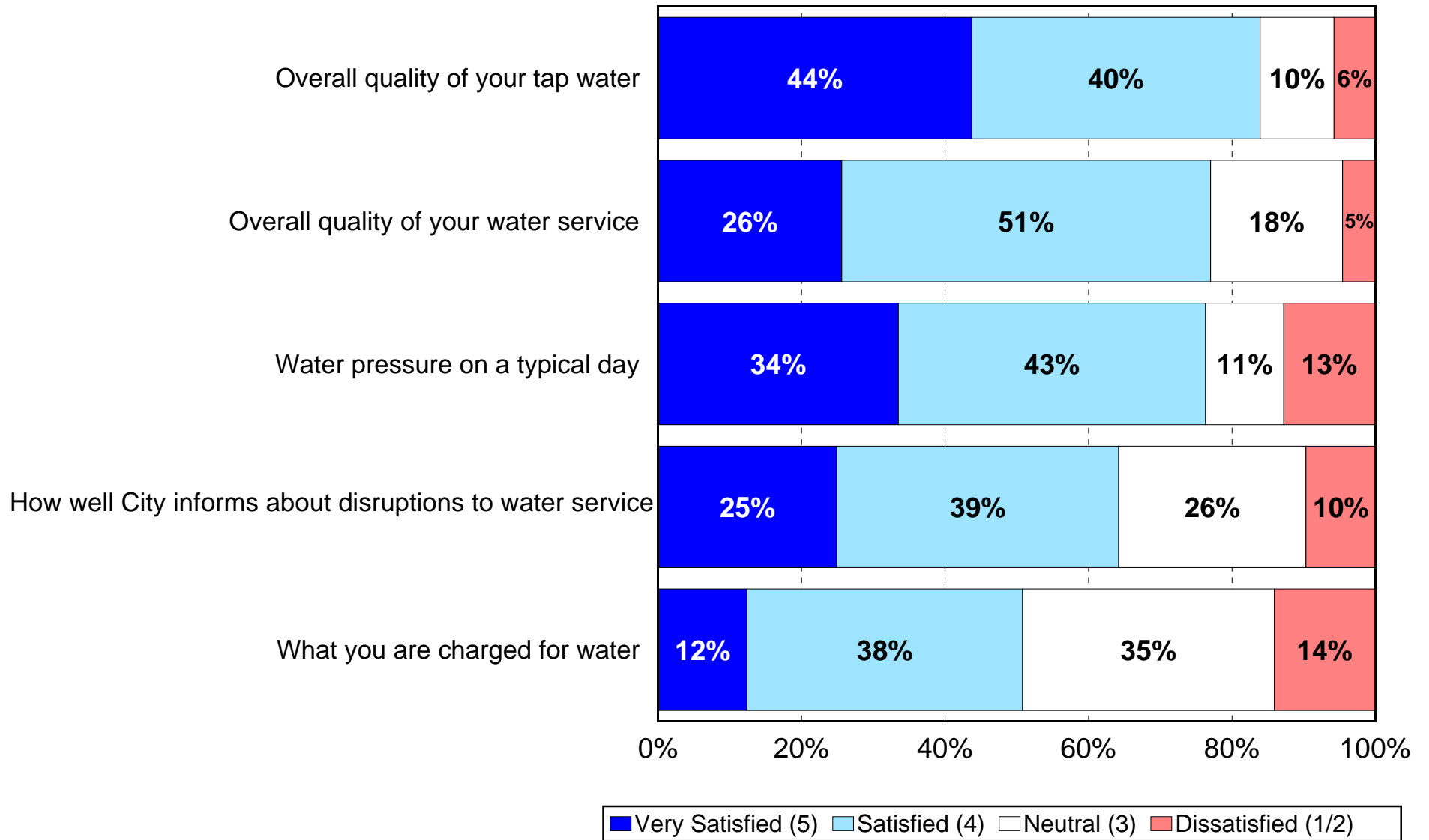
# Q6. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

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



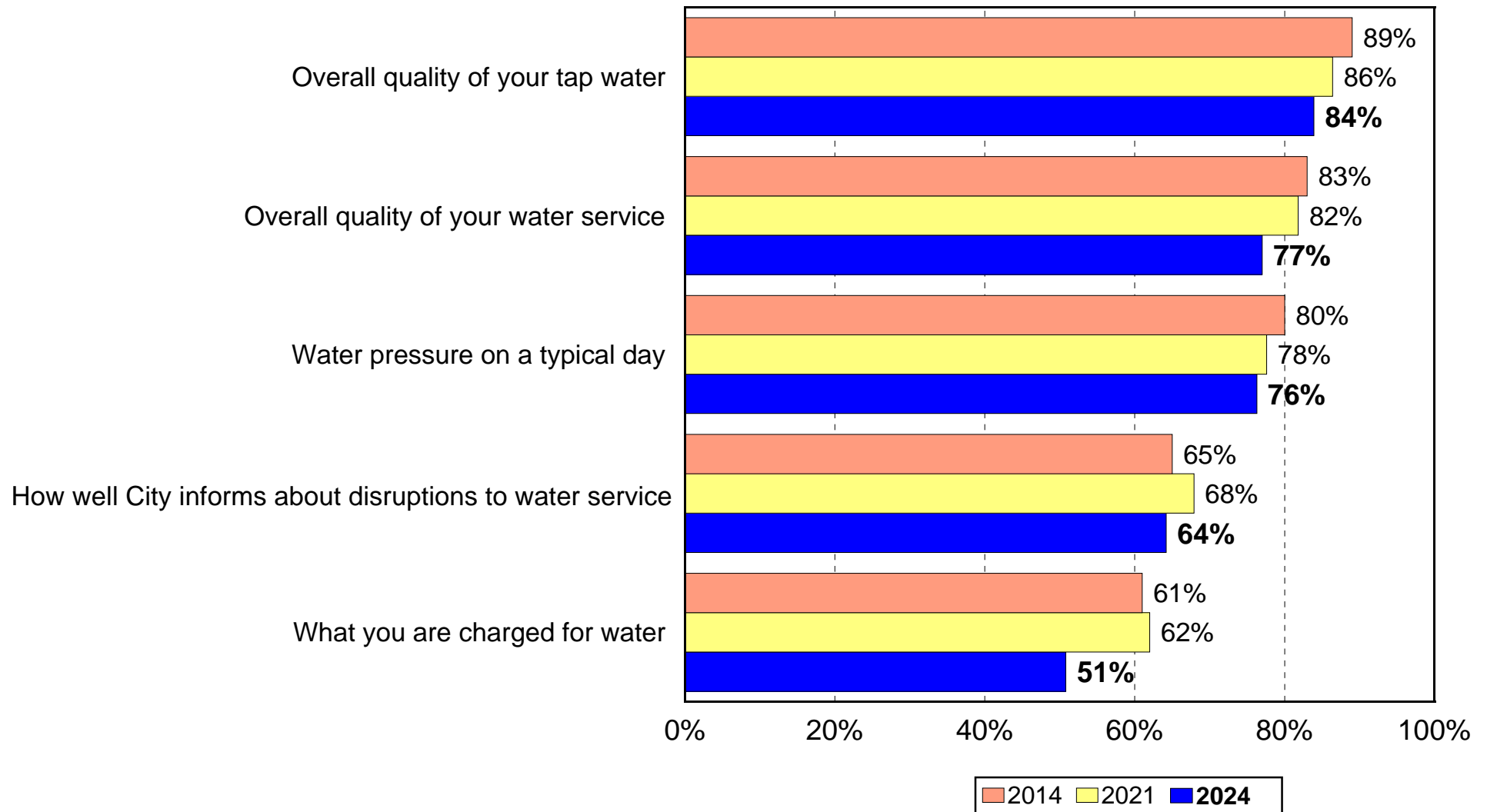
# Q7. Satisfaction with Water Services

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



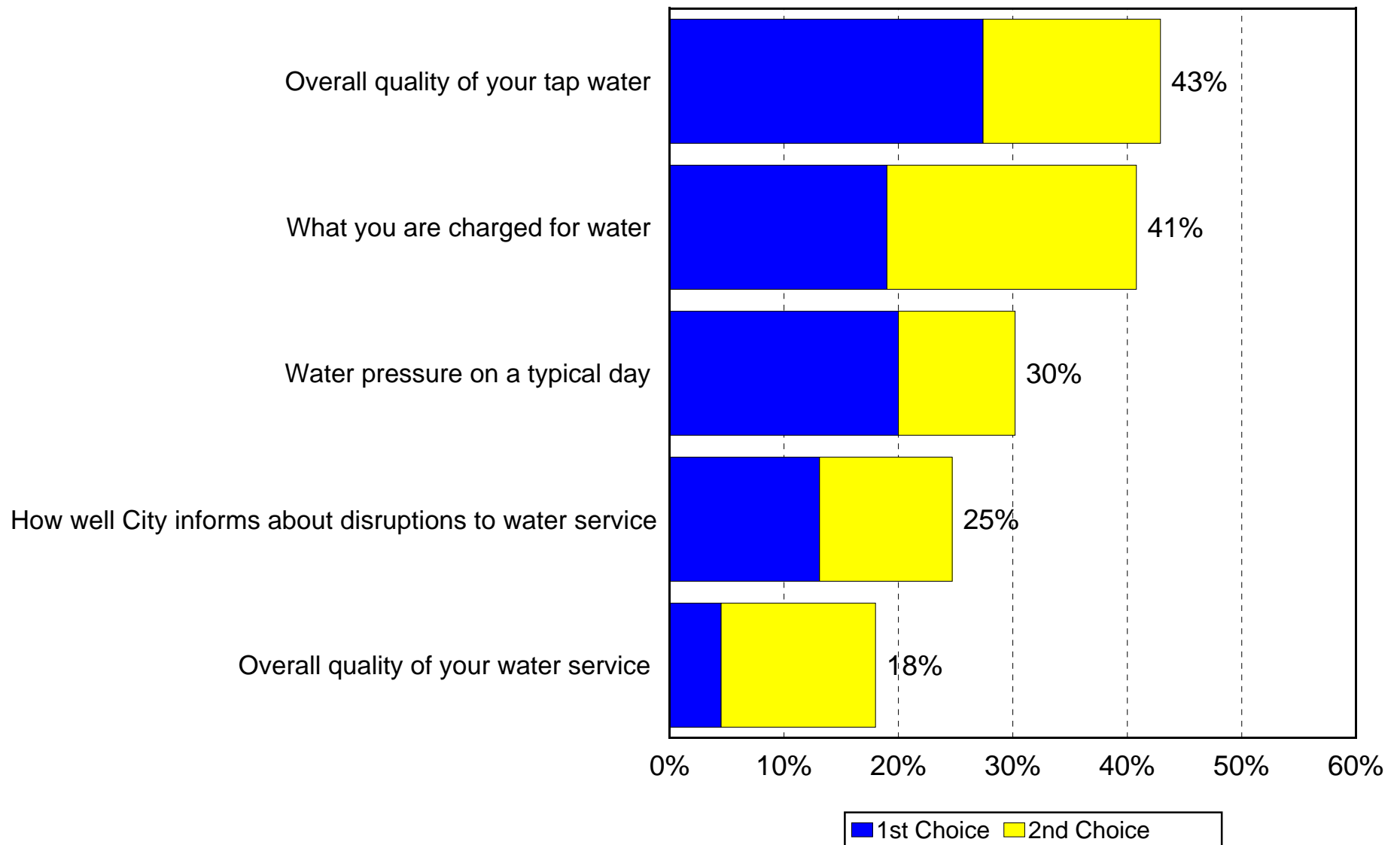
# TRENDS: Satisfaction with Water Services 2014 vs. 2021 vs. 2024

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



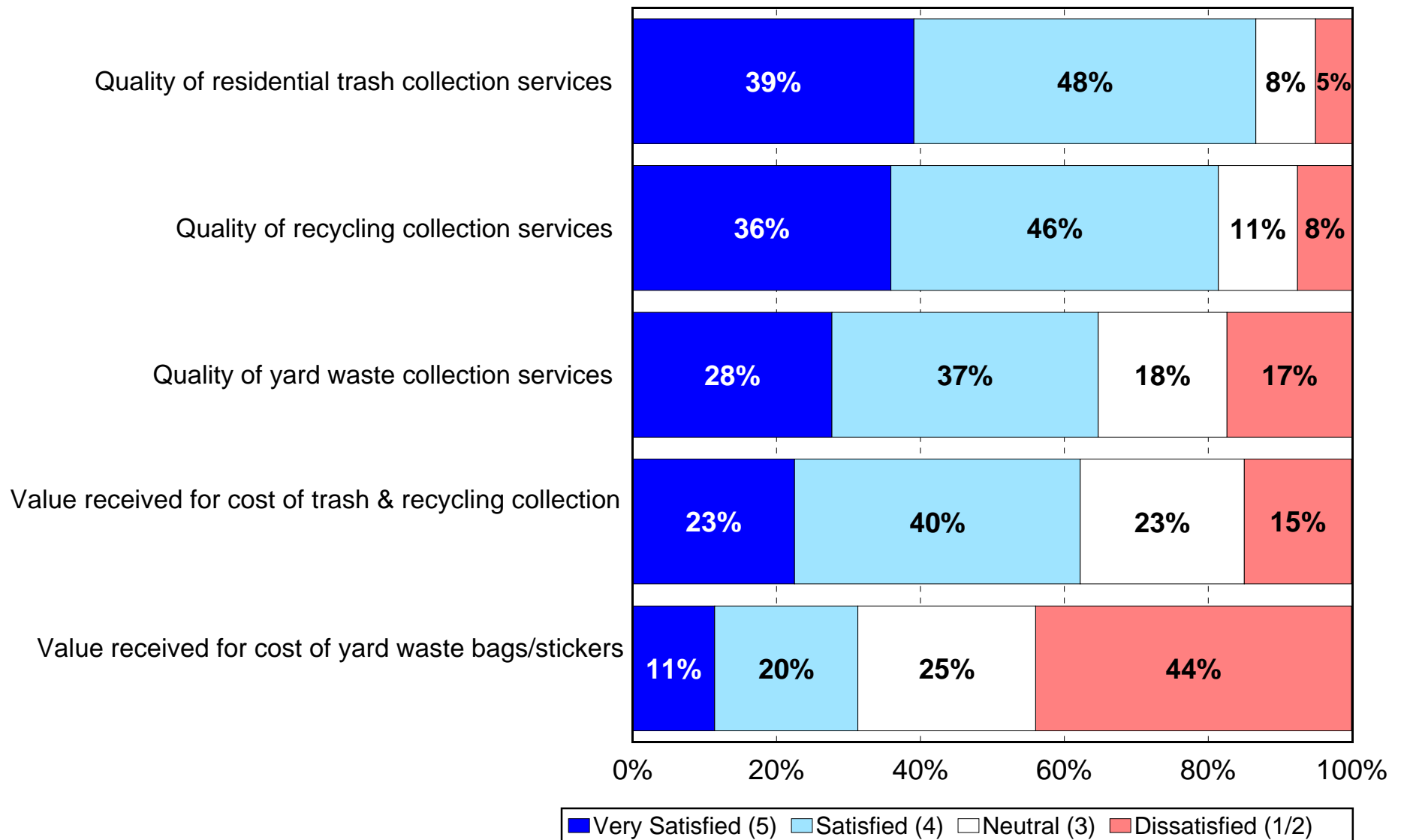
# Q8. Water Services That Should Receive the Most Emphasis Over the Next Two Years

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



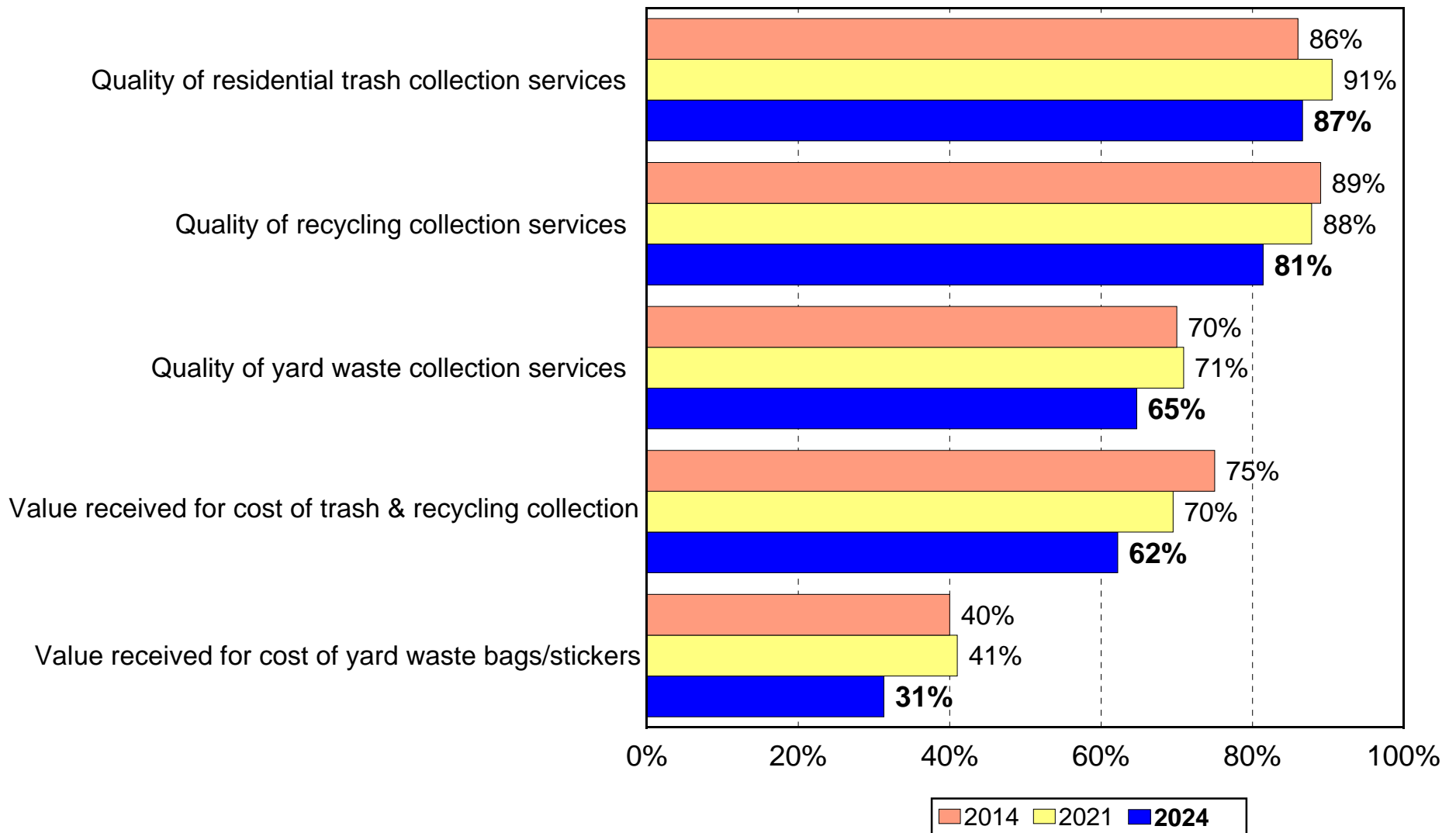
# Q9. Satisfaction with Waste Collection Services

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



# TRENDS: Satisfaction with Waste Collection Services 2014 vs. 2021 vs. 2024

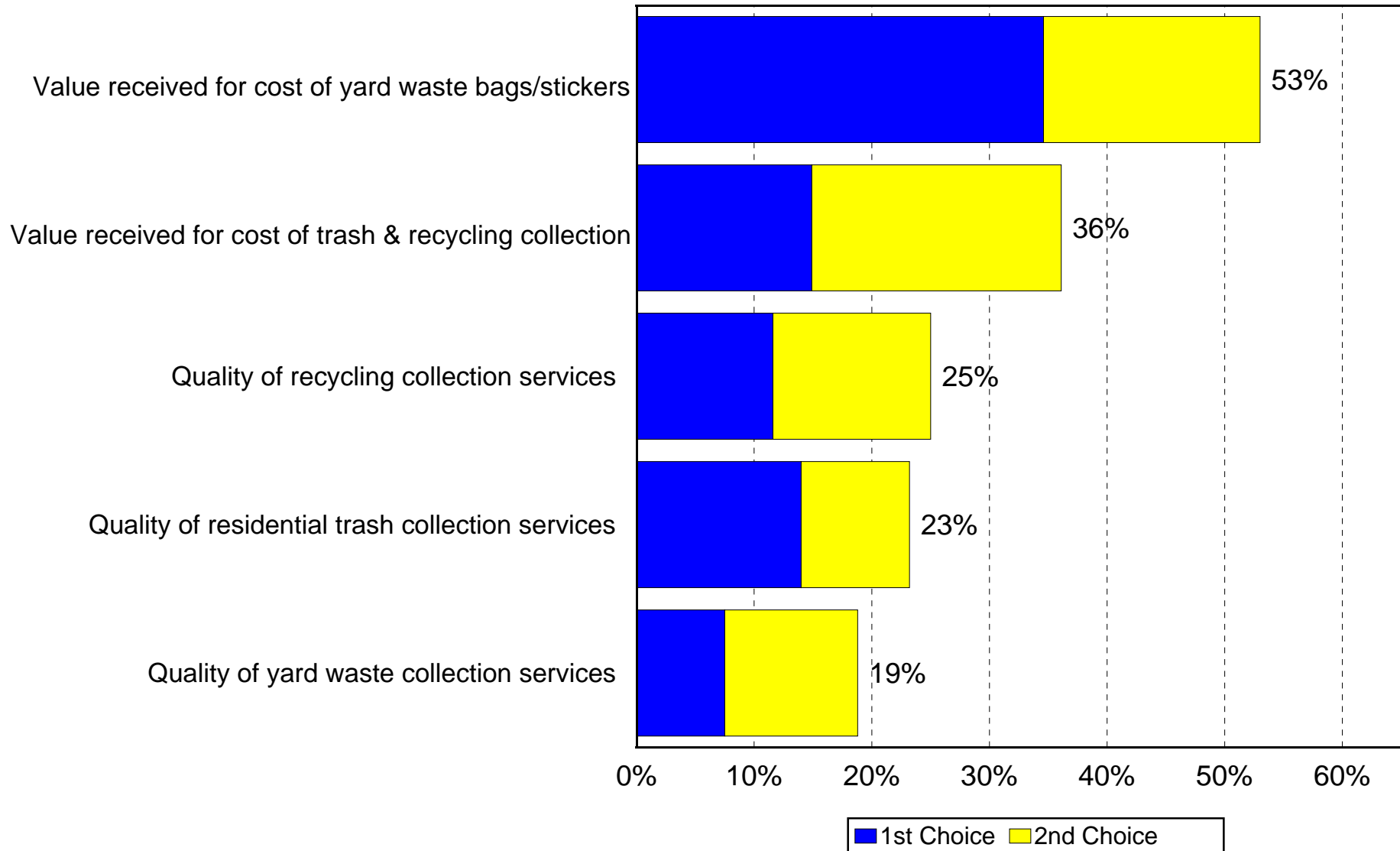
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)





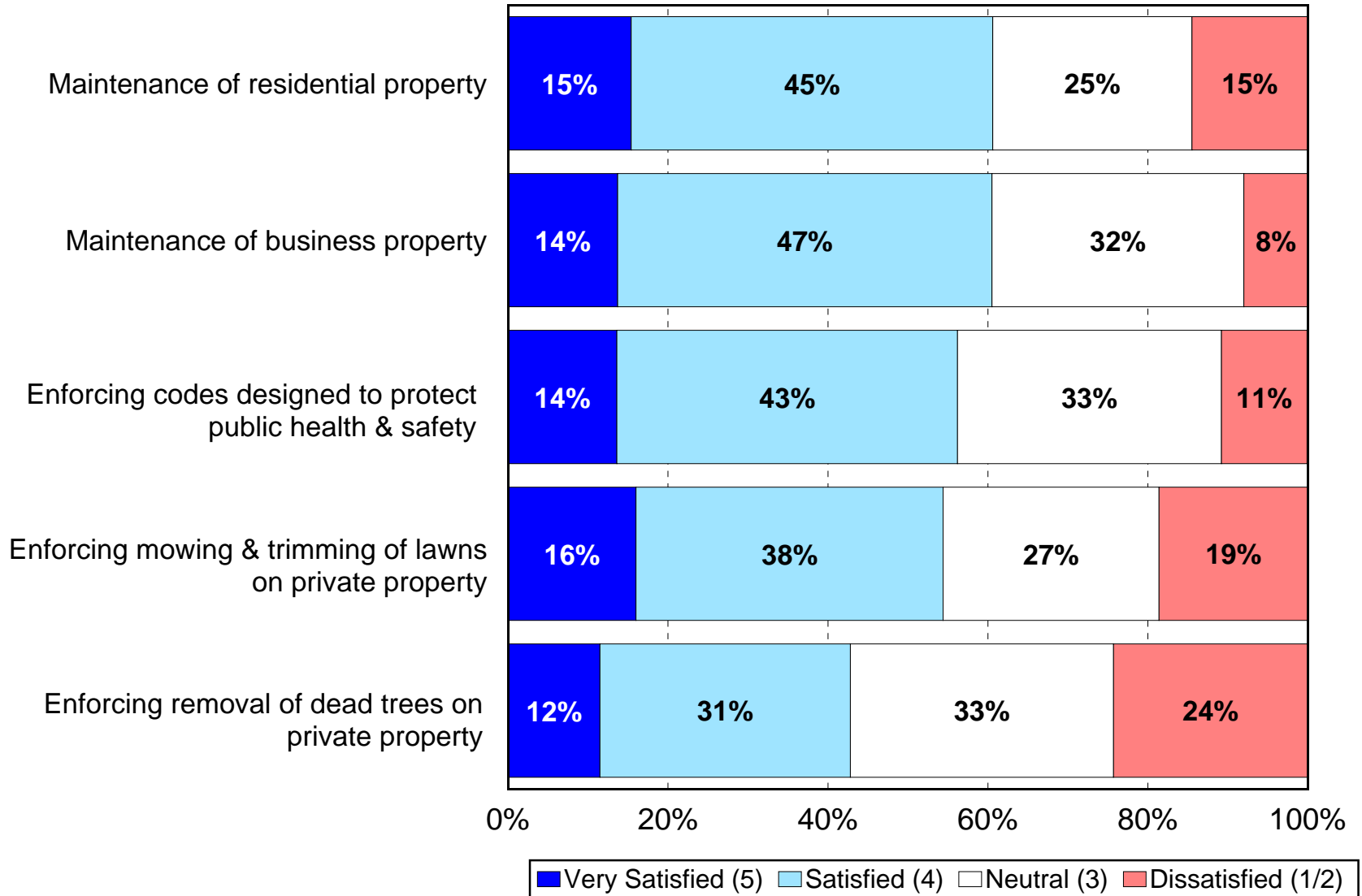
# Q10. Waste Collection Services That Should Receive the Most Emphasis Over the Next Two Years

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



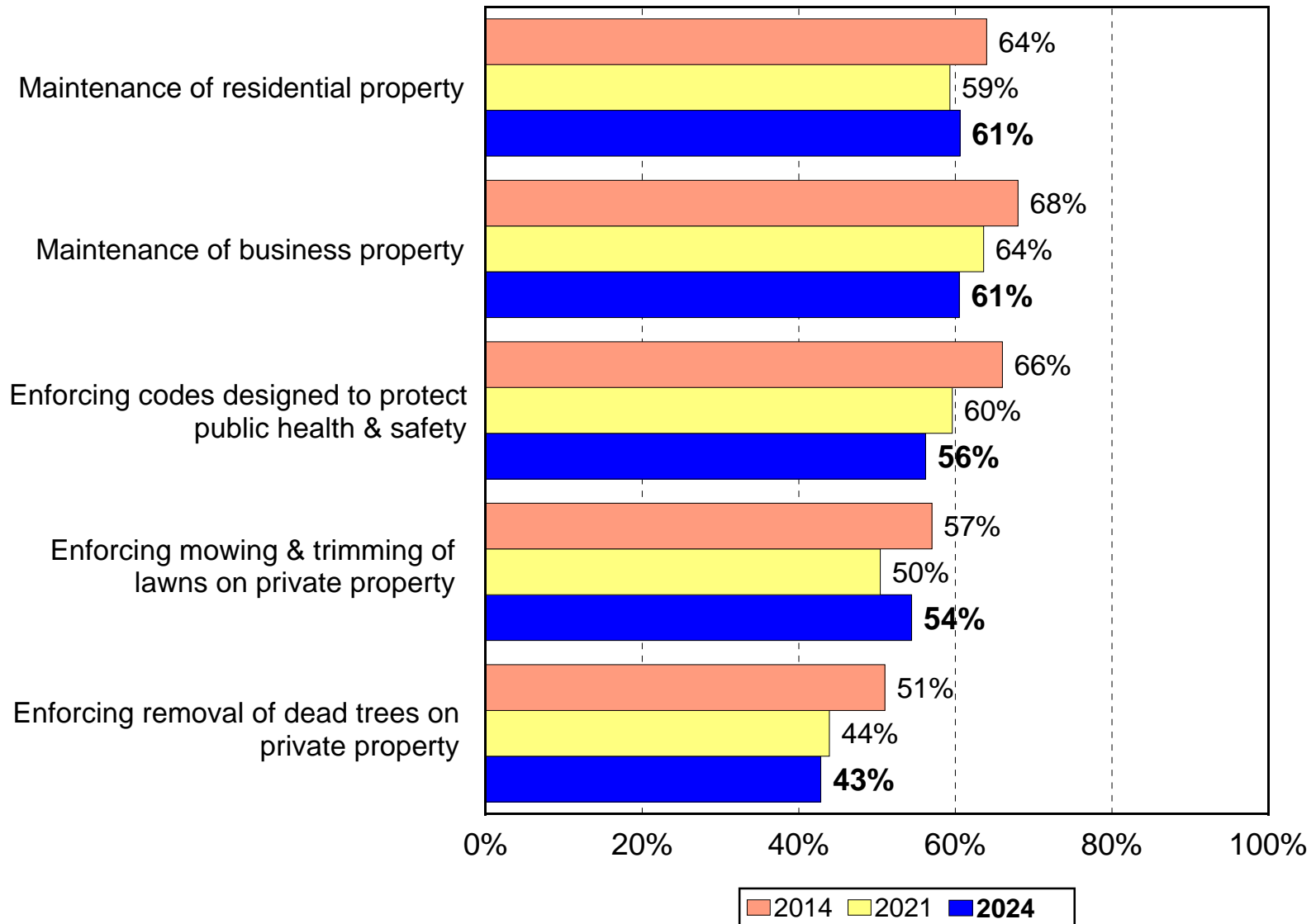
# Q11. Satisfaction with Code Enforcement

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



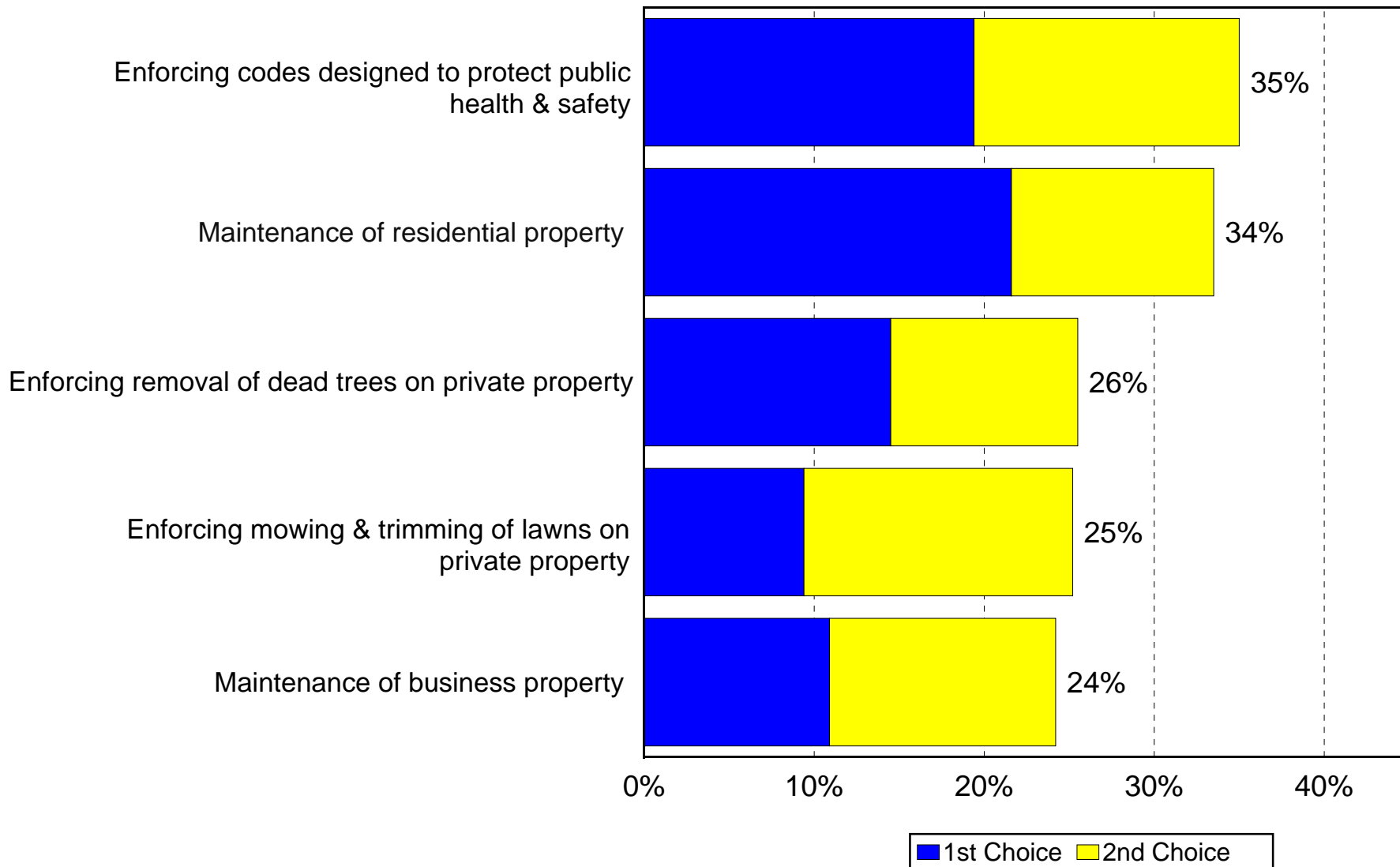
# TRENDS: Satisfaction with Code Enforcement 2014 vs. 2021 vs. 2024

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



# Q12. Code Enforcement Services That Should Receive the Most Emphasis Over the Next Two Years

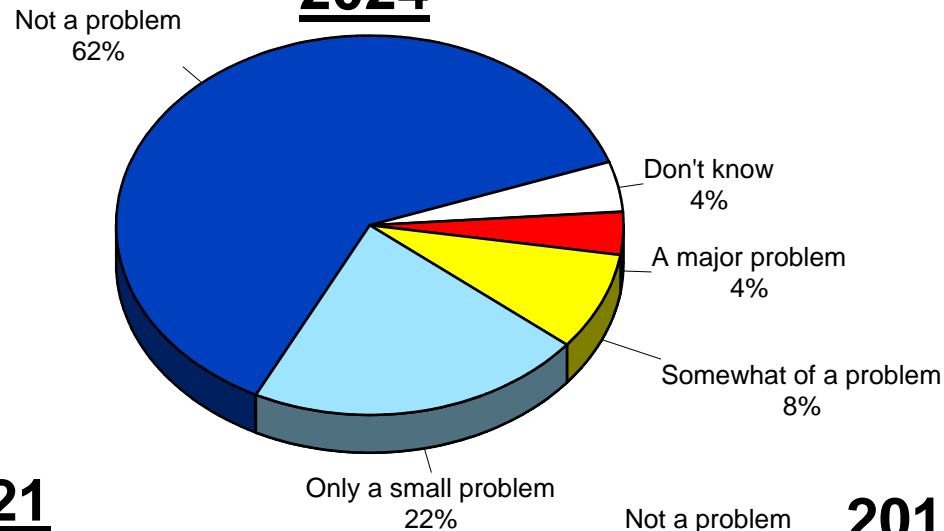
by percentage of respondents who selected the item as one of their top two choices



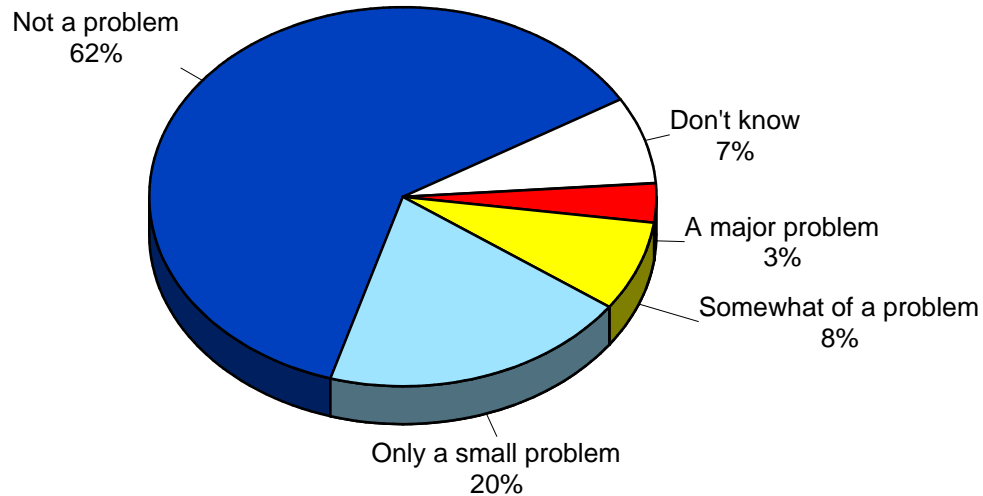
# Q13. To what extent are overgrown lots, abandoned cars, graffiti, and dilapidated buildings a problem in your neighborhood?

by percentage of respondents

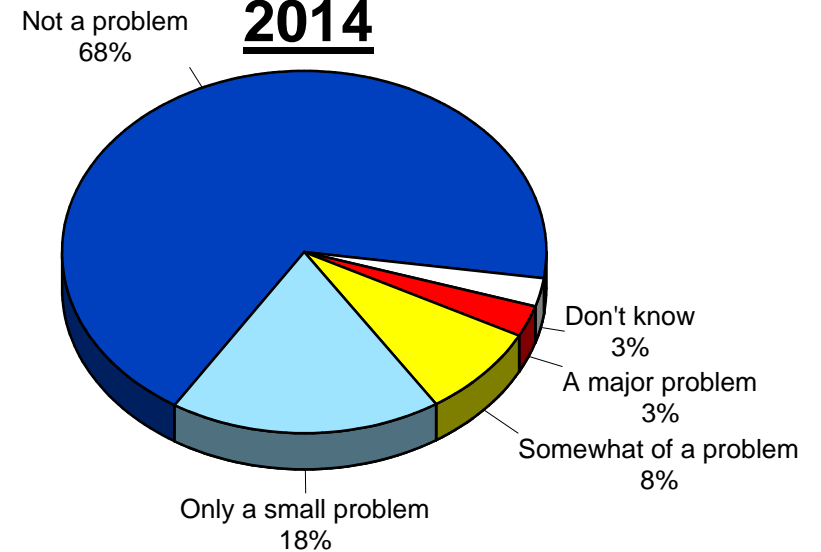
**2024**



**2021**

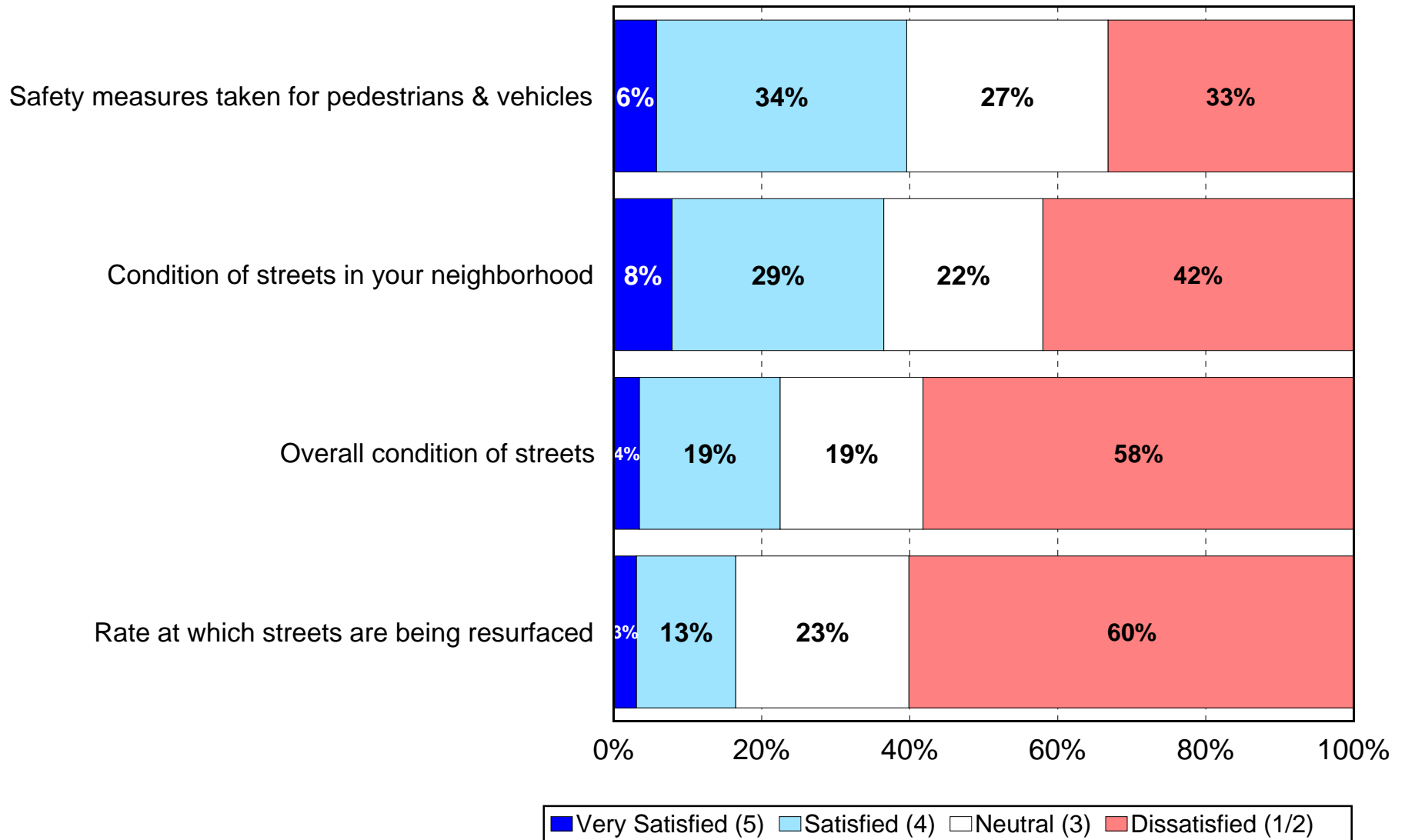


**2014**



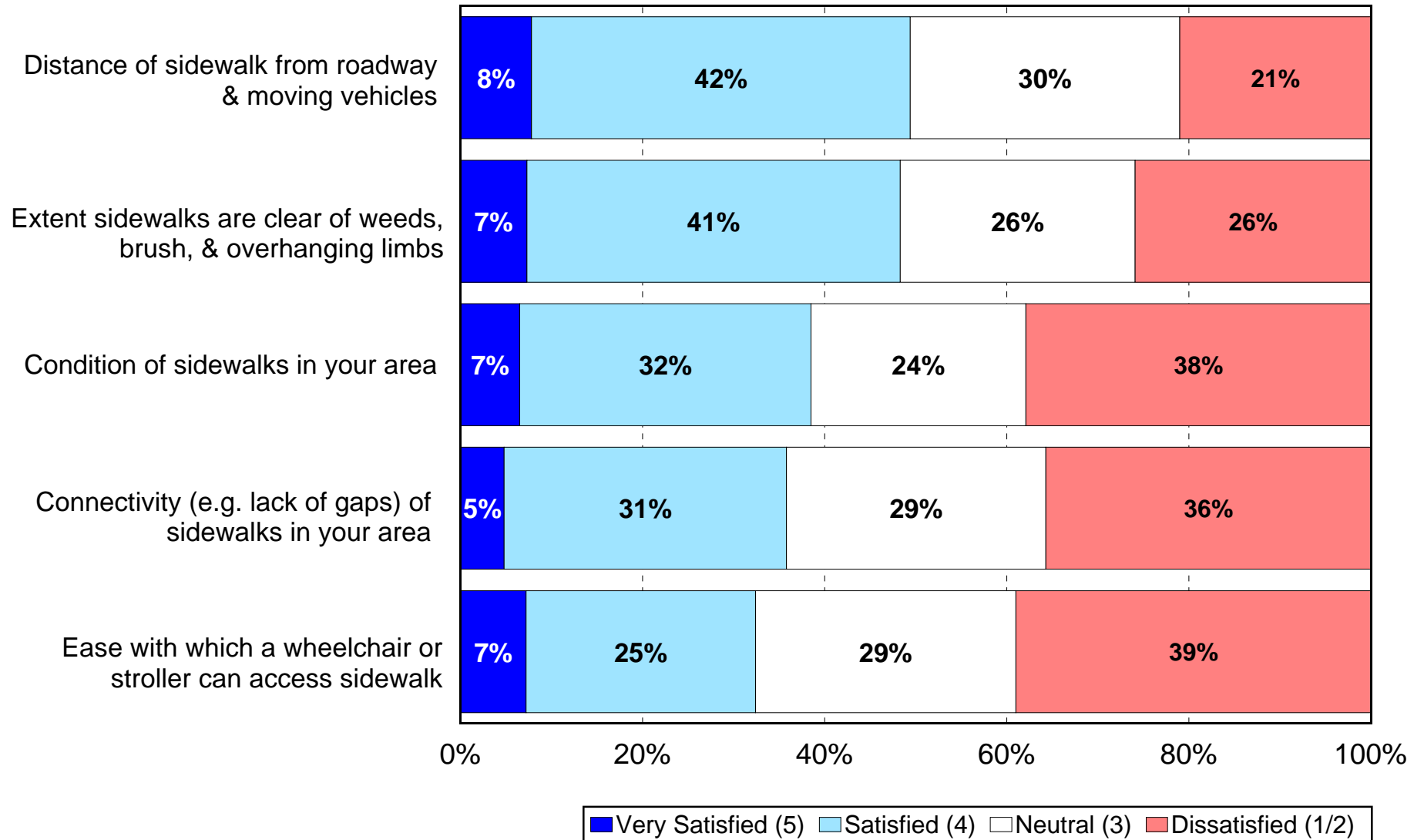
# Q14. Satisfaction with Streets

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



# Q15. Satisfaction with Sidewalks

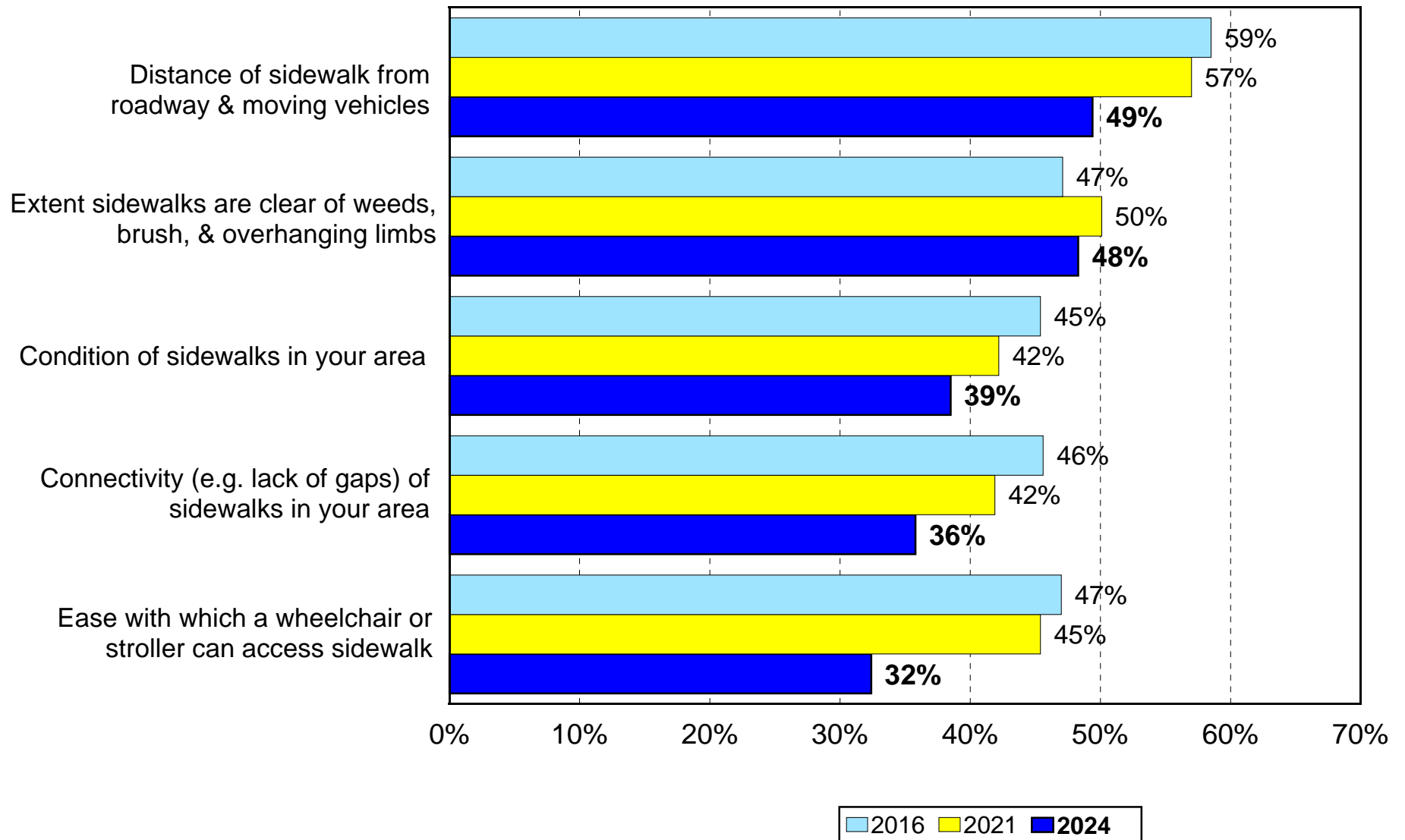
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



# TRENDS: Satisfaction with Sidewalks

## 2016 vs. 2021 vs. 2024

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

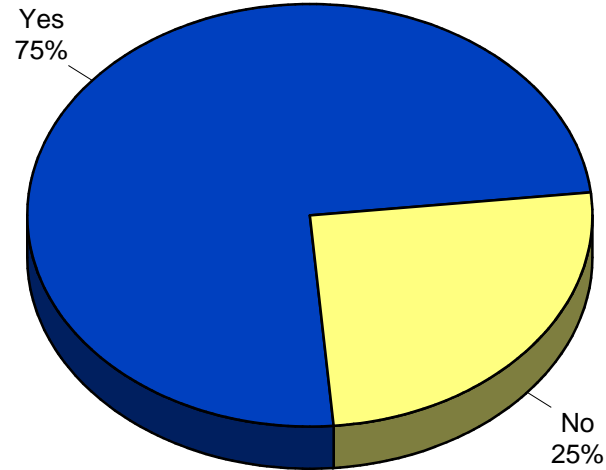




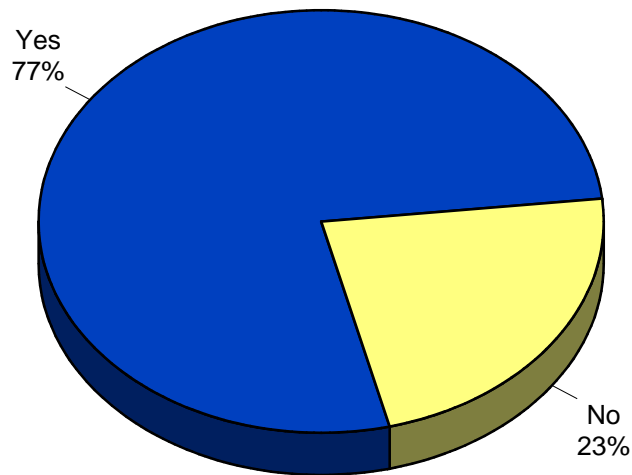
# Q16. Are you a Kirkwood Electric Customer?

by percentage of respondents

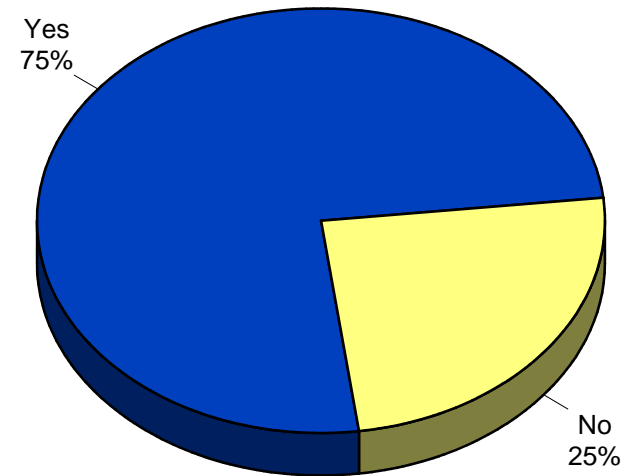
**2024**



**2021**

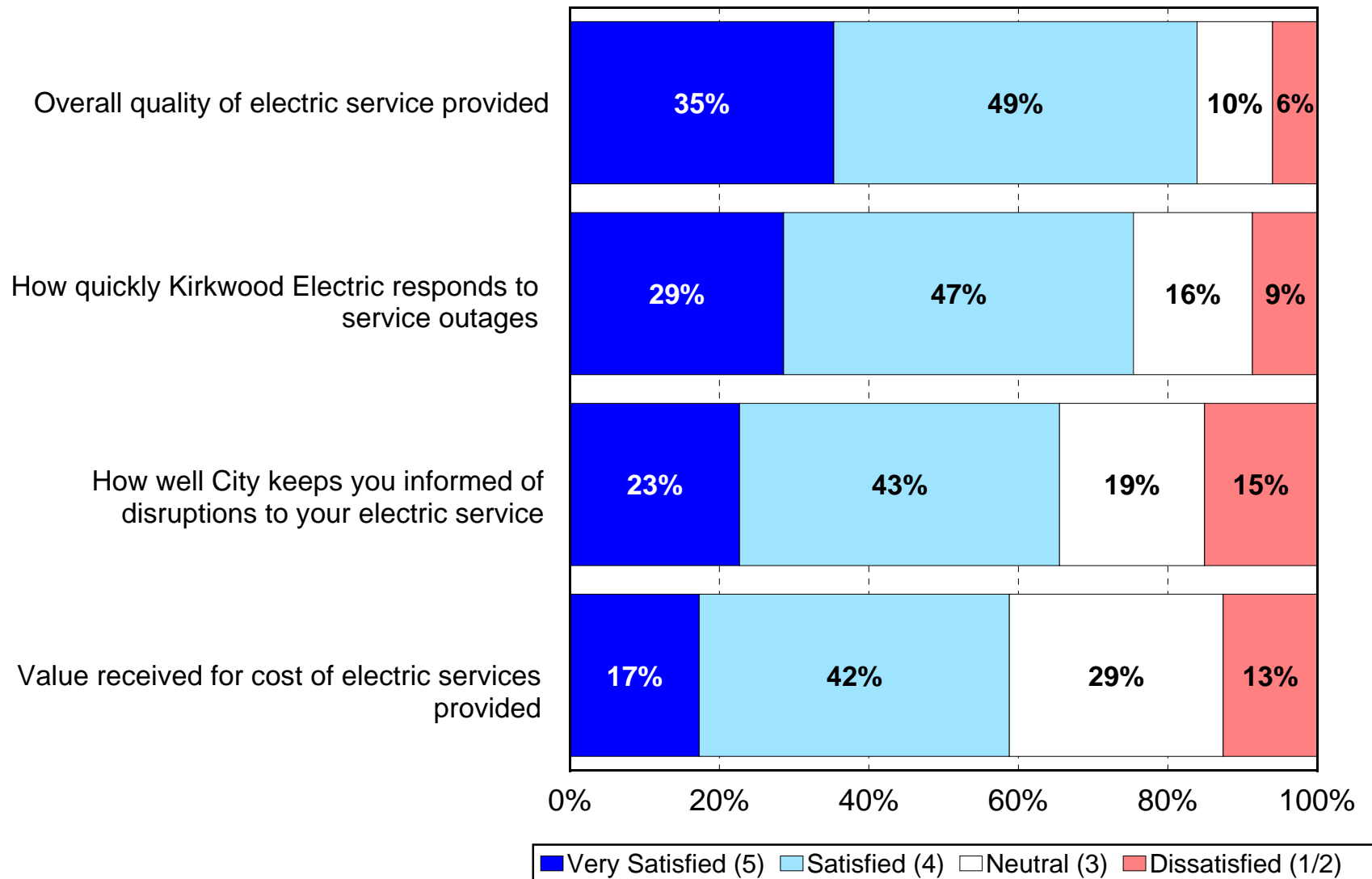


**2014**



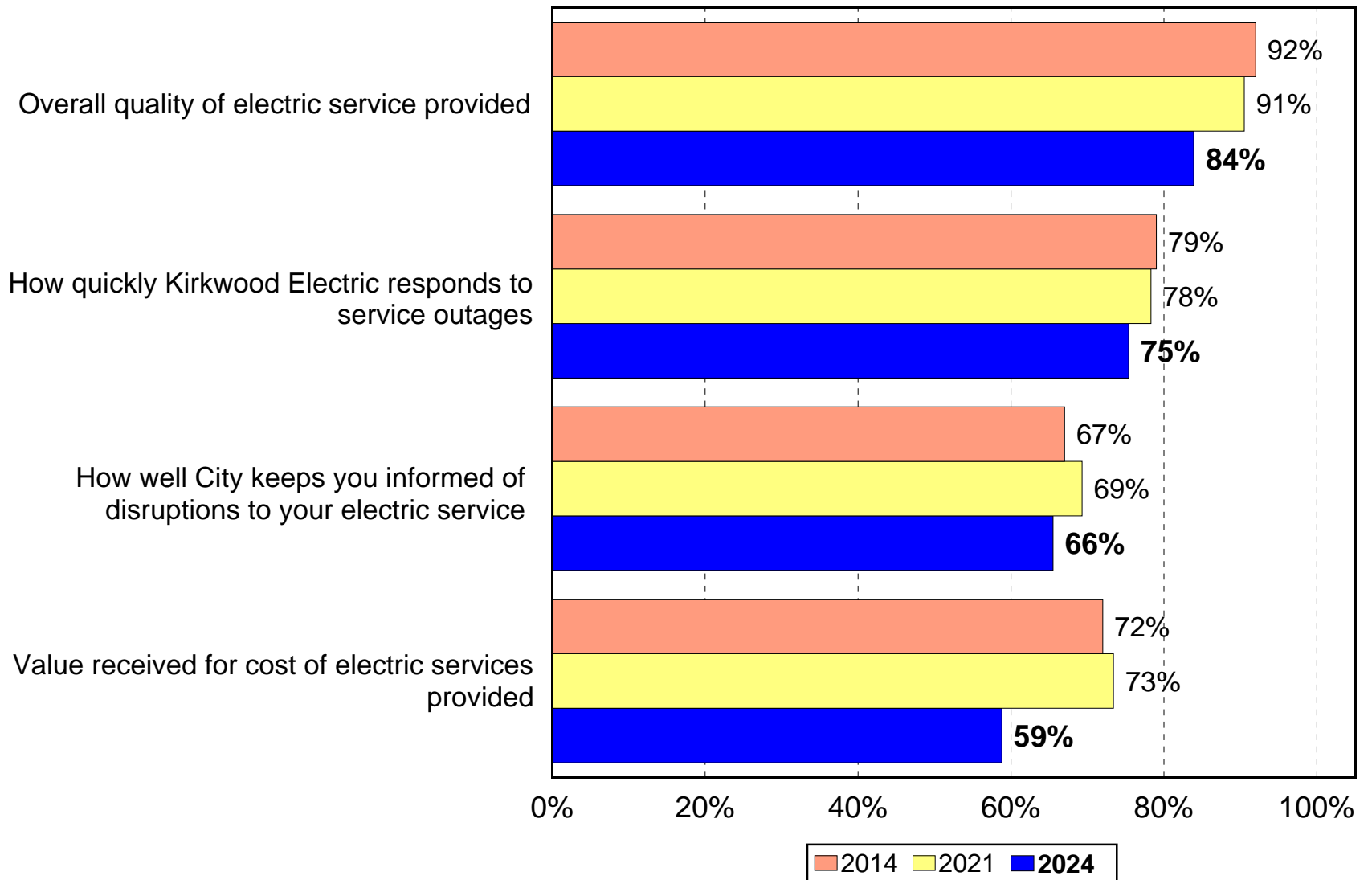
# Q17. Satisfaction with Kirkwood Electric

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



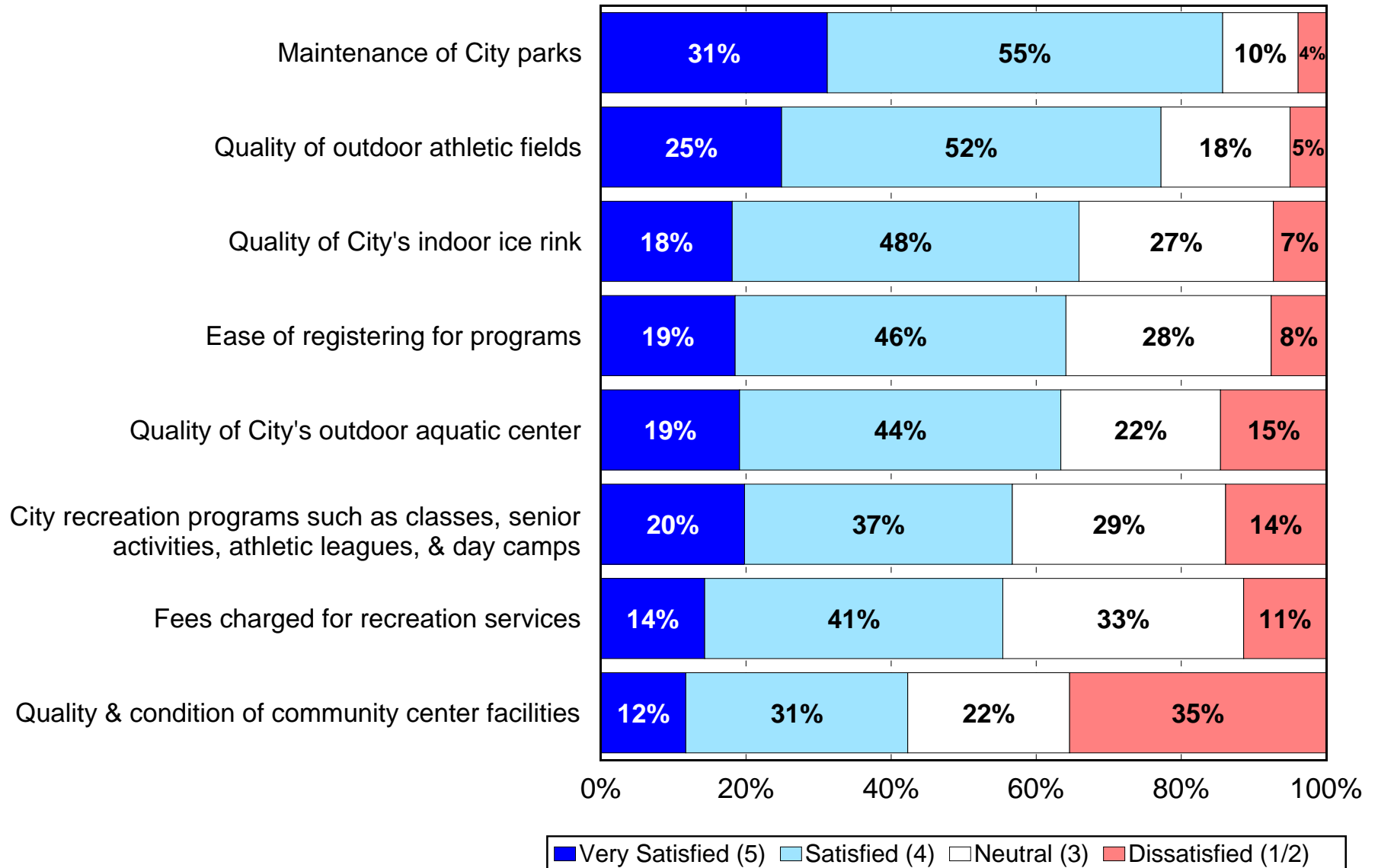
# TRENDS: Satisfaction with Kirkwood Electric 2014 vs. 2021 vs. 2024

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



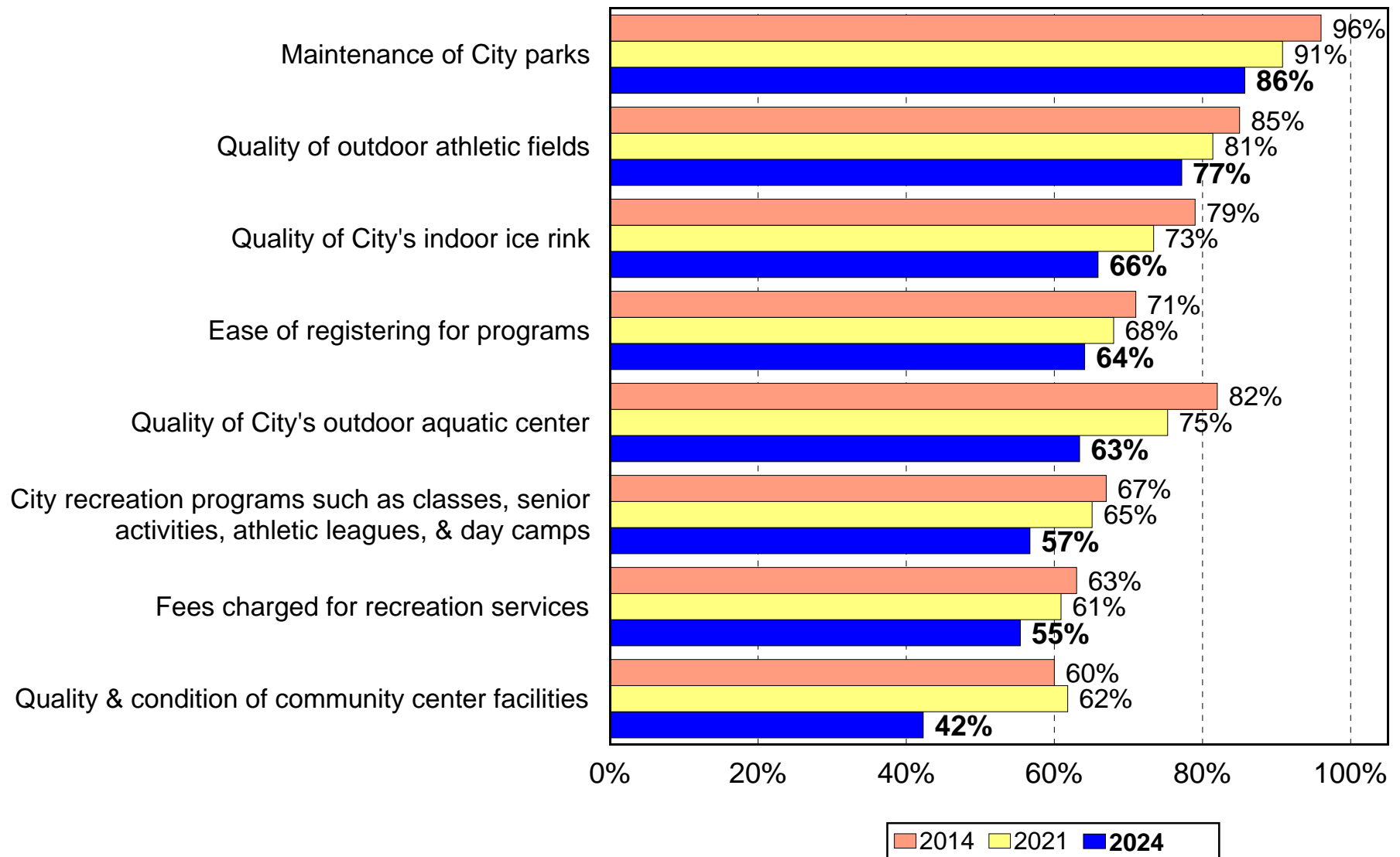
# Q18. Satisfaction with Parks and Recreation

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



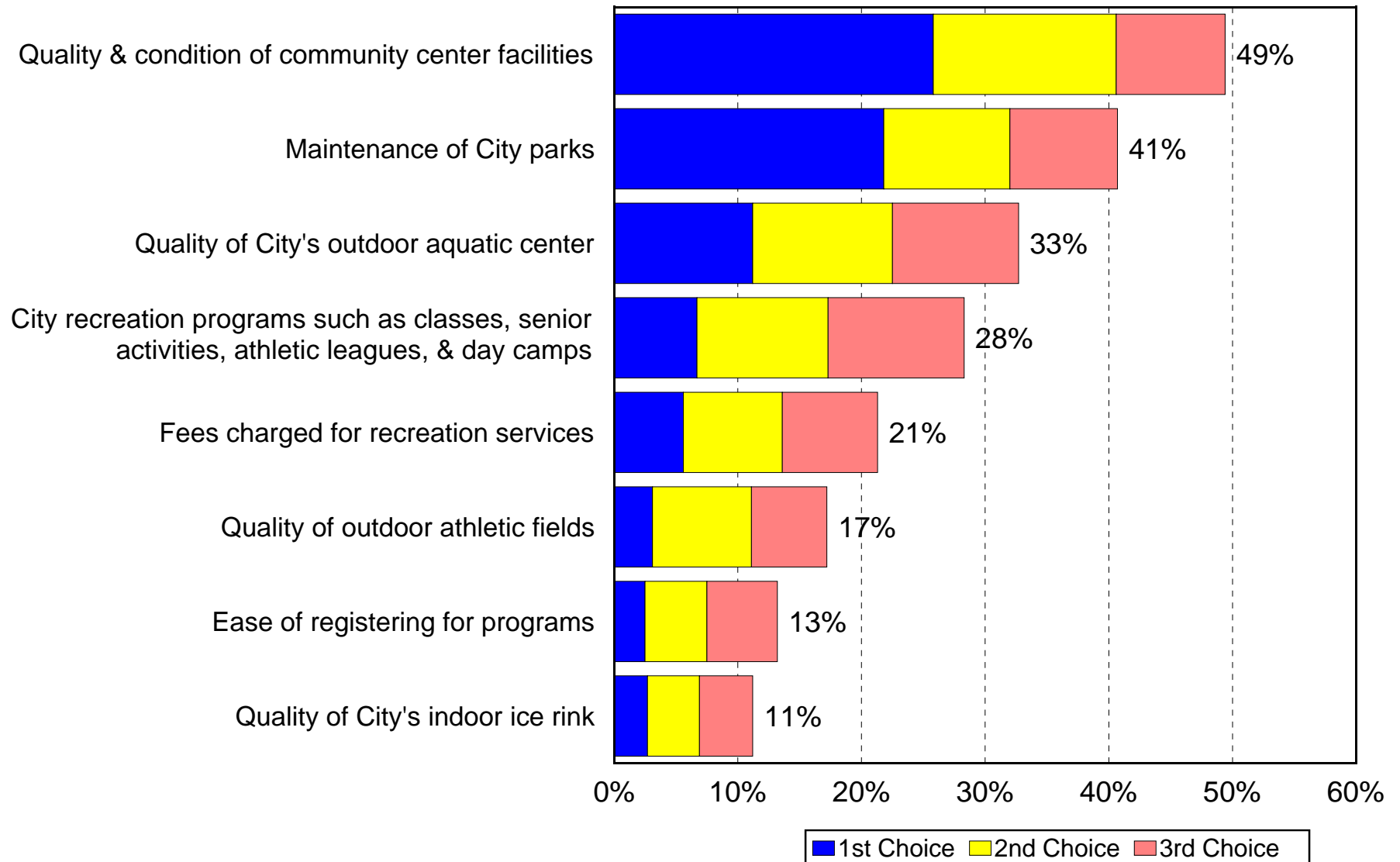
# TRENDS: Satisfaction with Parks and Recreation 2014 vs. 2021 vs. 2024

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



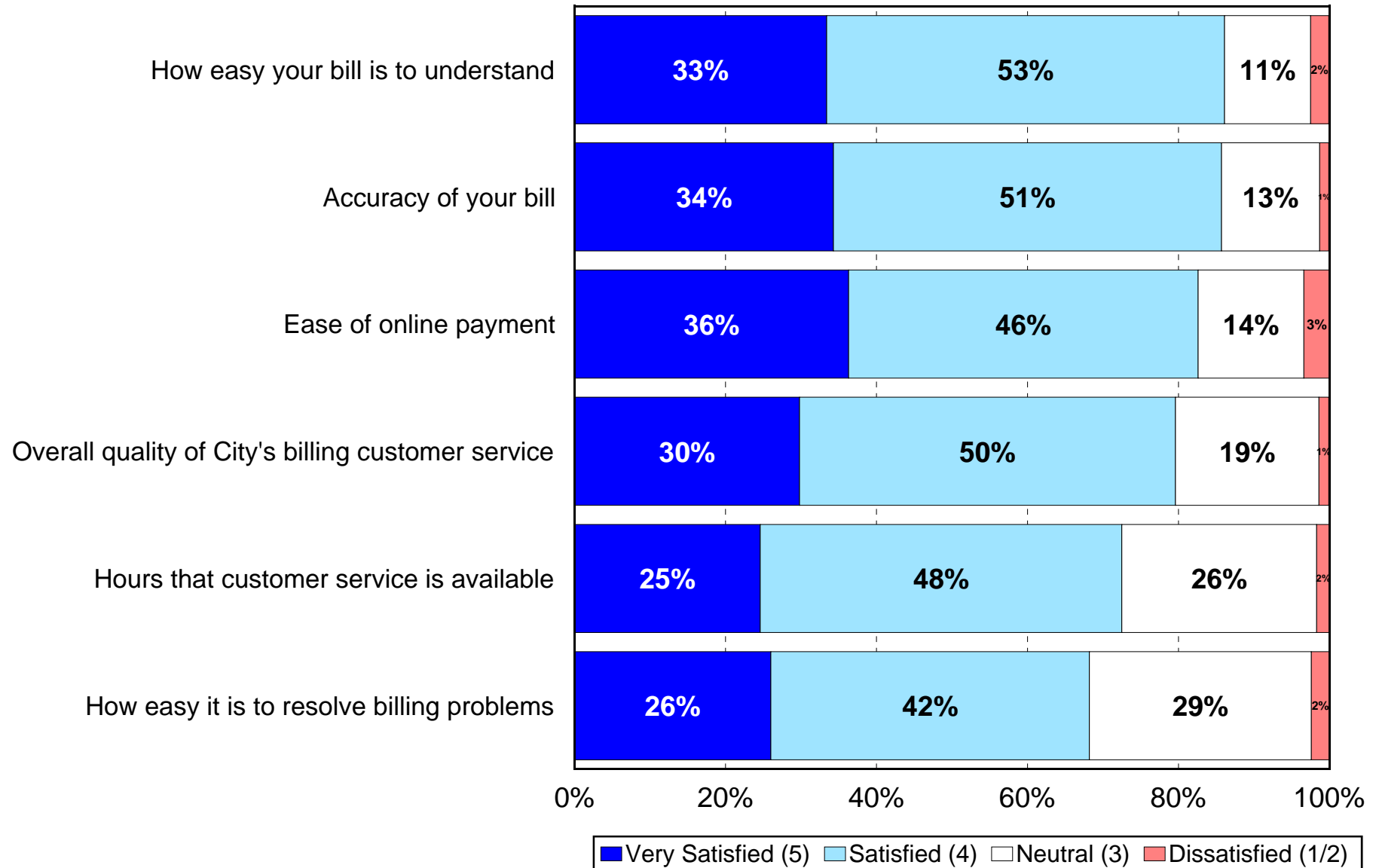
# Q19. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

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



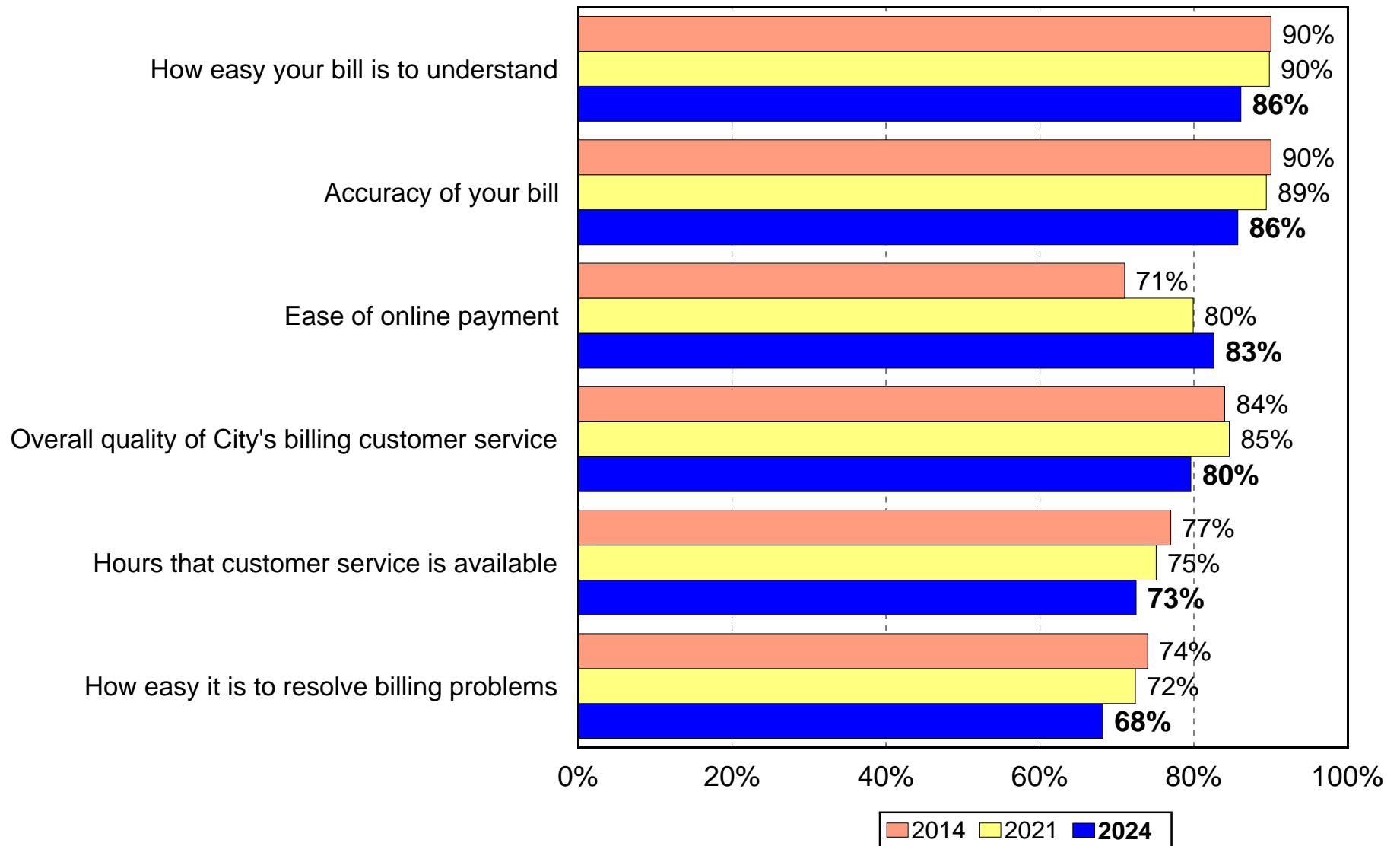
# Q20. Satisfaction with Billing

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



# TRENDS: Satisfaction with Billing 2014 vs. 2021 vs. 2024

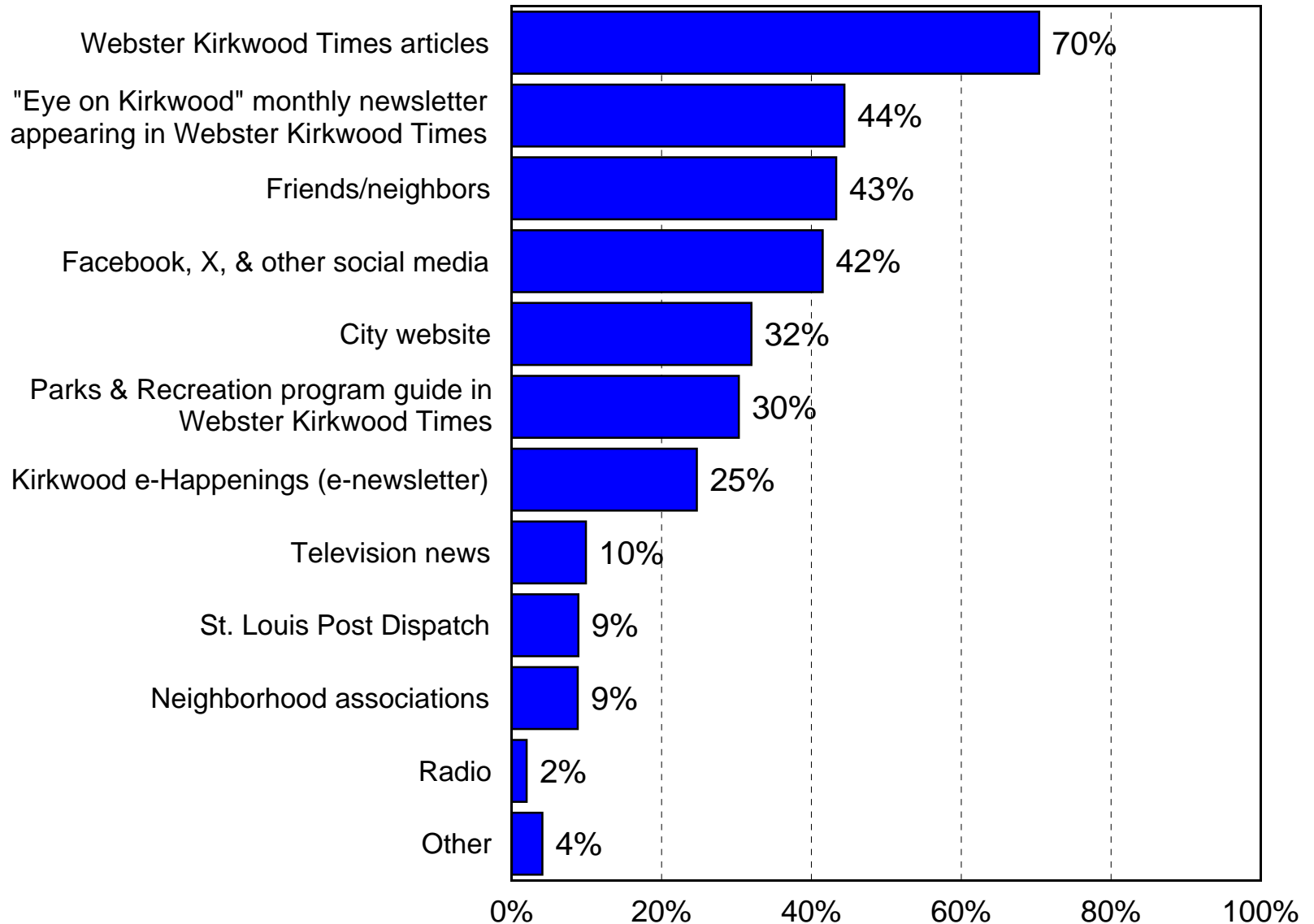
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)





# Q21. What are your primary sources of information about City issues, services, & events?

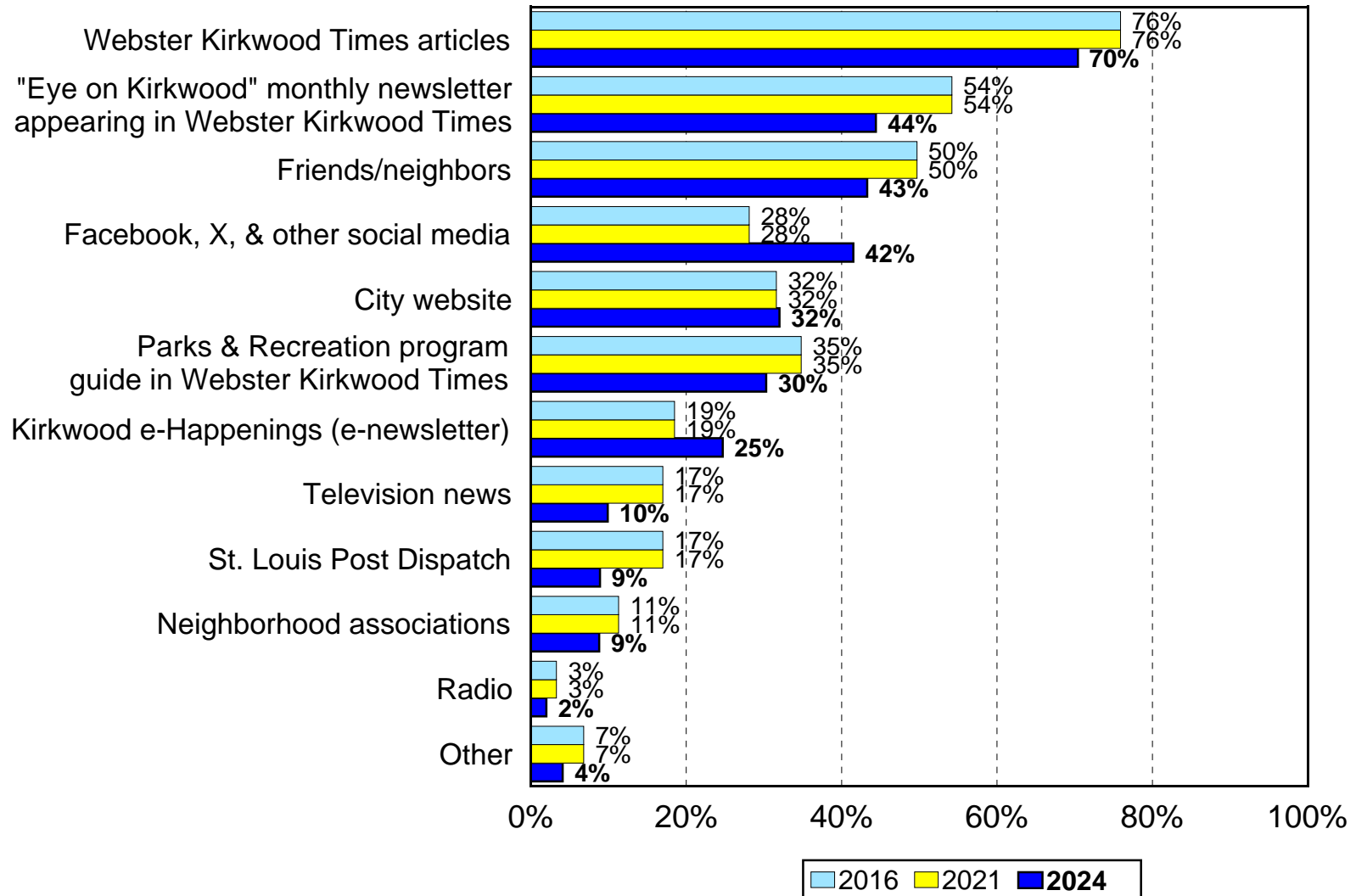
by percentage of respondents



# TRENDS: Primary sources Used for Information About City Issues, Services, & Events

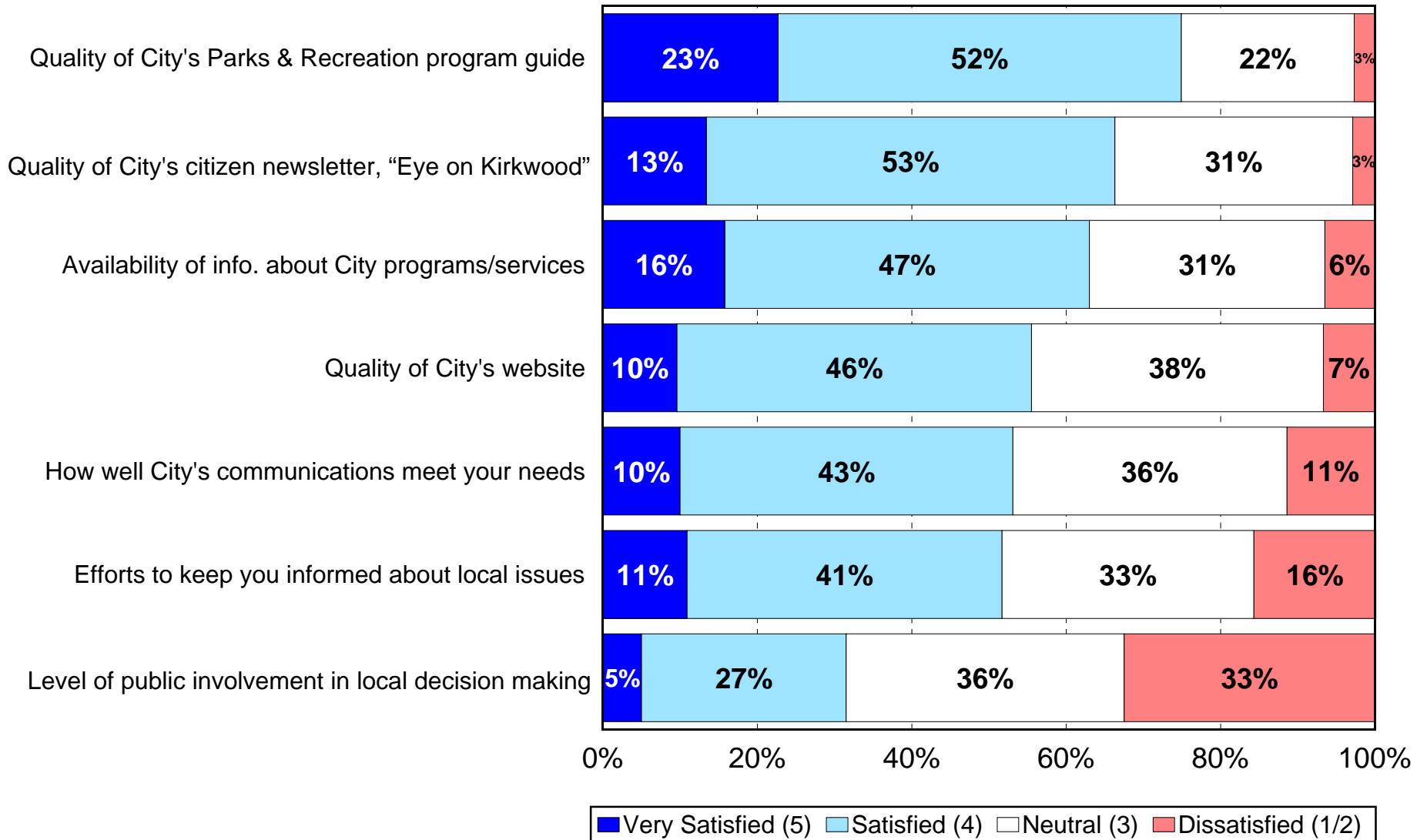
## 2016 vs. 2021 vs. 2024

by percentage of respondents



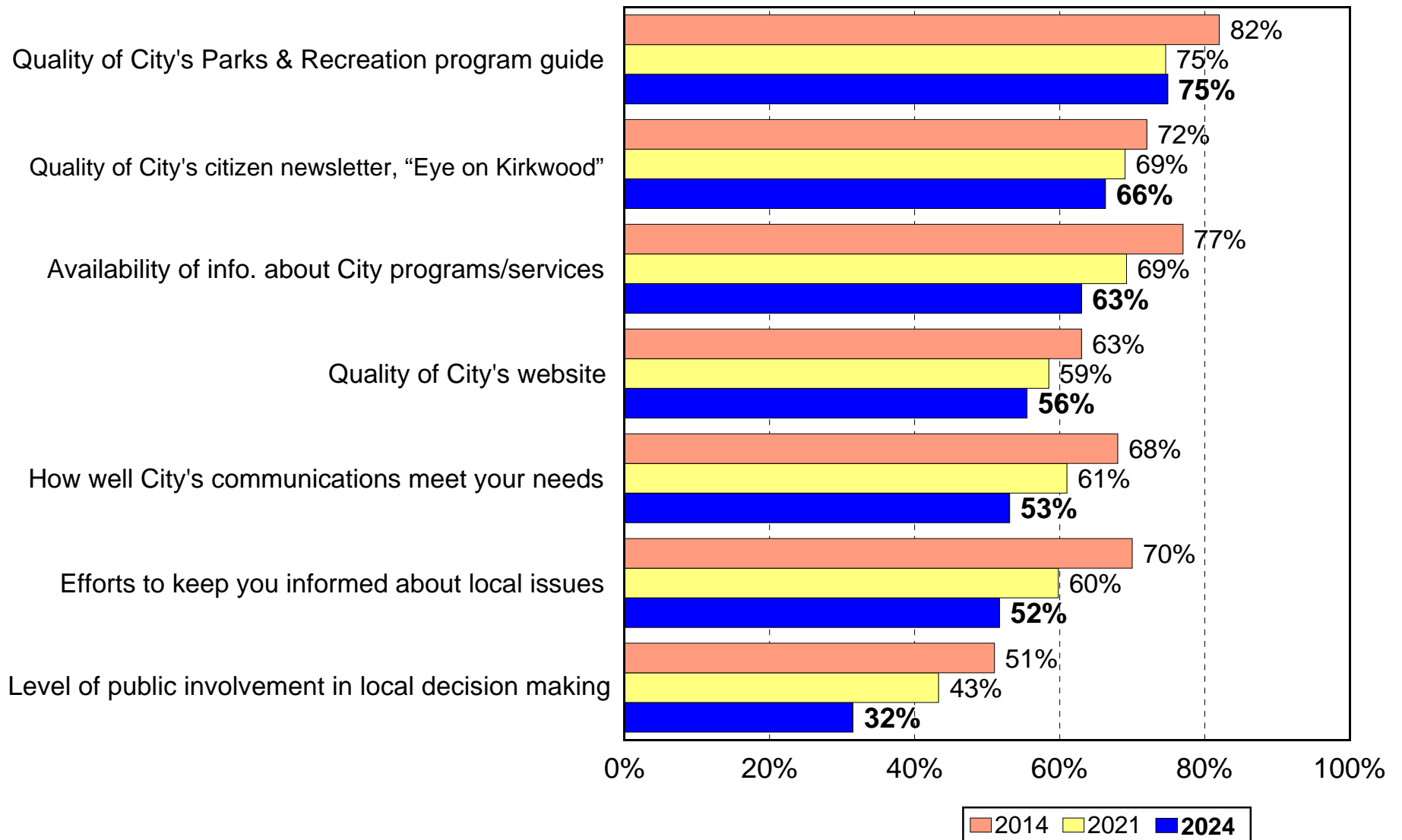
# Q22. Satisfaction with Communication

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



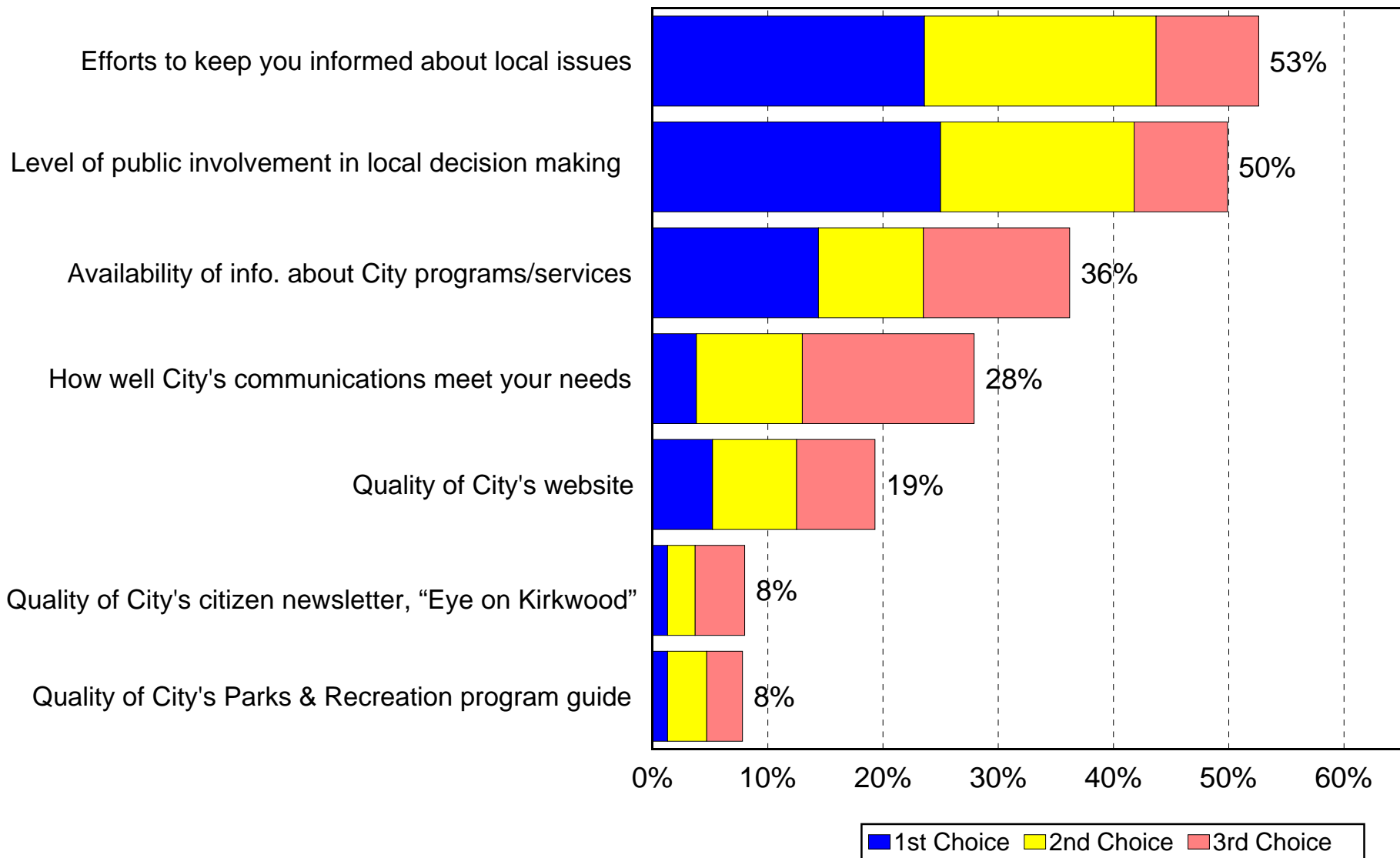
# TRENDS: Satisfaction with Communication 2014 vs. 2021 vs. 2024

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



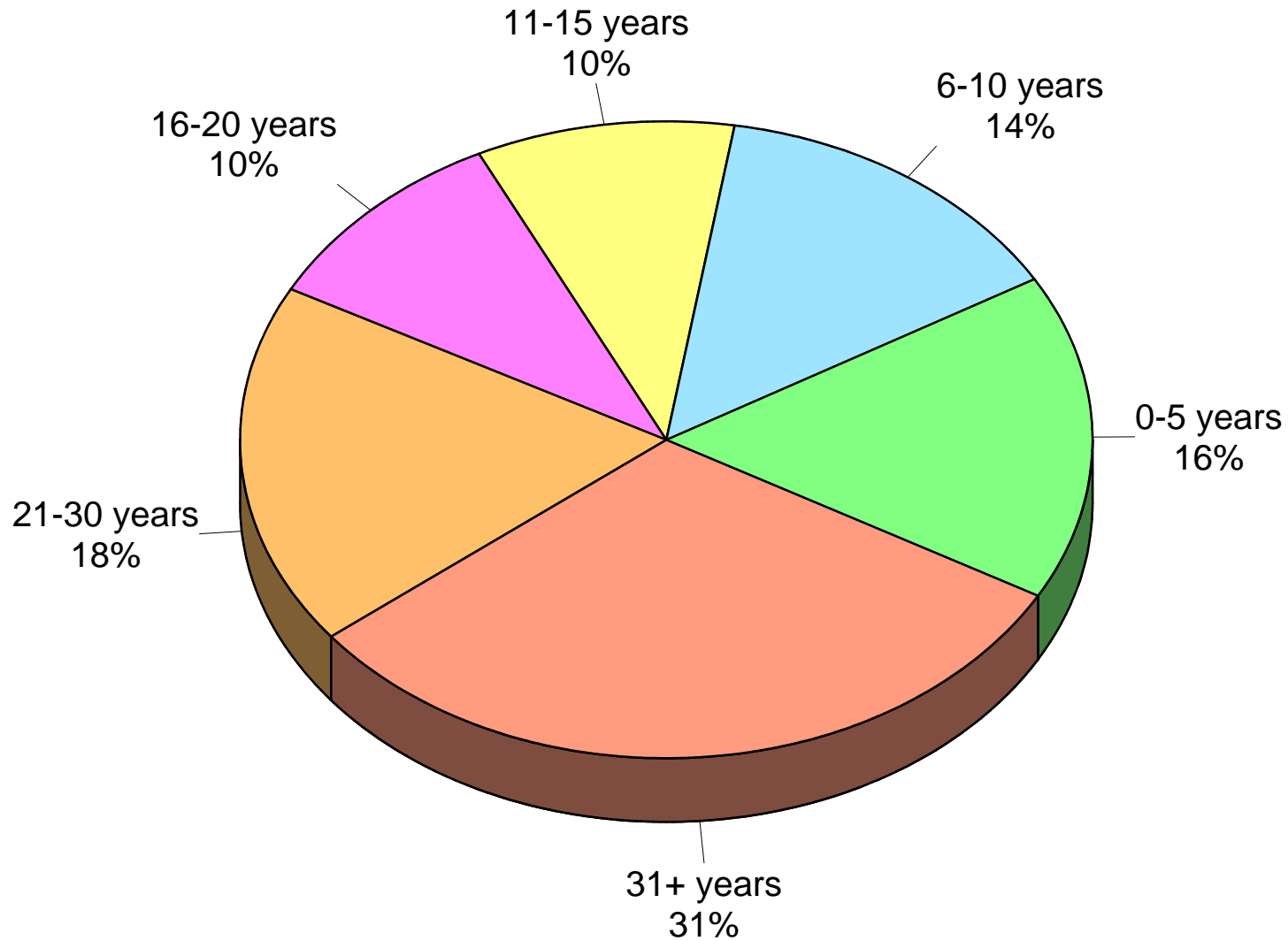
# Q23. Communication Services That Should Receive the Most Emphasis Over the Next Two Years

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



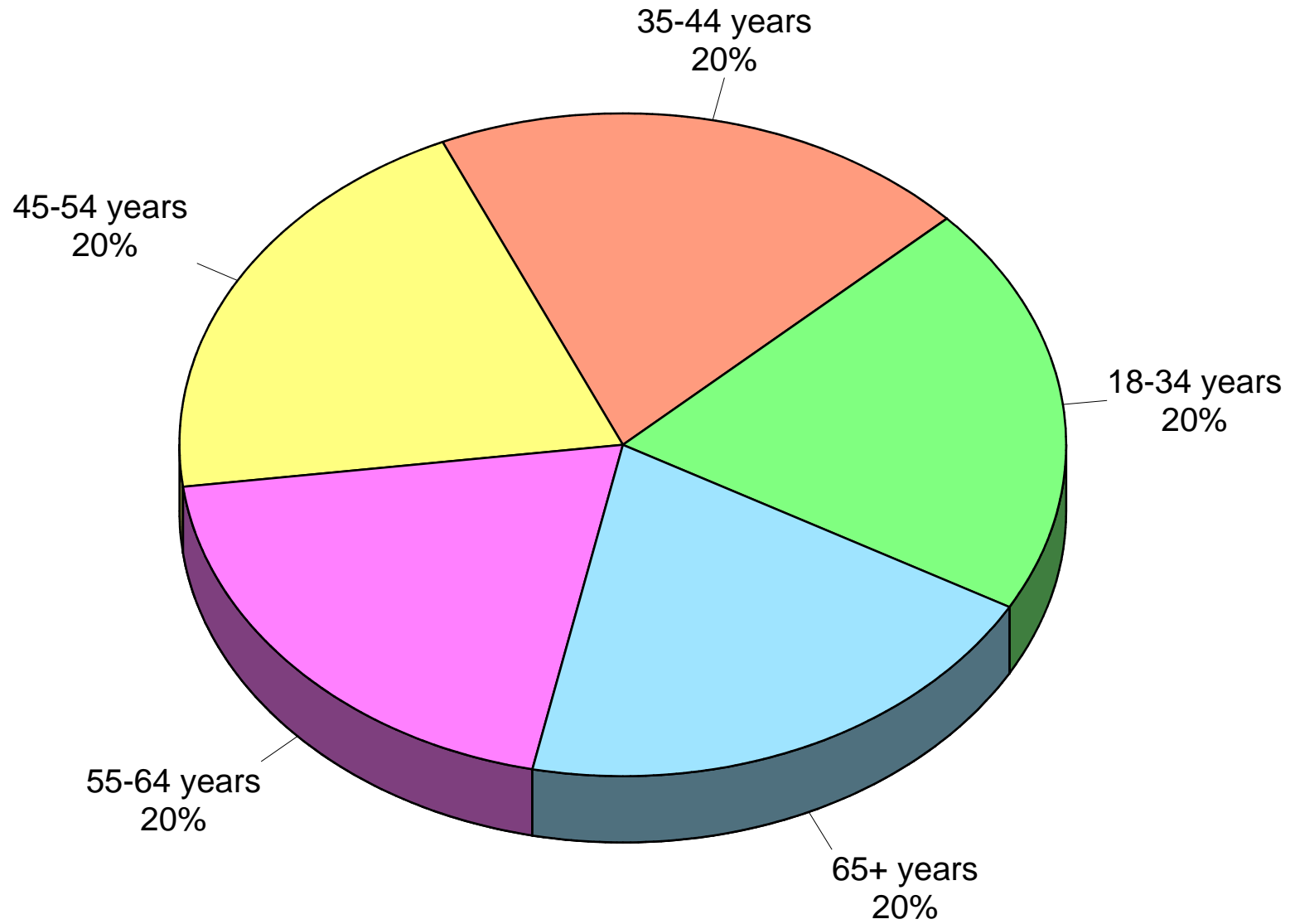
# Q24. Demographics: How many years have you lived in the City of Kirkwood?

by percentage of respondents



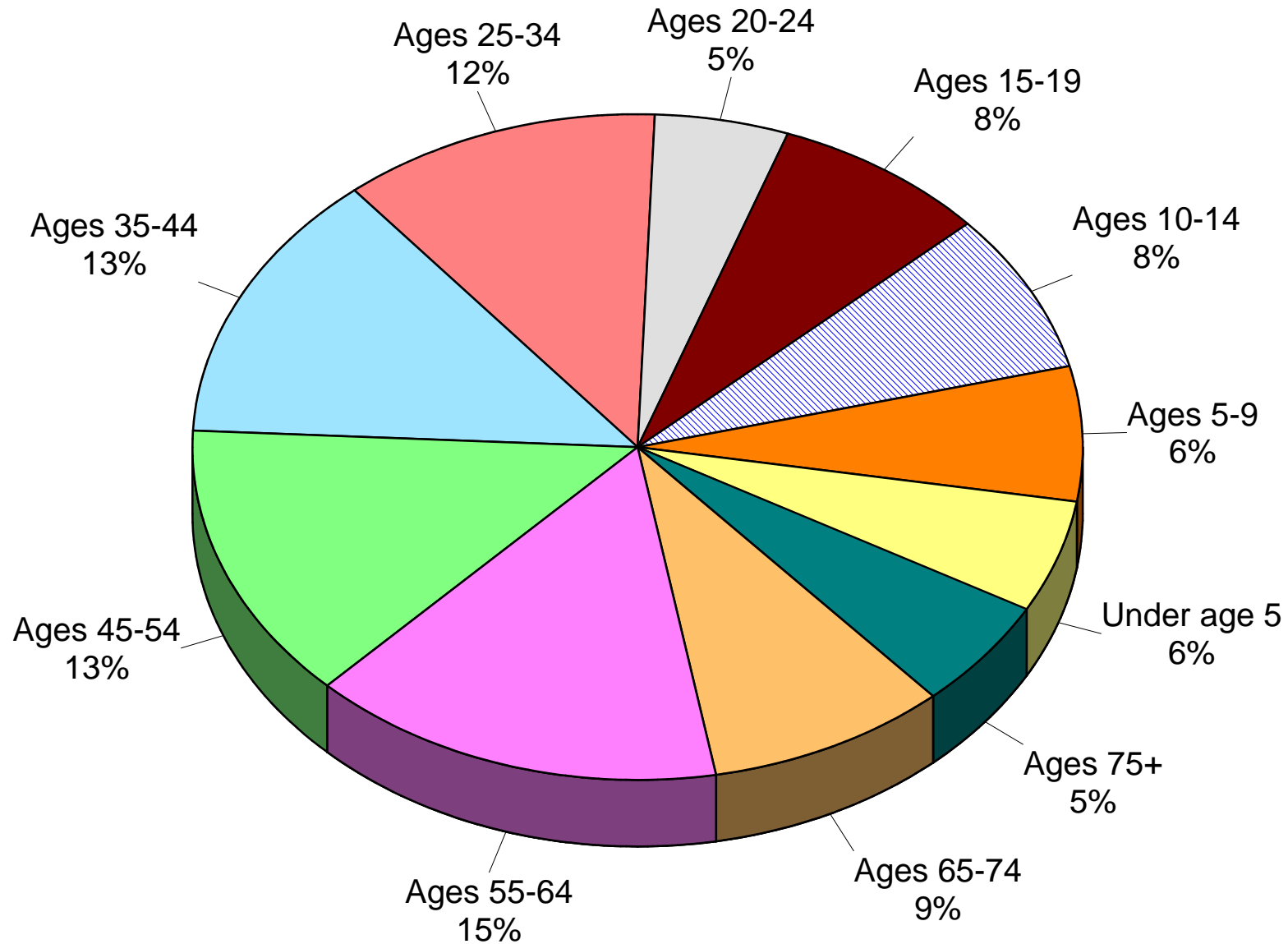
# Q25. Demographics: What is your age?

by percentage of respondents



# Q26. Demographics: Number of People in Household

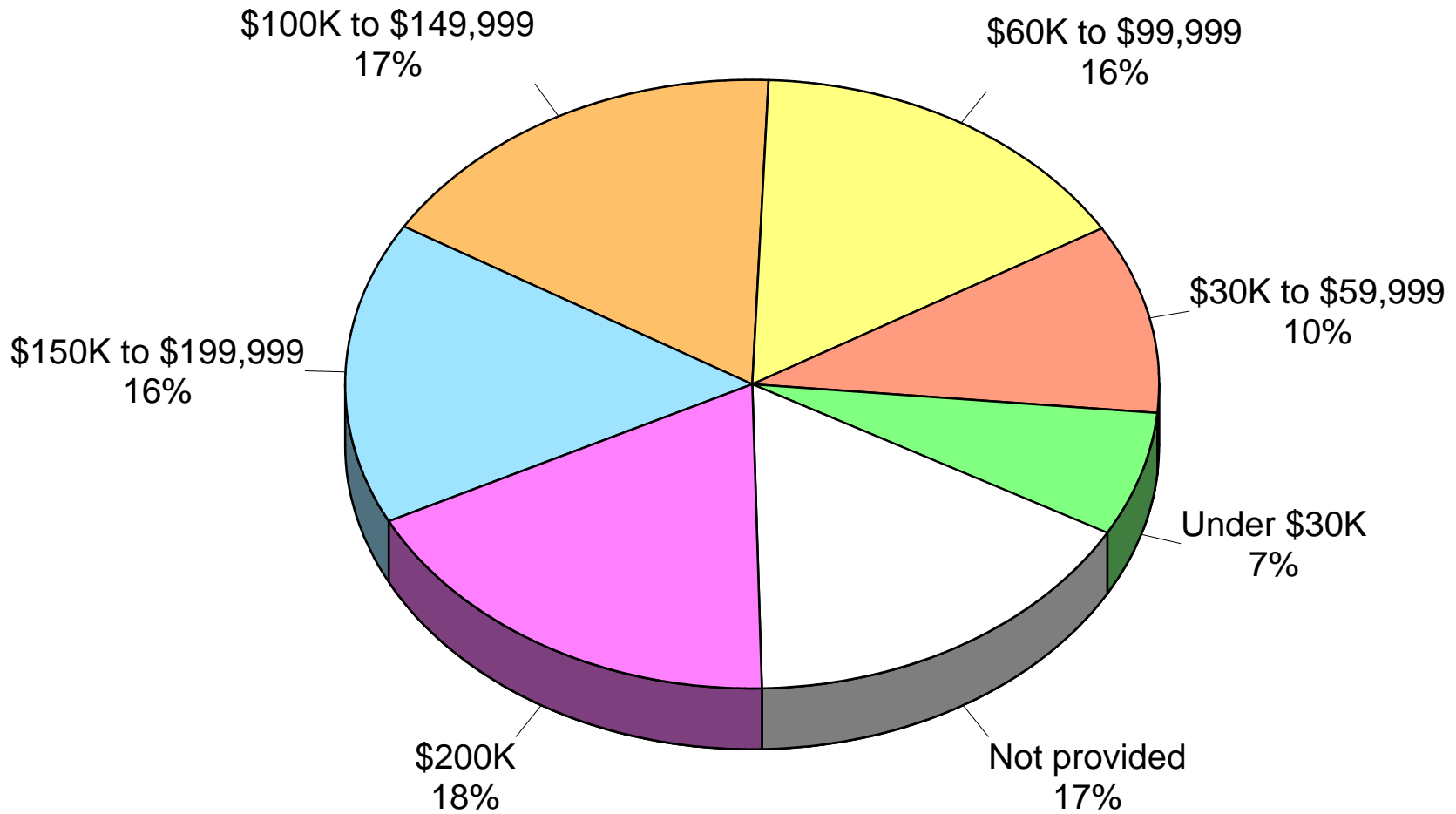
by percentage of household occupants





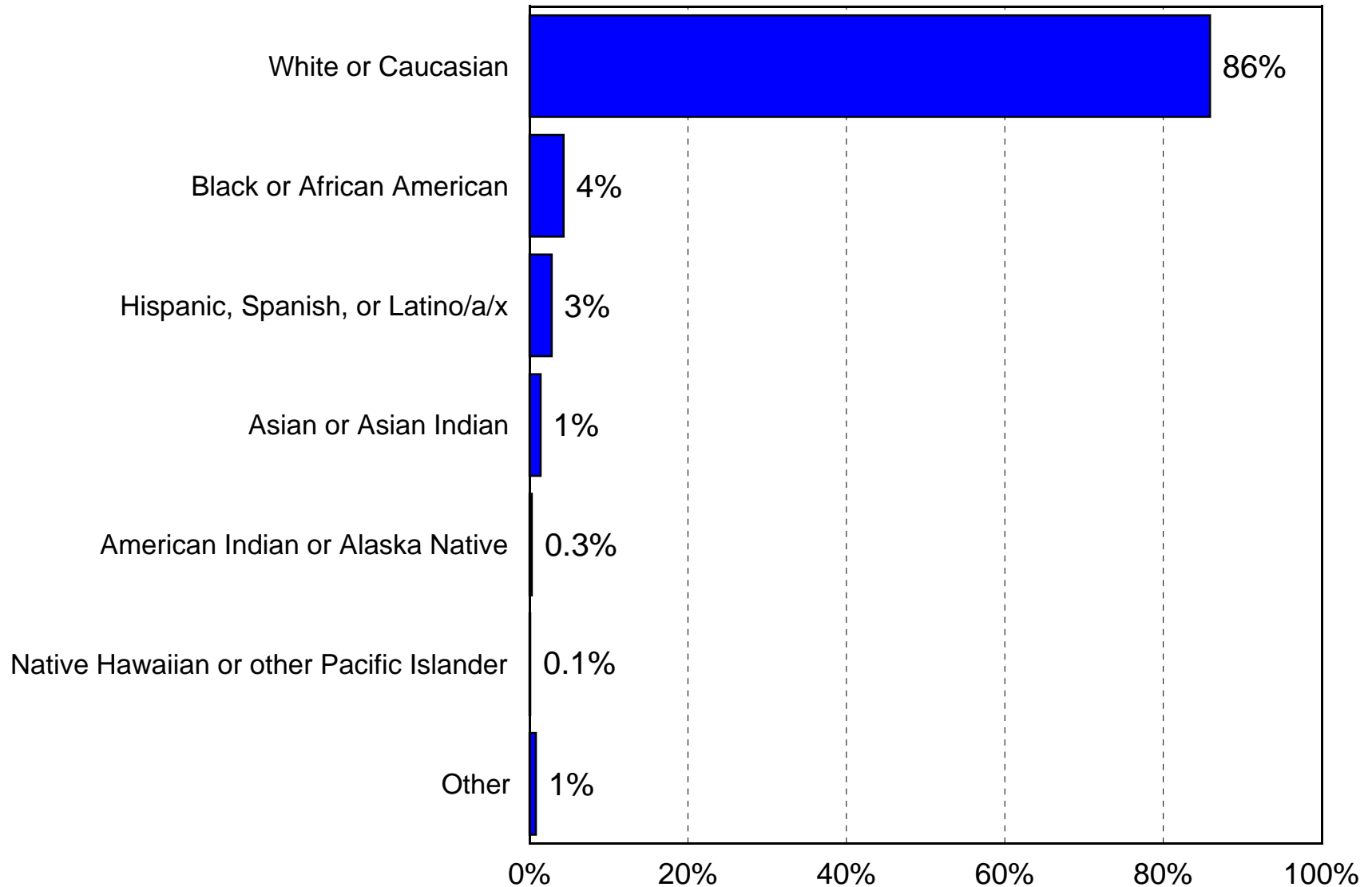
# Q27. Demographics: Annual Household Income

by percentage of respondents



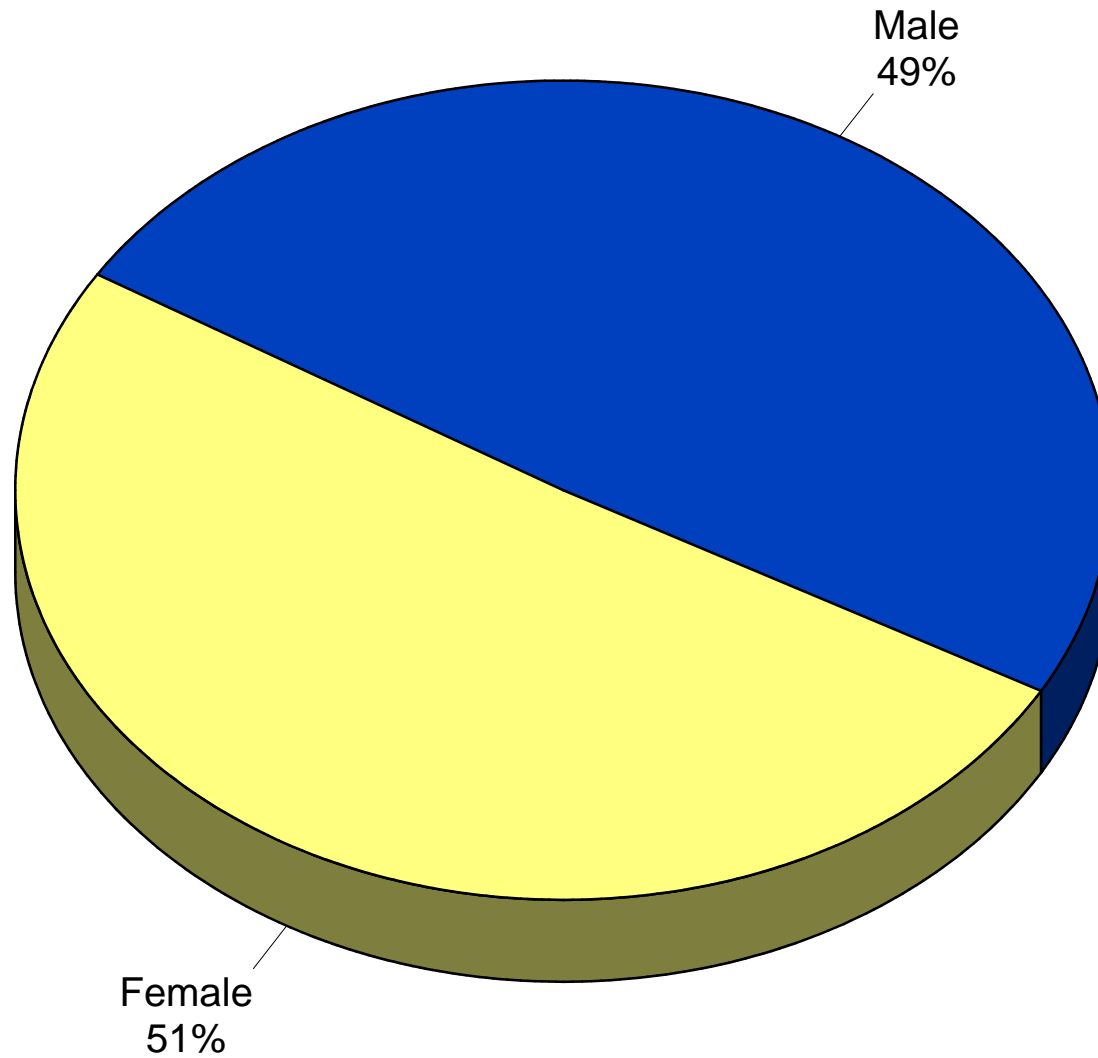
# Q28. Demographics: Which of the following best describes your race/ethnicity?

by percentage of respondents



# Q29. Demographics: Gender

by percentage of respondents





# 2 Benchmarking Analysis

# Benchmarking Analysis



## Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities 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 2023 to a random sample of over 10,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2023 to a random sample of residents living in the Plains Region of the United States. The Plains Region includes the states of North and South Dakota, Minnesota, Iowa, Nebraska, Wisconsin, Illinois, Kansas, Missouri and Oklahoma.

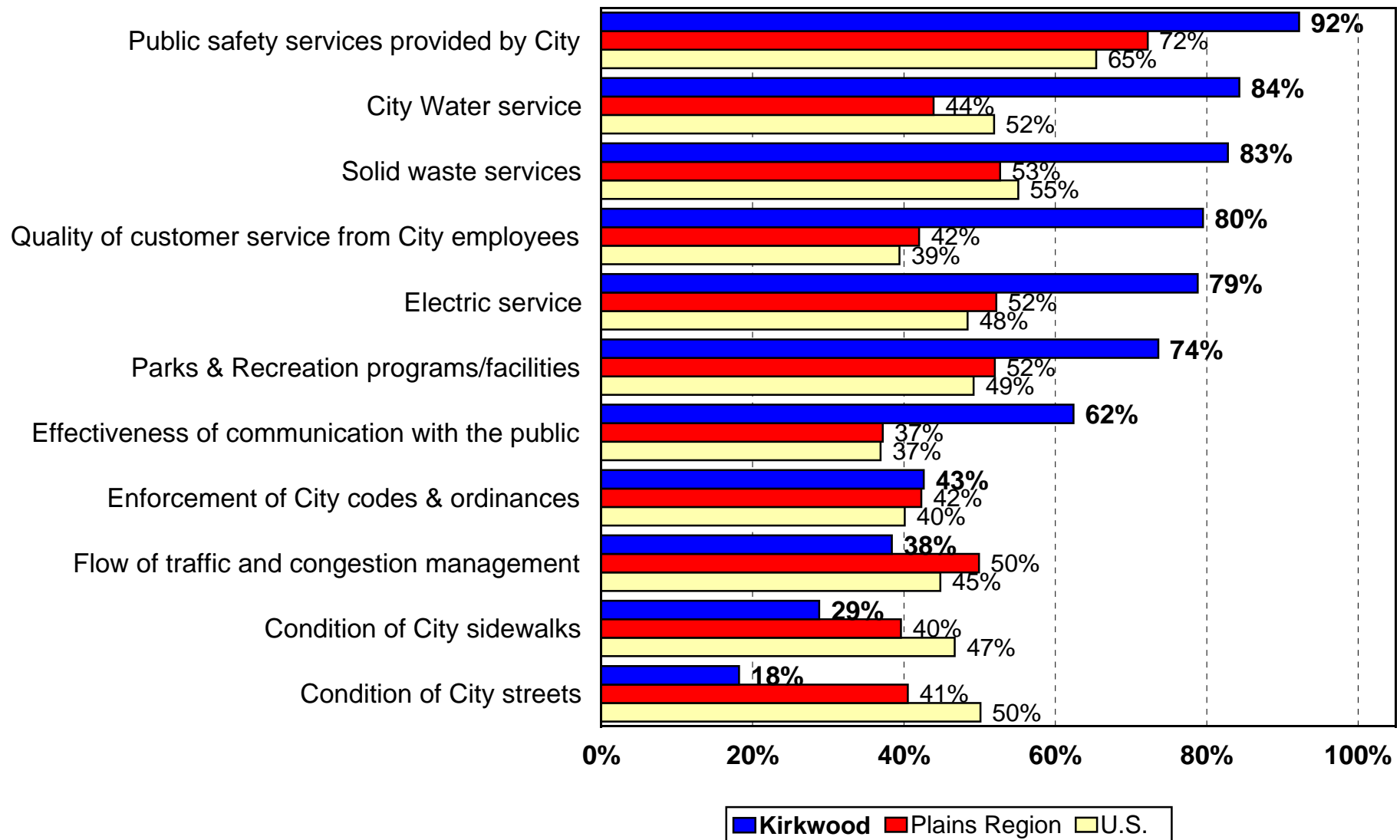
The charts on the following pages show how the results for the City of Kirkwood compare to the national average and the Plains regional average. The blue bar shows the results for the City of Kirkwood. The red bar shows the Plains regional average from communities that administered the *DirectionFinder*® survey during the summer of 2023. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 10,000 U.S. residents during the summer of 2023.

# **National and Regional 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 Kirkwood is not authorized without written consent from ETC Institute.**

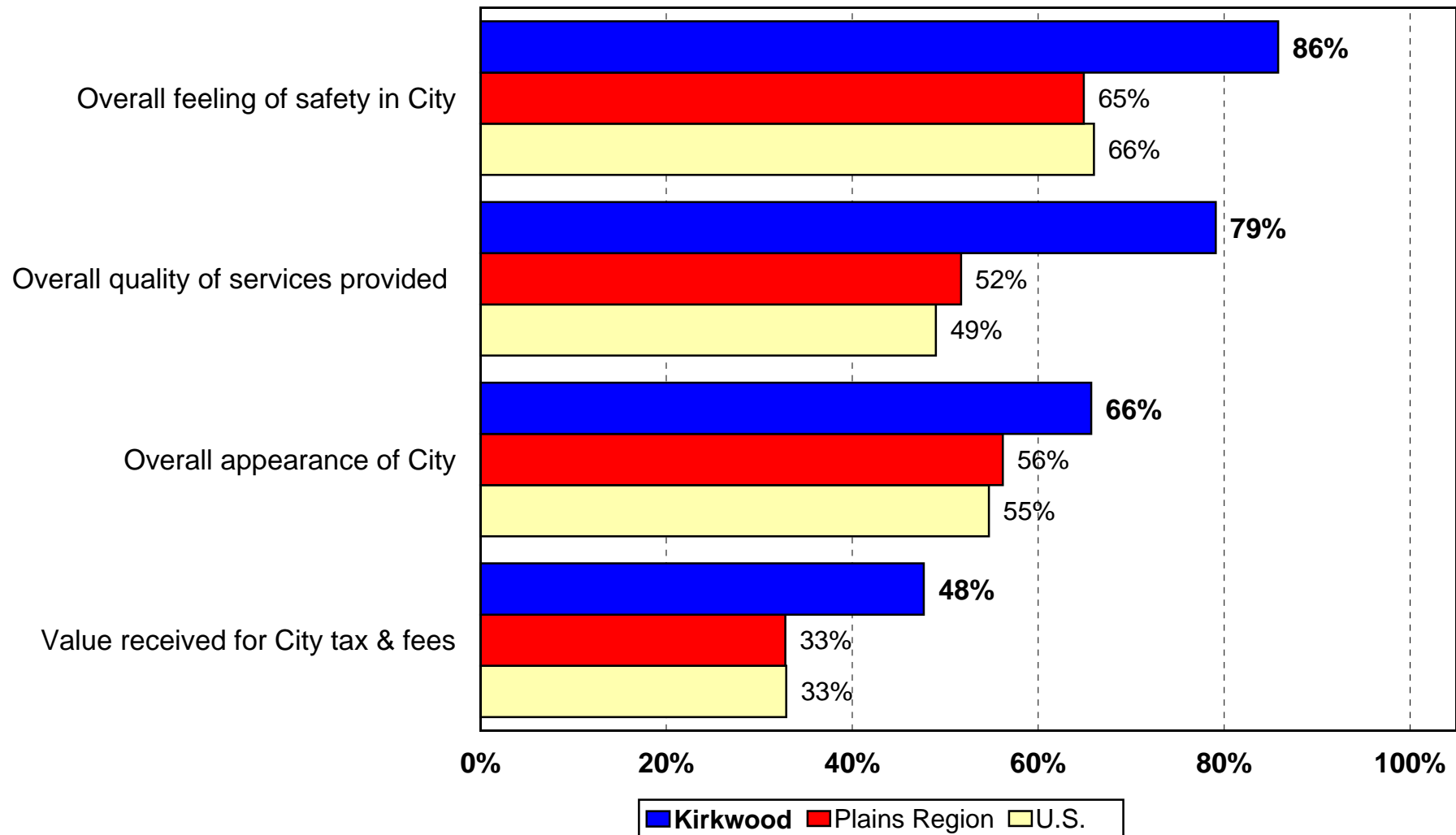
# Overall Satisfaction with Major Categories of City Services Kirkwood vs. Plains Region vs. the U.S.

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)



# Satisfaction with Items that Influence Perceptions of the Community Kirkwood vs. Plains 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)

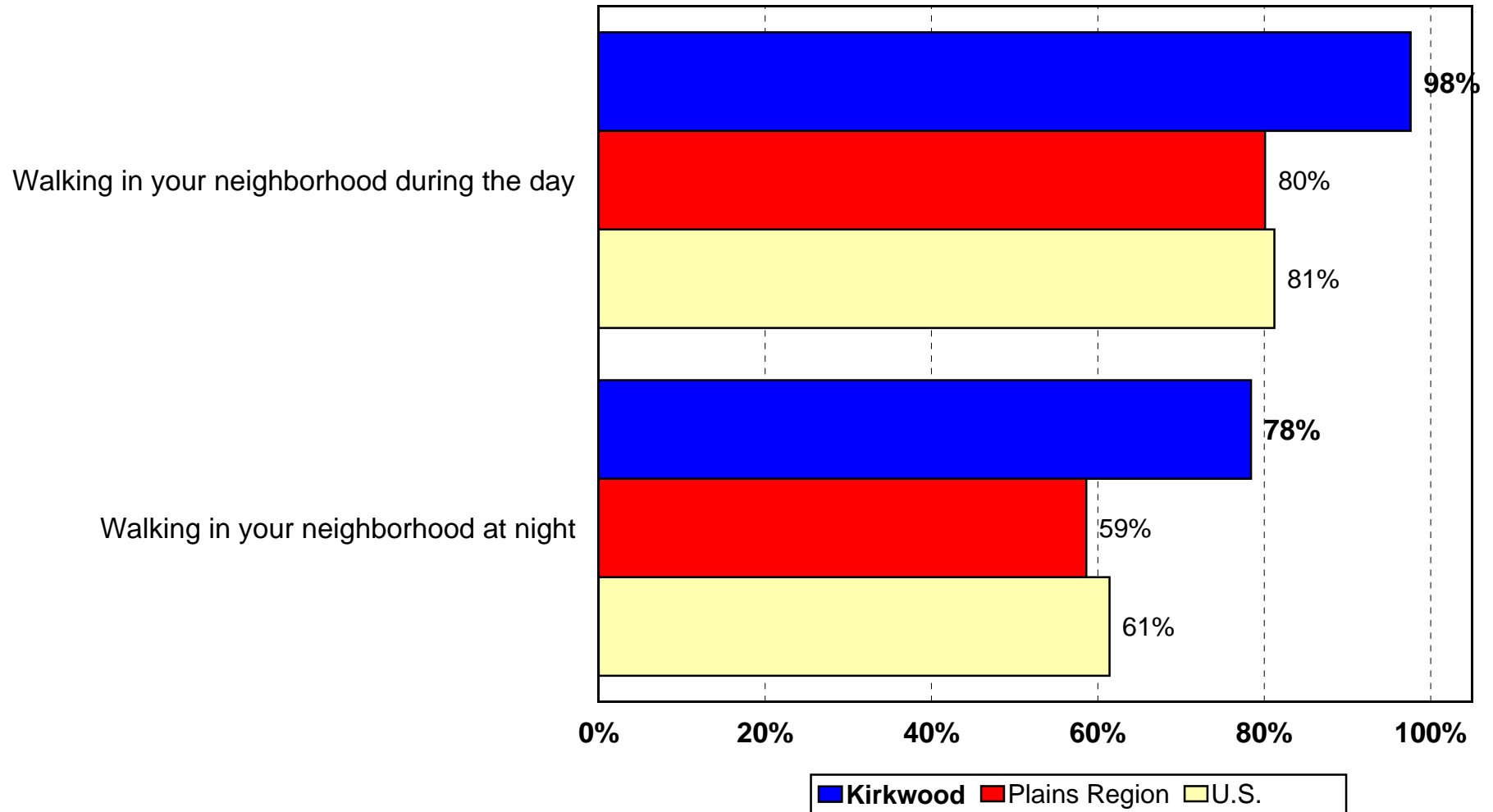




# Perceptions of Safety in the Community

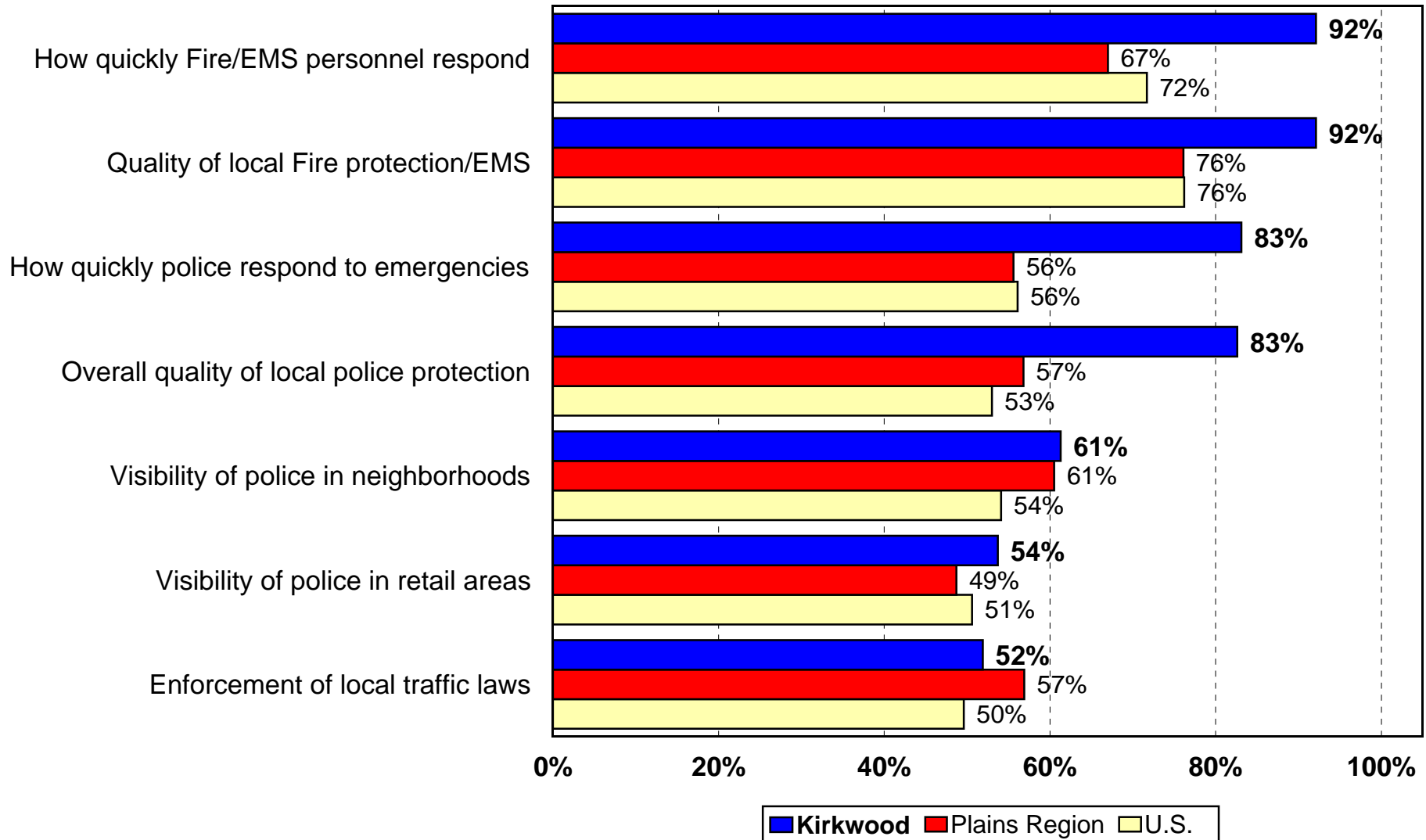
## Kirkwood vs. Plains Region vs. the U.S.

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



# Overall Satisfaction with Public Safety Kirkwood vs. Plains Region vs. the U.S.

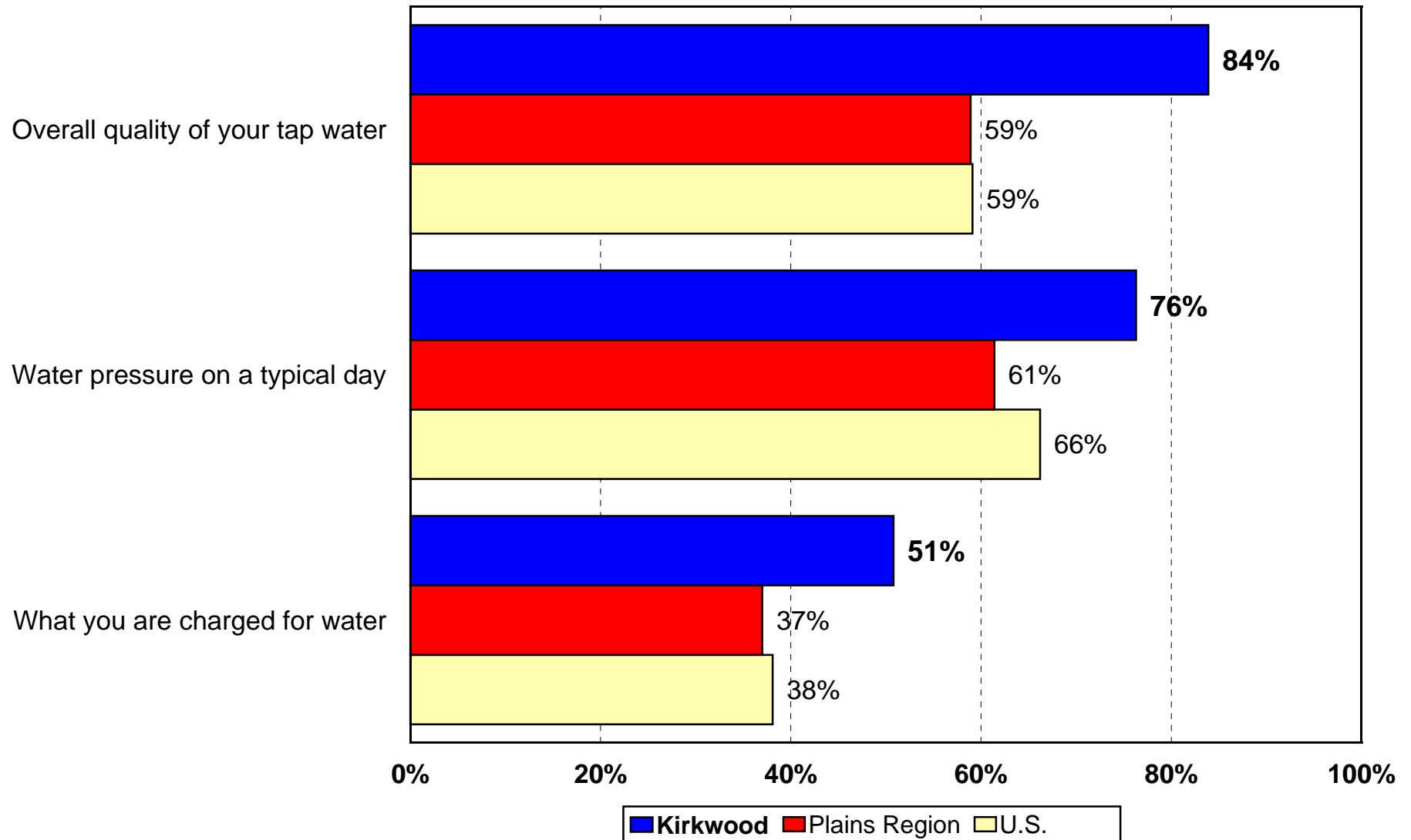
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Satisfaction with Water Services

## Kirkwood vs. Plains Region vs. the U.S.

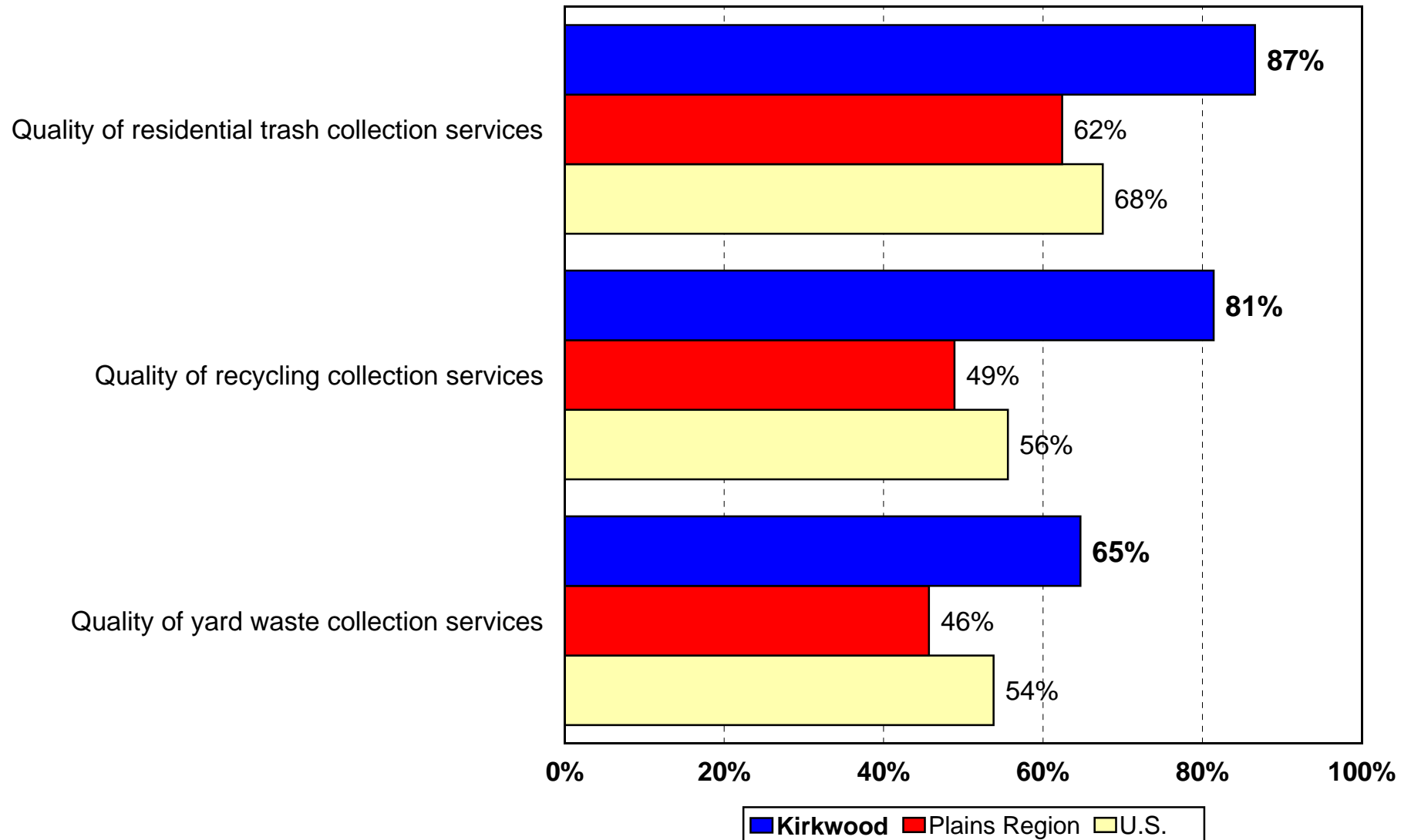
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Satisfaction with Waste Collection Services

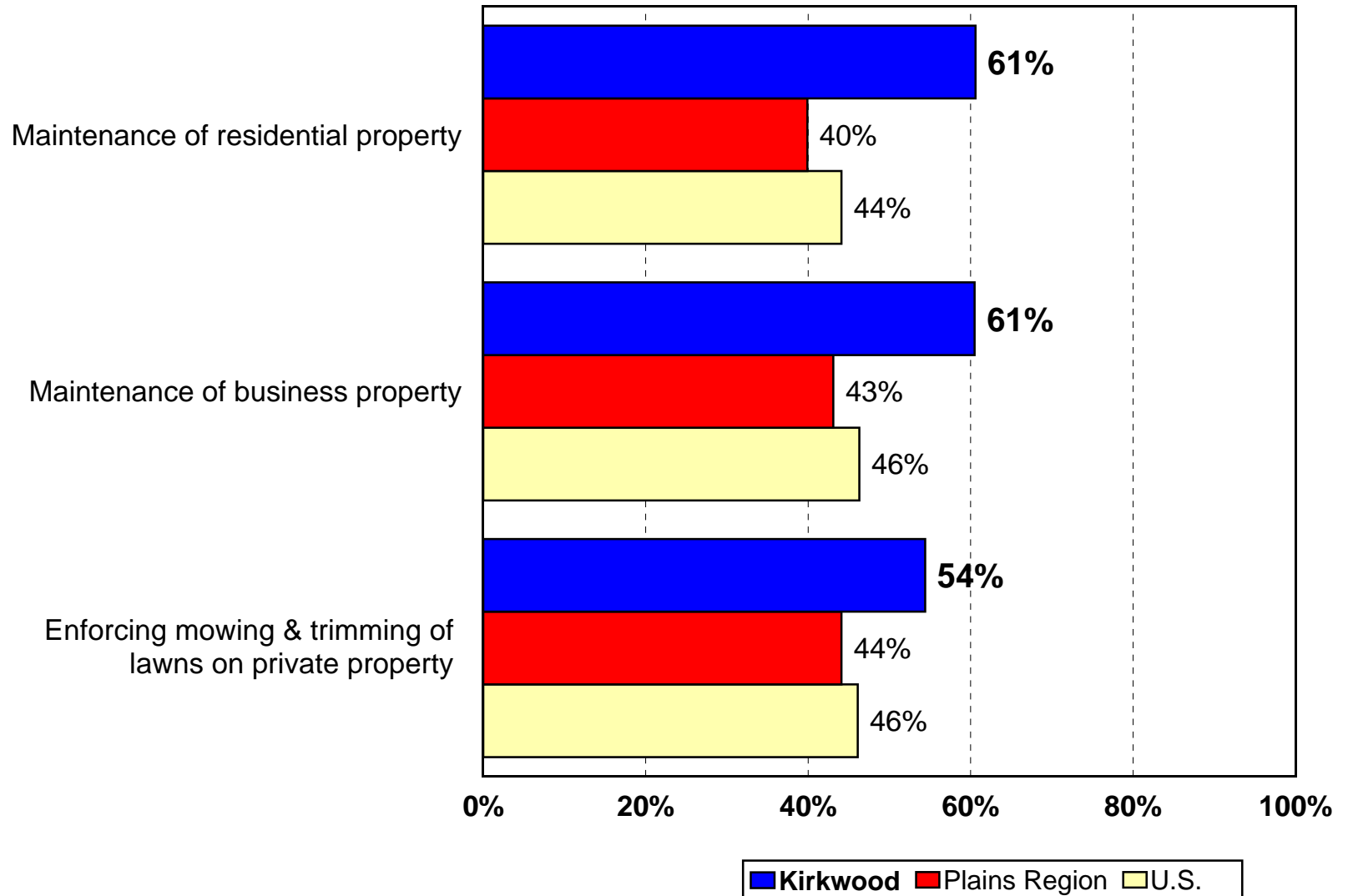
## Kirkwood vs. Plains Region vs. the U.S.

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)



# Overall Satisfaction with Code Enforcement Kirkwood vs. Plains Region vs. the U.S.

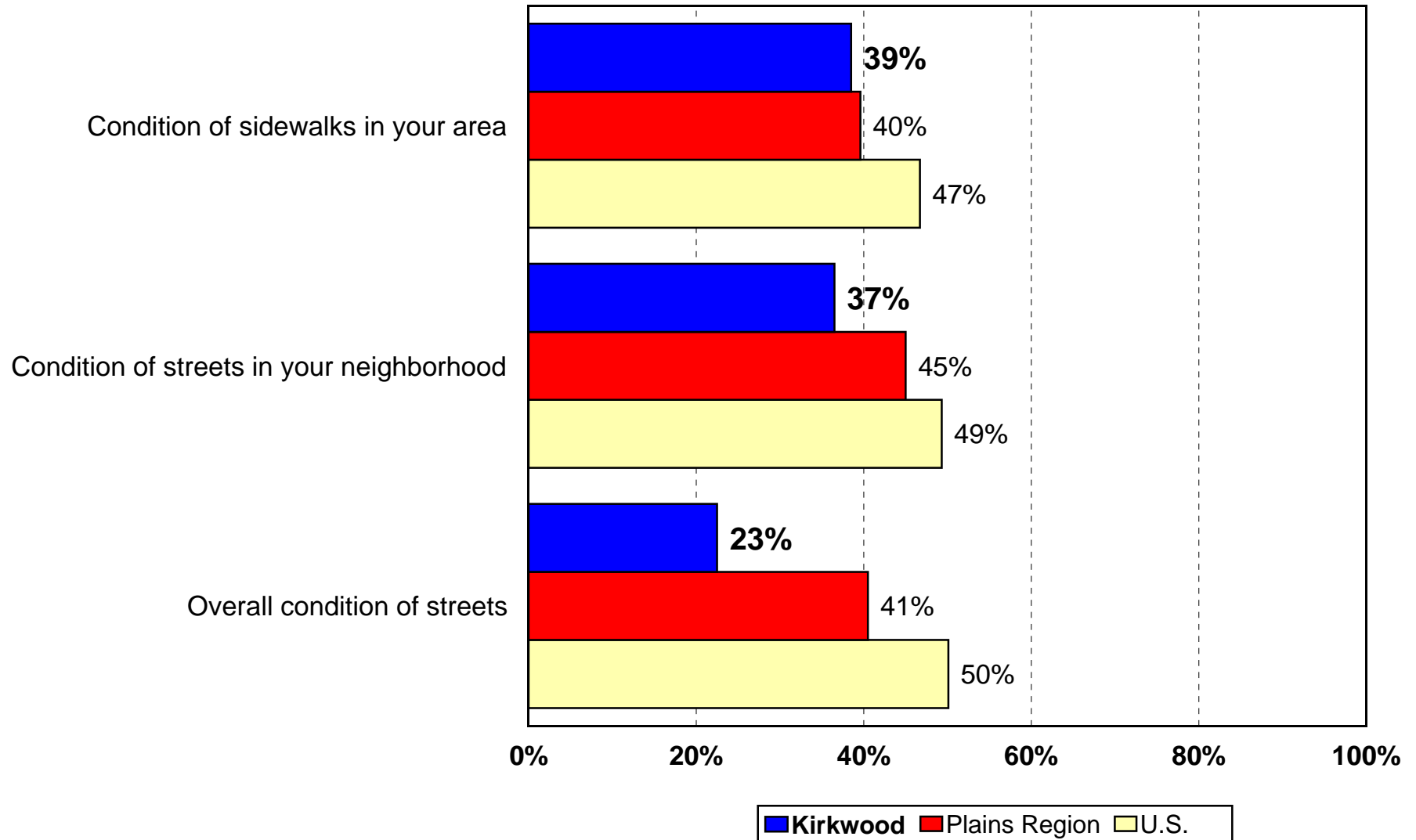
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Satisfaction with Streets and Sidewalks

## Kirkwood vs. Plains Region vs. the U.S.

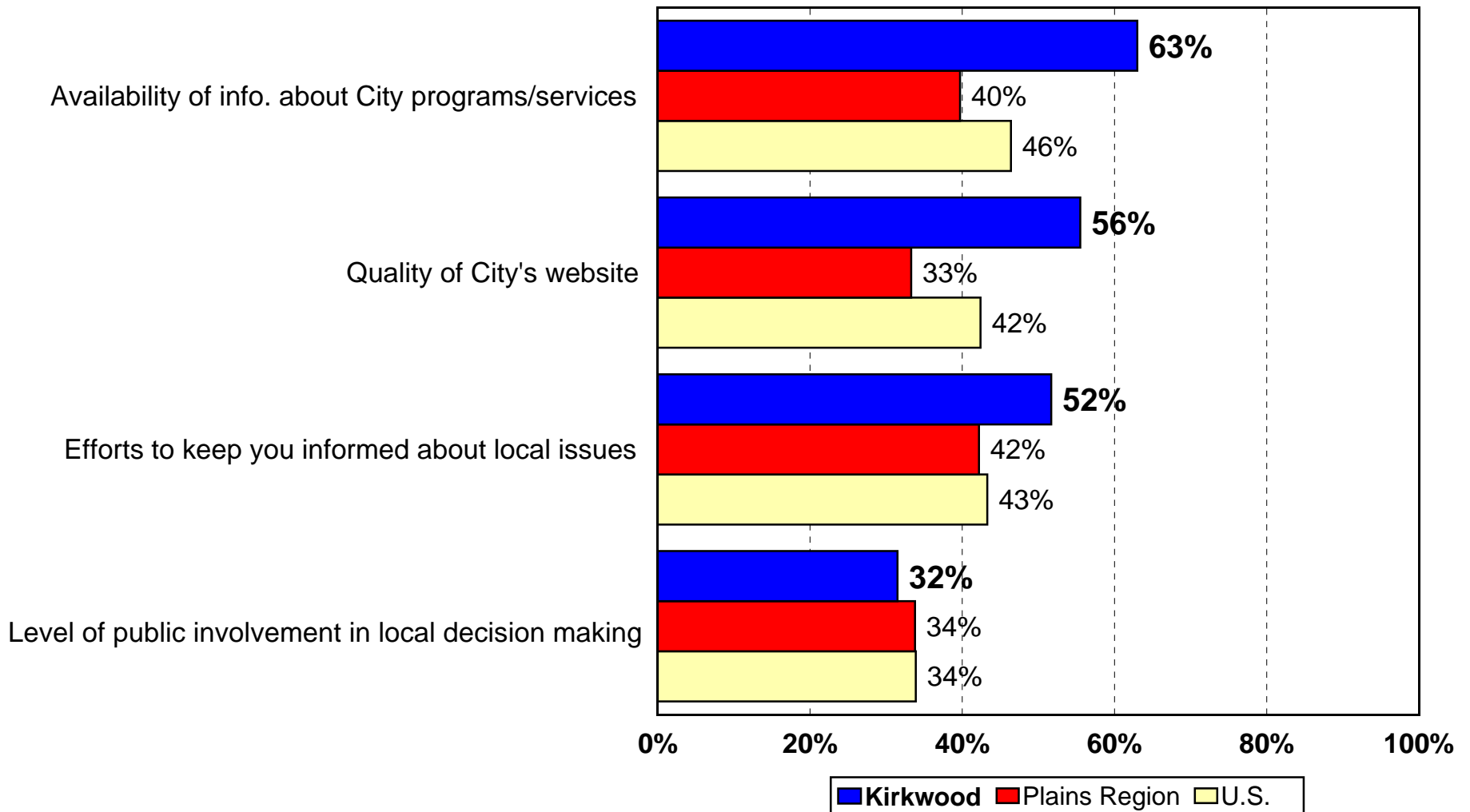
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Overall Satisfaction with Communication

## Kirkwood vs. Plains 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)





# 3 Importance-Satisfaction Analysis



# Importance-Satisfaction Analysis



## Overview

Today, community leaders 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 (I-S) 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 (I-S) 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.

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. The sum is then multiplied by 1 minus the percentage of respondents who 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 "N/A" responses). "N/A" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

## Example of the Calculation

Respondents were asked to identify the major City services that were most important to emphasize over the next two years. Most (80.7%) of the respondent households selected "*condition of City streets*" as one of the most important services for the City to emphasize.

With regard to satisfaction, 18.2% of respondents surveyed rated "*condition of City streets*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 80.7% was multiplied by 81.8% (1-0.182). This calculation yielded an I-S rating of 0.6601, which ranked first out of eleven major City services analyzed.

# Importance-Satisfaction Analysis



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 of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either 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.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for the City of Kirkwood are provided on the following pages.

# 2024 Importance-Satisfaction Rating

## Kirkwood, MO

### Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Condition of City streets	81%	1	18%	11	0.6601	1
Condition of City sidewalks	45%	3	29%	10	0.3197	2
Flow of traffic and congestion management	47%	2	38%	9	0.2889	3
<b>High Priority (IS .10-.20)</b>						
Enforcement of City codes & ordinances	19%	6	43%	8	0.1096	4
<b>Medium Priority (IS &lt;.10)</b>						
Parks & Recreation programs/facilities	30%	4	74%	6	0.0795	5
Effectiveness of communication with the public	13%	7	62%	7	0.0474	6
Kirkwood Electric service	9%	9	79%	5	0.0195	7
Solid waste services	10%	8	83%	3	0.0169	8
Public safety services provided by City	21%	5	92%	1	0.0163	9
City Water service	5%	10	84%	2	0.0085	10
Quality of customer service from City employees	3%	11	80%	4	0.0059	11

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# 2024 Importance-Satisfaction Rating

## Kirkwood, MO

### Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Visibility of police in neighborhoods	54%	1	61%	6	0.2090	1
Visibility of police in retail areas	45%	2	54%	7	0.2070	2
<b>High Priority (IS .10-.20)</b>						
Enforcement of local traffic laws	40%	3	52%	8	0.1905	3
<b>Medium Priority (IS &lt;.10)</b>						
Overall quality of City's Municipal Court	8%	9	50%	9	0.0416	4
Overall quality of local police protection	23%	4	83%	4	0.0397	5
How quickly police respond to emergencies	20%	6	83%	3	0.0330	6
Attitude & behavior of Police toward citizens	18%	7	83%	5	0.0320	7
How quickly Fire/EMS personnel respond	15%	5	92%	1	0.0119	8
Quality of local Fire protection/EMS	14%	8	92%	2	0.0111	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, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# 2024 Importance-Satisfaction Rating

## Kirkwood, MO

### Water Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
What you are charged for water	41%	2	51%	2	0.2007	1
<b>Medium Priority (IS &lt;.10)</b>						
How well City informs about disruptions to water service	25%	4	64%	1	0.0884	2
Water pressure on a typical day	30%	3	76%	4	0.0716	3
Overall quality of your tap water	43%	1	84%	5	0.0691	4
Overall quality of your water service	18%	5	77%	3	0.0414	5

**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 and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# 2024 Importance-Satisfaction Rating

## Kirkwood, MO

### Waste Collection Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Value received for cost of yard waste bags/stickers	53%	1	31%	5	0.3641	1
<b>High Priority (IS .10-.20)</b>						
Value received for cost of trash & recycling collection	36%	2	62%	4	0.1365	2
<b>Medium Priority (IS &lt;.10)</b>						
Quality of yard waste collection services	19%	5	65%	3	0.0664	3
Quality of recycling collection services	25%	3	81%	2	0.0465	4
Quality of residential trash collection services	23%	4	87%	1	0.0311	5

**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 and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# 2024 Importance-Satisfaction Rating

## Kirkwood, MO

### Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Enforcing codes designed to protect public health & safety	35%	1	56%	3	0.1533	1
Enforcing removal of dead trees on private property	26%	3	43%	5	0.1459	2
Maintenance of residential property	34%	2	61%	1	0.1320	3
Enforcing mowing & trimming of lawns on private property	25%	4	54%	4	0.1149	4
<b>Medium Priority (IS &lt;.10)</b>						
Maintenance of business property	24%	5	61%	2	0.0956	5

**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 and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# 2024 Importance-Satisfaction Rating

## Kirkwood, MO

### Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Quality & condition of community center facilities	49%	1	42%	8	0.2850	1
<b>High Priority (IS .10-.20)</b>						
City recreation programs such as classes, senior activities, athletic leagues, & day camps	28%	4	57%	6	0.1225	2
Quality of City's outdoor aquatic center	33%	3	63%	5	0.1197	3
<b>Medium Priority (IS &lt;.10)</b>						
Fees charged for recreation services	21%	5	55%	7	0.0950	4
Maintenance of City parks	41%	2	86%	1	0.0582	5
Ease of registering for programs	13%	7	64%	4	0.0474	6
Quality of outdoor athletic fields	17%	6	77%	2	0.0392	7
Quality of City's indoor ice rink	11%	8	66%	3	0.0382	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, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# 2024 Importance-Satisfaction Rating

## Kirkwood, MO

### Communication

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Level of public involvement in local decision making	50%	2	32%	7	0.3418	1
Efforts to keep you informed about local issues	53%	1	52%	6	0.2541	2
<b><u>High Priority (IS .10-.20)</u></b>						
Availability of info. about City programs/services	36%	3	63%	3	0.1339	3
How well City's communications meet your needs	28%	4	53%	5	0.1309	4
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Quality of City's website	19%	5	56%	4	0.0859	5
Quality of City's citizen newsletter, "Eye on Kirkwood"	8%	6	66%	2	0.0270	6
Quality of City's Parks & Recreation program guide	8%	7	75%	1	0.0196	7

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# Importance-Satisfaction Analysis



## 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.

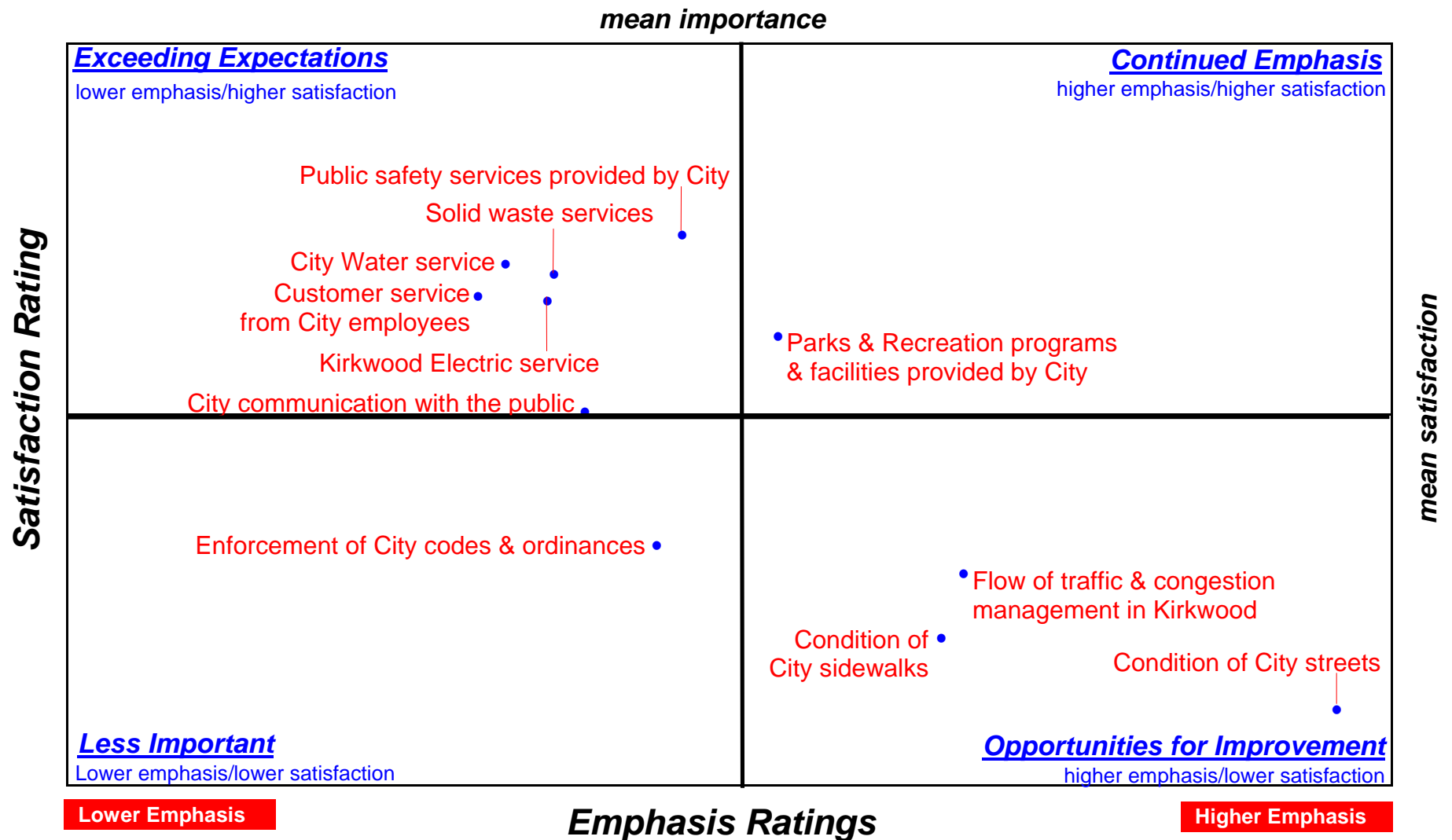
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the County is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The County should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the County is performing significantly better than customers expect the County to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with County services. The County 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 County is not performing as well as residents expect the County to perform. This area has a significant impact on customer satisfaction, and the County should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the County is not performing well relative to its 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 County services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrix charts showing the results for the City of Kirkwood are provided on the following pages.

# 2024 City of Kirkwood Community Survey Importance-Satisfaction Assessment Matrix

## -Major Categories of City Services-

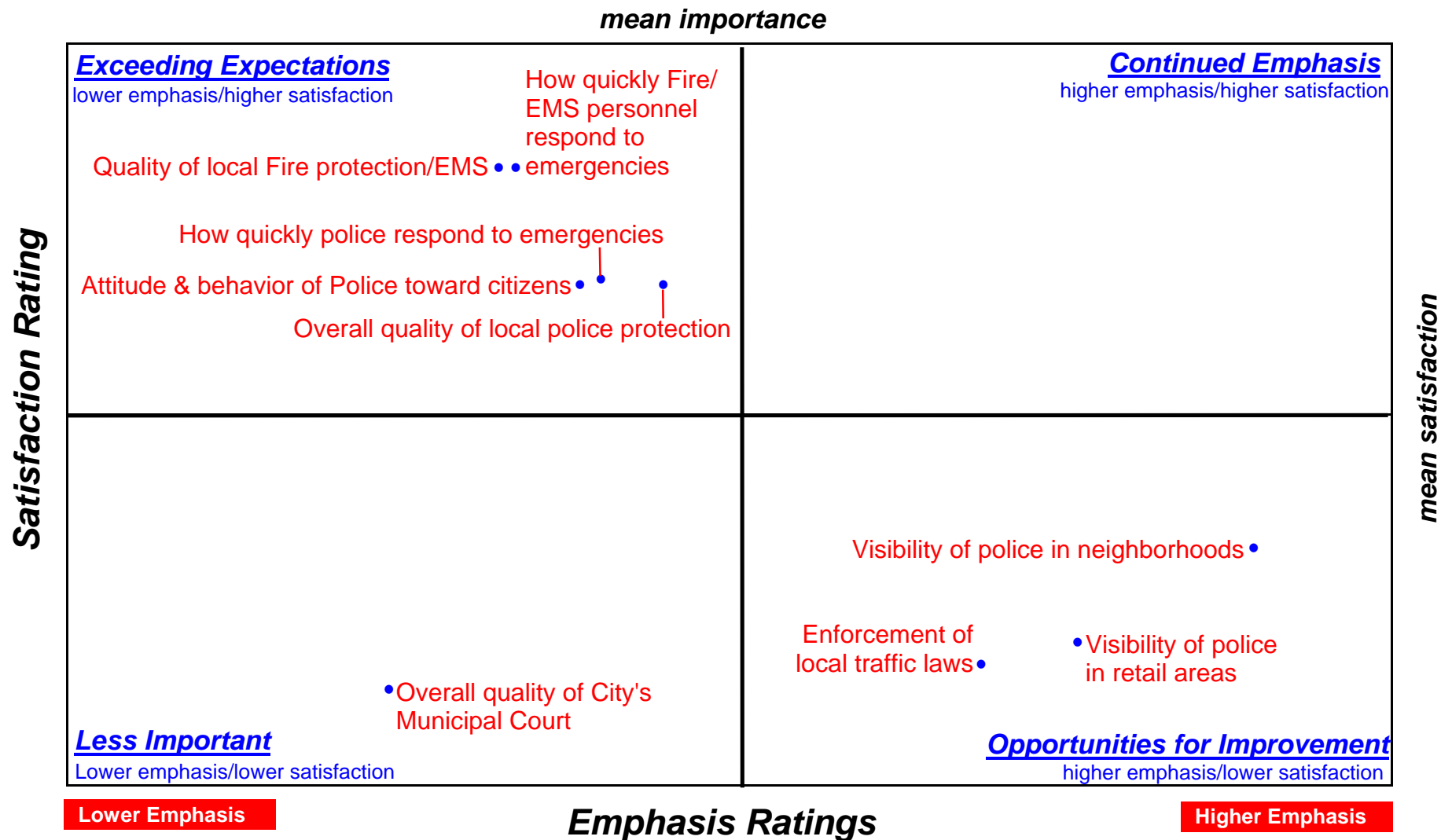
(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)



# 2024 City of Kirkwood Community Survey Importance-Satisfaction Assessment Matrix

## -Public Safety-

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

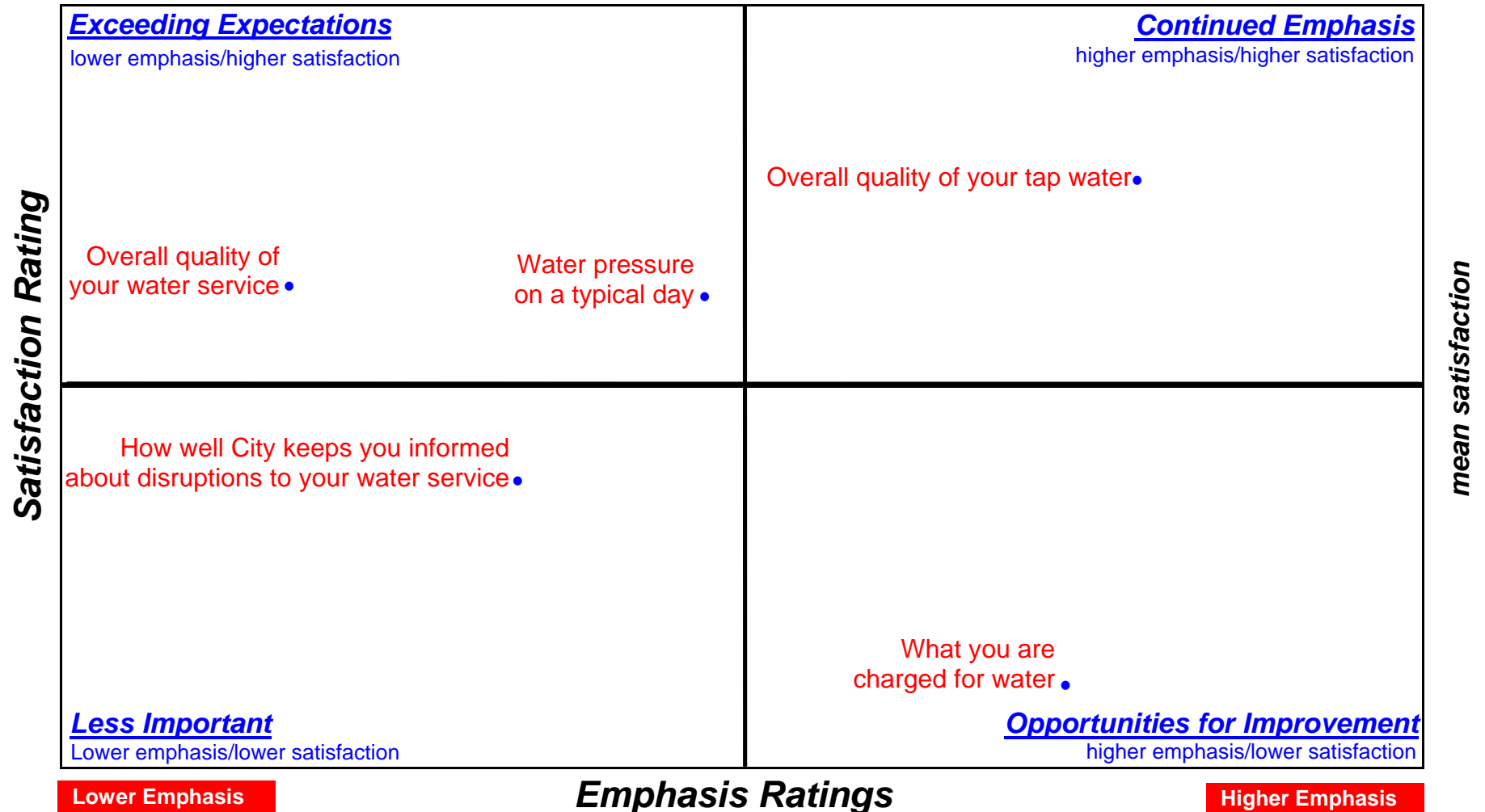


# 2024 City of Kirkwood Community Survey Importance-Satisfaction Assessment Matrix

## -Water Service-

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

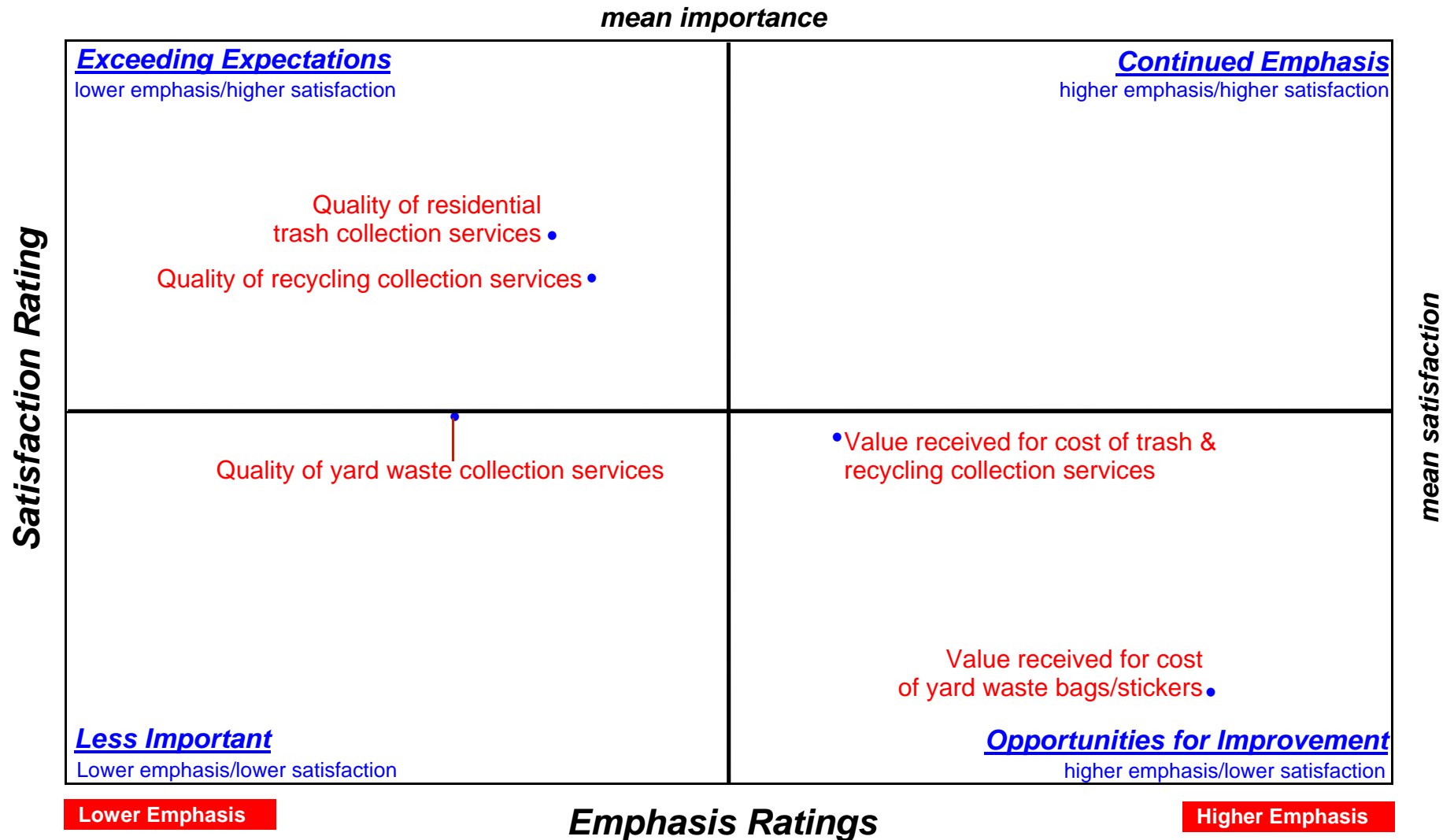
*mean importance*



# 2024 City of Kirkwood Community Survey Importance-Satisfaction Assessment Matrix

## -Waste Collection Services-

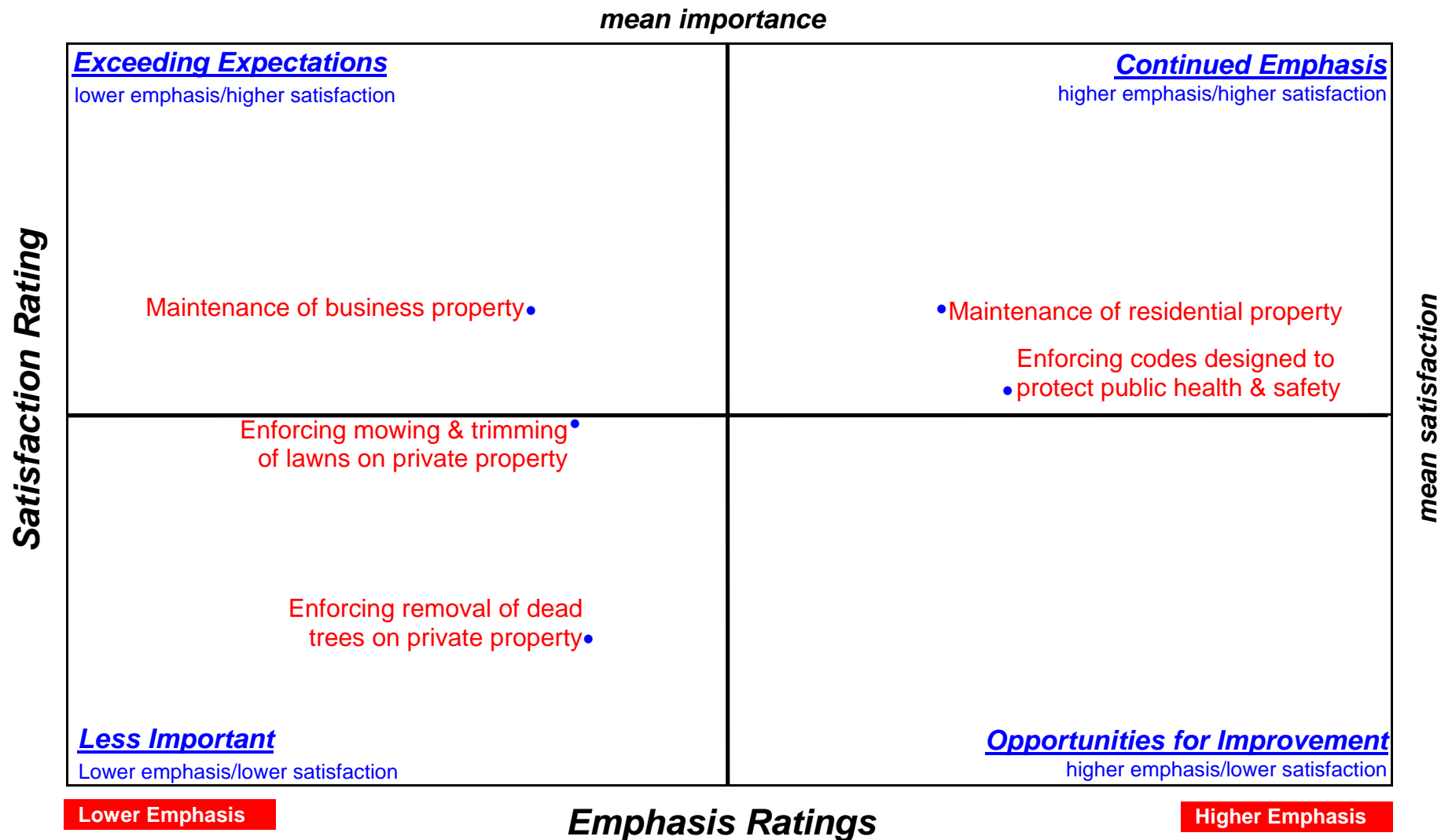
(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)



# 2024 City of Kirkwood Community Survey Importance-Satisfaction Assessment Matrix

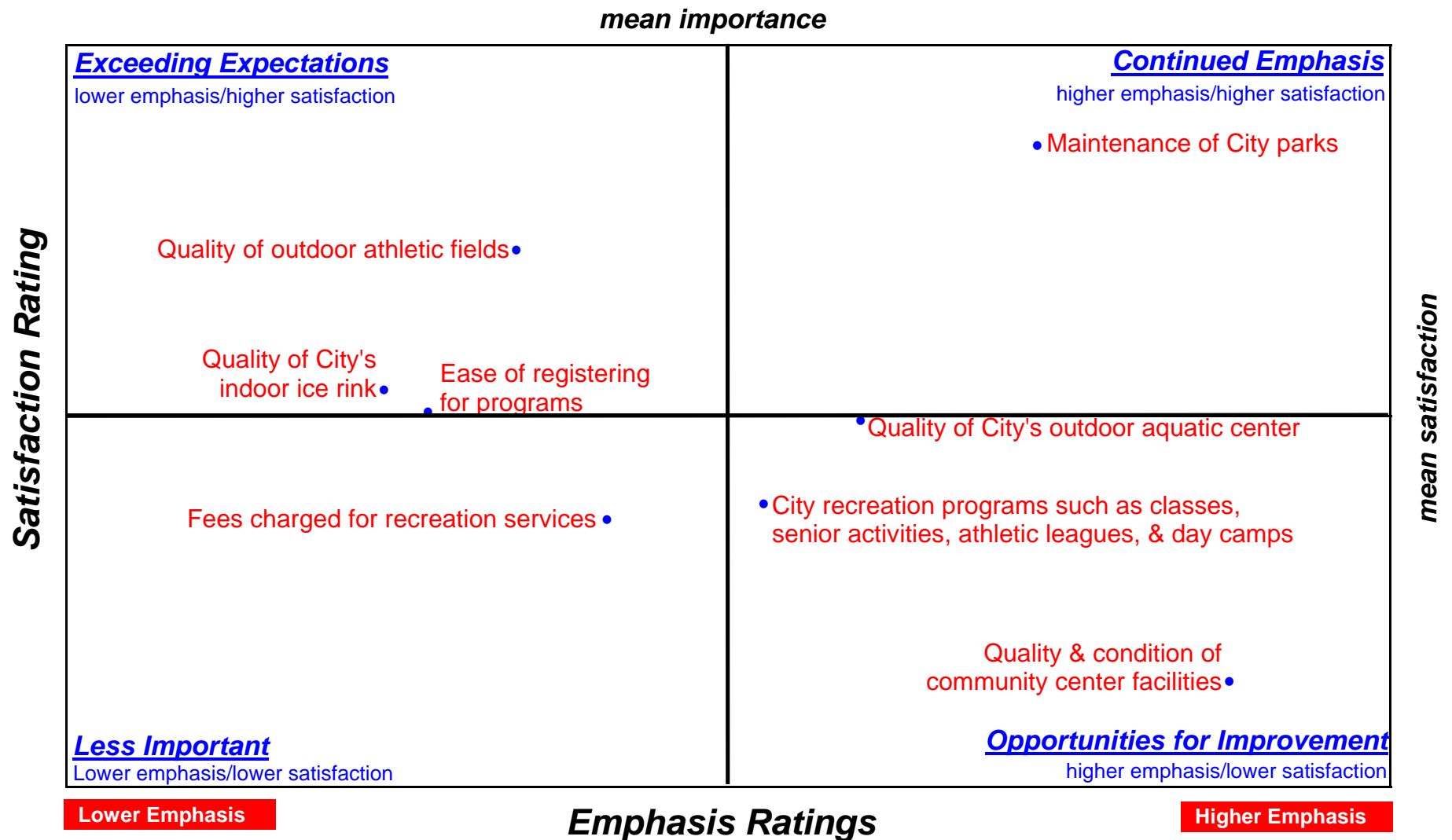
## -Code Enforcement-

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



# 2024 City of Kirkwood Community Survey Importance-Satisfaction Assessment Matrix **-Parks and Recreation-**

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



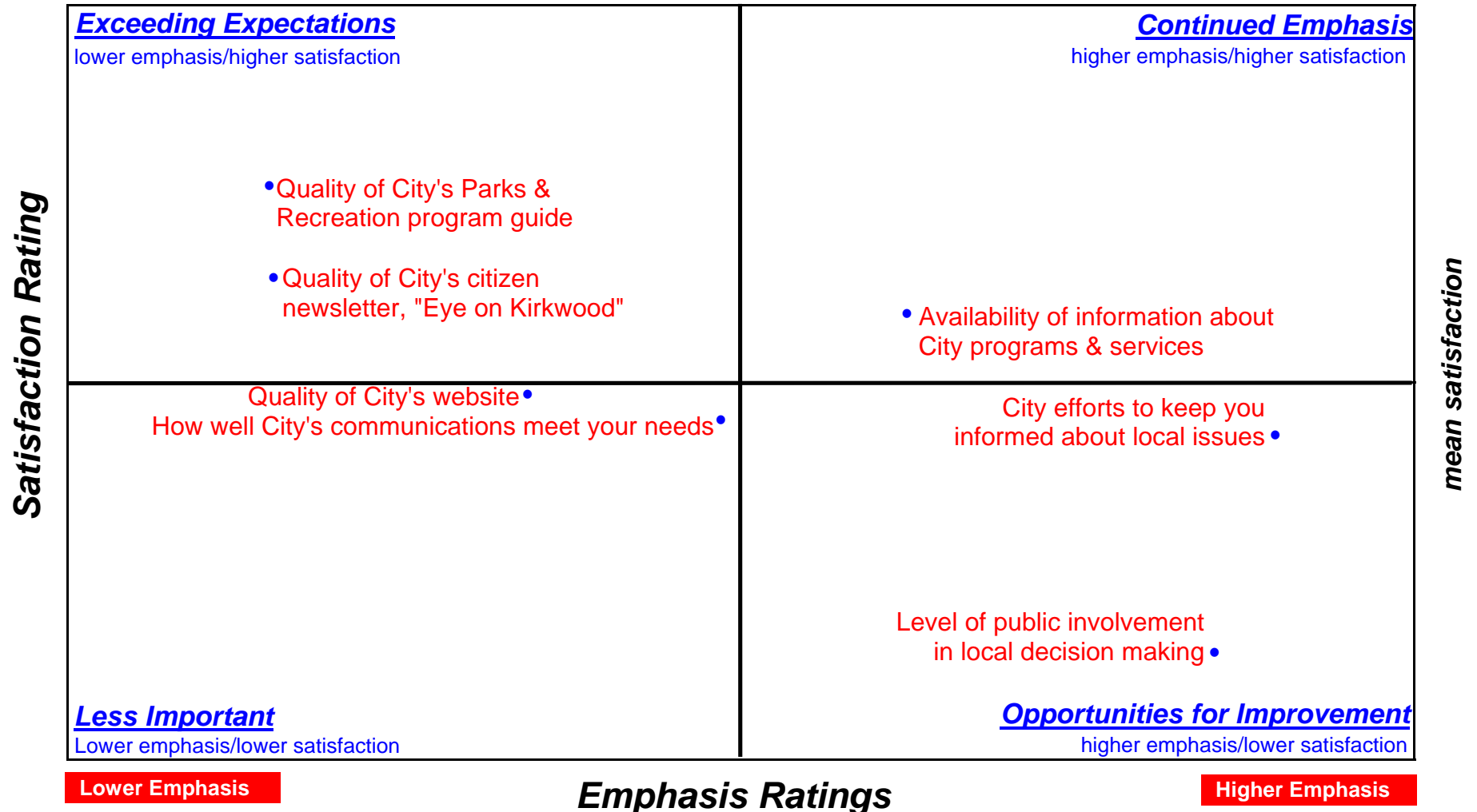


# 2024 City of Kirkwood Community Survey Importance-Satisfaction Assessment Matrix

## **-Communication-**

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

*mean importance*



*mean satisfaction*



# Tabular Data

**Q1. OVERALL SATISFACTION WITH CITY SERVICES. Major categories of services provided by the City of Kirkwood are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Public safety services provided by City (e.g., police, fire, & emergency medical services)	52.8%	36.3%	5.6%	1.7%	0.3%	3.4%
Q1-2. Parks & recreation programs & facilities provided by City	32.7%	38.3%	13.3%	9.1%	3.1%	3.6%
Q1-3. Condition of City streets	3.2%	14.9%	18.9%	37.7%	24.9%	0.4%
Q1-4. Condition of City sidewalks	4.6%	23.9%	31.4%	29.6%	9.5%	1.0%
Q1-5. Enforcement of City codes & ordinances	8.5%	29.1%	31.7%	13.0%	6.0%	11.7%
Q1-6. Quality of customer service you receive from City employees	29.9%	40.5%	15.5%	2.4%	0.3%	11.5%
Q1-7. Effectiveness of City communication with the public	18.3%	42.3%	24.3%	9.4%	2.8%	2.9%
Q1-8. Solid Waste services (trash, recycling, etc.)	35.1%	45.8%	8.0%	7.3%	1.5%	2.4%
Q1-9. City Water service	34.9%	47.1%	11.7%	2.8%	0.8%	2.7%
Q1-10. Kirkwood Electric service	28.4%	41.5%	13.3%	4.5%	1.1%	11.3%
Q1-11. Flow of traffic & congestion management in Kirkwood	6.1%	31.8%	27.0%	25.3%	8.7%	1.1%

**WITHOUT "DON'T KNOW"**

**Q1. OVERALL SATISFACTION WITH CITY SERVICES. Major categories of services provided by the City of Kirkwood are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Public safety services provided by City (e.g., police, fire, & emergency medical services)	54.6%	37.6%	5.8%	1.7%	0.3%
Q1-2. Parks & recreation programs & facilities provided by City	33.9%	39.7%	13.8%	9.4%	3.2%
Q1-3. Condition of City streets	3.2%	15.0%	18.9%	37.9%	25.0%
Q1-4. Condition of City sidewalks	4.7%	24.1%	31.7%	29.9%	9.6%
Q1-5. Enforcement of City codes & ordinances	9.7%	32.9%	35.9%	14.7%	6.8%
Q1-6. Quality of customer service you receive from City employees	33.8%	45.7%	17.5%	2.7%	0.3%
Q1-7. Effectiveness of City communication with the public	18.8%	43.6%	25.0%	9.6%	2.9%
Q1-8. Solid Waste services (trash, recycling, etc.)	35.9%	46.9%	8.2%	7.4%	1.6%
Q1-9. City Water service	35.9%	48.4%	12.1%	2.9%	0.9%
Q1-10. Kirkwood Electric service	32.0%	46.8%	15.0%	5.0%	1.3%
Q1-11. Flow of traffic & congestion management in Kirkwood	6.2%	32.2%	27.3%	25.6%	8.8%

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

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Public safety services provided by City (e.g., police, fire, & emergency medical services)	62	8.7 %
Parks & recreation programs & facilities provided by City	72	10.1 %
Condition of City streets	350	48.9 %
Condition of City sidewalks	47	6.6 %
Enforcement of City codes & ordinances	32	4.5 %
Quality of customer service you receive from City employees	3	0.4 %
Effectiveness of City communication with the public	9	1.3 %
Solid Waste services (trash, recycling, etc.)	12	1.7 %
City Water service	7	1.0 %
Kirkwood Electric service	18	2.5 %
Flow of traffic & congestion management in Kirkwood	89	12.4 %
None chosen	15	2.1 %
Total	716	100.0 %

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

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Public safety services provided by City (e.g., police, fire, & emergency medical services)	34	4.7 %
Parks & recreation programs & facilities provided by City	86	12.0 %
Condition of City streets	150	20.9 %
Condition of City sidewalks	143	20.0 %
Enforcement of City codes & ordinances	47	6.6 %
Quality of customer service you receive from City employees	5	0.7 %
Effectiveness of City communication with the public	37	5.2 %
Solid Waste services (trash, recycling, etc.)	28	3.9 %
City Water service	14	2.0 %
Kirkwood Electric service	23	3.2 %
Flow of traffic & congestion management in Kirkwood	113	15.8 %
None chosen	36	5.0 %
Total	716	100.0 %

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

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Public safety services provided by City (e.g., police, fire, & emergency medical services)	54	7.5 %
Parks & recreation programs & facilities provided by City	57	8.0 %
Condition of City streets	78	10.9 %
Condition of City sidewalks	131	18.3 %
Enforcement of City codes & ordinances	57	8.0 %
Quality of customer service you receive from City employees	13	1.8 %
Effectiveness of City communication with the public	44	6.1 %
Solid Waste services (trash, recycling, etc.)	30	4.2 %
City Water service	17	2.4 %
Kirkwood Electric service	25	3.5 %
Flow of traffic & congestion management in Kirkwood	134	18.7 %
None chosen	76	10.6 %
Total	716	100.0 %

**SUM OF TOP 3 CHOICES**

**Q2. Which THREE of the 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)**

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Public safety services provided by City (e.g., police, fire, & emergency medical services)	150	20.9 %
Parks & recreation programs & facilities provided by City	215	30.0 %
Condition of City streets	578	80.7 %
Condition of City sidewalks	321	44.8 %
Enforcement of City codes & ordinances	136	19.0 %
Quality of customer service you receive from City employees	21	2.9 %
Effectiveness of City communication with the public	90	12.6 %
Solid Waste services (trash, recycling, etc.)	70	9.8 %
City Water service	38	5.3 %
Kirkwood Electric service	66	9.2 %
Flow of traffic & congestion management in Kirkwood	336	46.9 %
None chosen	15	2.1 %
Total	2036	

**Q3. PERCEPTIONS OF THE CITY. Several items that may influence your perception of the City of Kirkwood are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City of Kirkwood	21.5%	56.1%	16.8%	3.2%	0.6%	1.8%
Q3-2. Overall value that you receive for your City tax dollars & fees	8.0%	38.5%	26.8%	19.4%	4.7%	2.5%
Q3-3. City efforts to pursue innovative programs & solutions	4.9%	22.2%	41.1%	16.5%	4.1%	11.3%
Q3-4. How well City is planning & managing redevelopment	3.5%	16.5%	21.5%	29.6%	21.6%	7.3%
Q3-5. City efforts to partner with organizations & citizens to address issues	3.4%	20.0%	38.0%	16.8%	5.4%	16.5%
Q3-6. Transparency & accountability of City actions	4.3%	21.8%	30.9%	21.9%	9.6%	11.5%
Q3-7. Overall appearance of City	14.9%	50.0%	19.6%	12.4%	1.8%	1.3%
Q3-8. Overall quality of life in City	27.7%	53.9%	14.2%	3.1%	0.0%	1.1%
Q3-9. Overall feeling of safety in City	31.3%	53.6%	10.2%	3.8%	0.0%	1.1%

**WITHOUT "DON'T KNOW"**

**Q3. PERCEPTIONS OF THE CITY. Several items that may influence your perception of the City of Kirkwood are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City of Kirkwood	21.9%	57.2%	17.1%	3.3%	0.6%
Q3-2. Overall value that you receive for your City tax dollars & fees	8.2%	39.5%	27.5%	19.9%	4.9%
Q3-3. City efforts to pursue innovative programs & solutions	5.5%	25.0%	46.3%	18.6%	4.6%
Q3-4. How well City is planning & managing redevelopment	3.8%	17.8%	23.2%	31.9%	23.3%
Q3-5. City efforts to partner with organizations & citizens to address issues	4.0%	23.9%	45.5%	20.1%	6.5%
Q3-6. Transparency & accountability of City actions	4.9%	24.6%	34.9%	24.8%	10.9%
Q3-7. Overall appearance of City	15.1%	50.6%	19.8%	12.6%	1.8%
Q3-8. Overall quality of life in City	28.0%	54.5%	14.4%	3.1%	0.0%
Q3-9. Overall feeling of safety in City	31.6%	54.2%	10.3%	3.8%	0.0%



**Q4. PERCEPTIONS OF SAFETY. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate your feeling of safety in the following situations in the City.**

(N=716)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q4-1. Walking in your neighborhood during the day	75.0%	21.8%	1.3%	1.0%	0.1%	0.8%
Q4-2. Walking in your neighborhood at night	30.3%	46.1%	14.2%	5.9%	1.0%	2.5%
Q4-3. In Downtown Kirkwood during the day	70.4%	26.3%	2.1%	0.1%	0.0%	1.1%
Q4-4. In Downtown Kirkwood at night	32.8%	45.4%	14.0%	3.8%	0.6%	3.5%
Q4-5. In City parks during the day	63.4%	29.1%	3.8%	0.4%	0.1%	3.2%
Q4-6. In City parks at night	14.9%	26.0%	27.5%	11.7%	2.2%	17.6%

**WITHOUT "DON'T KNOW"**

**Q4. PERCEPTIONS OF SAFETY. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate your feeling of safety in the following situations in the City. (without "don't know")**

(N=716)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q4-1. Walking in your neighborhood during the day	75.6%	22.0%	1.3%	1.0%	0.1%
Q4-2. Walking in your neighborhood at night	31.1%	47.3%	14.6%	6.0%	1.0%
Q4-3. In Downtown Kirkwood during the day	71.2%	26.6%	2.1%	0.1%	0.0%
Q4-4. In Downtown Kirkwood at night	34.0%	47.0%	14.5%	3.9%	0.6%
Q4-5. In City parks during the day	65.5%	30.0%	3.9%	0.4%	0.1%
Q4-6. In City parks at night	18.1%	31.5%	33.4%	14.2%	2.7%

**Q5. PUBLIC SAFETY. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Kirkwood.**

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Visibility of police in neighborhoods	16.8%	43.0%	24.4%	9.4%	4.1%	2.4%
Q5-2. Visibility of police in retail areas	14.1%	36.3%	33.4%	8.7%	1.4%	6.1%
Q5-3. How quickly police respond to emergencies	29.2%	33.4%	11.2%	1.5%	0.0%	24.7%
Q5-4. Enforcement of local traffic laws	12.2%	34.5%	22.8%	14.4%	6.0%	10.2%
Q5-5. Overall attitude & behavior of police department personnel toward citizens	34.1%	39.8%	10.8%	2.9%	2.0%	10.5%
Q5-6. Overall quality of local police protection	32.0%	45.9%	13.1%	2.9%	0.3%	5.7%
Q5-7. Overall quality of City's municipal court	7.0%	15.2%	21.5%	0.7%	0.1%	55.4%
Q5-8. How quickly fire/emergency medical services personnel respond to emergencies	37.8%	32.0%	5.6%	0.3%	0.1%	24.2%
Q5-9. Overall quality of local fire protection/emergency medical services	40.4%	33.2%	6.3%	0.0%	0.0%	20.1%

**WITHOUT "DON'T KNOW"**

**Q5. PUBLIC SAFETY. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Kirkwood. (without "don't know")**

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Visibility of police in neighborhoods	17.2%	44.1%	25.0%	9.6%	4.1%
Q5-2. Visibility of police in retail areas	15.0%	38.7%	35.6%	9.2%	1.5%
Q5-3. How quickly police respond to emergencies	38.8%	44.3%	14.8%	2.0%	0.0%
Q5-4. Enforcement of local traffic laws	13.5%	38.4%	25.3%	16.0%	6.7%
Q5-5. Overall attitude & behavior of police department personnel toward citizens	38.1%	44.5%	12.0%	3.3%	2.2%
Q5-6. Overall quality of local police protection	33.9%	48.7%	13.9%	3.1%	0.3%
Q5-7. Overall quality of City's municipal court	15.7%	34.2%	48.3%	1.6%	0.3%
Q5-8. How quickly fire/emergency medical services personnel respond to emergencies	49.9%	42.2%	7.4%	0.4%	0.2%
Q5-9. Overall quality of local fire protection/emergency medical services	50.5%	41.6%	7.9%	0.0%	0.0%

**Q6. Which THREE of the public safety items listed in Question 5 would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	201	28.1 %
Visibility of police in retail areas	109	15.2 %
How quickly police respond to emergencies	37	5.2 %
Enforcement of local traffic laws	141	19.7 %
Overall attitude & behavior of Police Department personnel toward citizens	44	6.1 %
Overall quality of local police protection	37	5.2 %
Overall quality of City's municipal court	7	1.0 %
How quickly fire/emergency medical services personnel respond to emergencies	24	3.4 %
Overall quality of local fire protection/emergency medical services	23	3.2 %
None chosen	93	13.0 %
Total	716	100.0 %

**Q6. Which THREE of the public safety items listed in Question 5 would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	115	16.1 %
Visibility of police in retail areas	131	18.3 %
How quickly police respond to emergencies	47	6.6 %
Enforcement of local traffic laws	82	11.5 %
Overall attitude & behavior of Police Department personnel toward citizens	35	4.9 %
Overall quality of local police protection	64	8.9 %
Overall quality of City's municipal court	22	3.1 %
How quickly fire/emergency medical services personnel respond to emergencies	43	6.0 %
Overall quality of local fire protection/emergency medical services	25	3.5 %
None chosen	152	21.2 %
Total	716	100.0 %

**Q6. Which THREE of the public safety items listed in Question 5 would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q6. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	70	9.8 %
Visibility of police in retail areas	80	11.2 %
How quickly police respond to emergencies	55	7.7 %
Enforcement of local traffic laws	60	8.4 %
Overall attitude & behavior of Police Department personnel toward citizens	53	7.4 %
Overall quality of local police protection	62	8.7 %
Overall quality of City's municipal court	30	4.2 %
How quickly fire/emergency medical services personnel respond to emergencies	40	5.6 %
Overall quality of local fire protection/emergency medical services	53	7.4 %
None chosen	213	29.7 %
Total	716	100.0 %

**SUM OF TOP 3 CHOICES**

**Q6. Which THREE of the public safety items listed in Question 5 would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

<u>Q6. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	386	53.9 %
Visibility of police in retail areas	320	44.7 %
How quickly police respond to emergencies	139	19.4 %
Enforcement of local traffic laws	283	39.5 %
Overall attitude & behavior of Police Department personnel toward citizens	132	18.4 %
Overall quality of local police protection	163	22.8 %
Overall quality of City's municipal court	59	8.2 %
How quickly fire/emergency medical services personnel respond to emergencies	107	14.9 %
Overall quality of local fire protection/emergency medical services	101	14.1 %
None chosen	93	13.0 %
Total	1783	

**Q7. WATER SERVICES. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Water pressure on a typical day	32.7%	41.8%	10.6%	8.1%	4.3%	2.5%
Q7-2. Overall quality of your tap water	42.5%	39.1%	10.1%	4.9%	0.7%	2.8%
Q7-3. How well City keeps you informed about disruptions to your water service	21.4%	33.7%	22.3%	6.3%	2.1%	14.2%
Q7-4. What you are charged for water	11.6%	35.8%	32.7%	10.8%	2.4%	6.8%
Q7-5. Overall quality of your water service	24.9%	49.9%	17.9%	3.8%	0.7%	2.9%

**WITHOUT "DON'T KNOW"**

**Q7. WATER SERVICES. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Water pressure on a typical day	33.5%	42.8%	10.9%	8.3%	4.4%
Q7-2. Overall quality of your tap water	43.7%	40.2%	10.3%	5.0%	0.7%
Q7-3. How well City keeps you informed about disruptions to your water service	24.9%	39.3%	26.1%	7.3%	2.4%
Q7-4. What you are charged for water	12.4%	38.4%	35.1%	11.5%	2.5%
Q7-5. Overall quality of your water service	25.6%	51.4%	18.4%	3.9%	0.7%

**Q8. Which TWO of the water service items listed in Question 7 would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q8. Top choice	Number	Percent
Water pressure on a typical day	143	20.0 %
Overall quality of your tap water	196	27.4 %
How well City keeps you informed about disruptions to your water service	94	13.1 %
What you are charged for water	136	19.0 %
Overall quality of your water service	32	4.5 %
None chosen	115	16.1 %
Total	716	100.0 %

**Q8. Which TWO of the water service items listed in Question 7 would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q8. 2nd choice	Number	Percent
Water pressure on a typical day	73	10.2 %
Overall quality of your tap water	111	15.5 %
How well City keeps you informed about disruptions to your water service	83	11.6 %
What you are charged for water	156	21.8 %
Overall quality of your water service	97	13.5 %
None chosen	196	27.4 %
Total	716	100.0 %

**SUM OF TOP 2 CHOICES**

**Q8. Which TWO of the water service items listed in Question 7 would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

Q8. Sum of top 2 choices	Number	Percent
Water pressure on a typical day	216	30.2 %
Overall quality of your tap water	307	42.9 %
How well City keeps you informed about disruptions to your water service	177	24.7 %
What you are charged for water	292	40.8 %
Overall quality of your water service	129	18.0 %
None chosen	115	16.1 %
Total	1236	

**Q9. WASTE COLLECTION SERVICES. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Quality of residential trash collection services	37.7%	45.8%	8.0%	3.9%	1.0%	3.6%
Q9-2. Quality of recycling collection services	34.5%	43.7%	10.6%	6.1%	1.1%	3.9%
Q9-3. Value received for cost of trash & recycling collection services	21.1%	37.2%	21.4%	11.9%	2.1%	6.4%
Q9-4. Quality of yard waste collection services	25.1%	33.5%	16.2%	9.8%	6.0%	9.4%
Q9-5. Value received for cost of yard waste bags/stickers	10.3%	18.0%	22.3%	23.7%	16.1%	9.5%

**WITHOUT "DON'T KNOW"**

**Q9. WASTE COLLECTION SERVICES. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Quality of residential trash collection services	39.1%	47.5%	8.3%	4.1%	1.0%
Q9-2. Quality of recycling collection services	35.9%	45.5%	11.0%	6.4%	1.2%
Q9-3. Value received for cost of trash & recycling collection services	22.5%	39.7%	22.8%	12.7%	2.2%
Q9-4. Quality of yard waste collection services	27.7%	37.0%	17.9%	10.8%	6.6%
Q9-5. Value received for cost of yard waste bags/stickers	11.4%	19.9%	24.7%	26.2%	17.7%



**Q10. Which TWO of the waste collection service items listed in Question 9 would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q10. Top choice	Number	Percent
Quality of residential trash collection services	100	14.0 %
Quality of recycling collection services	83	11.6 %
Value received for cost of trash & recycling collection services	107	14.9 %
Quality of yard waste collection services	54	7.5 %
Value received for cost of yard waste bags/stickers	248	34.6 %
None chosen	124	17.3 %
Total	716	100.0 %

**Q10. Which TWO of the waste collection service items listed in Question 9 would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q10. 2nd choice	Number	Percent
Quality of residential trash collection services	66	9.2 %
Quality of recycling collection services	96	13.4 %
Value received for cost of trash & recycling collection services	152	21.2 %
Quality of yard waste collection services	81	11.3 %
Value received for cost of yard waste bags/stickers	132	18.4 %
None chosen	189	26.4 %
Total	716	100.0 %

**SUM OF TOP 2 CHOICES**

**Q10. Which TWO of the waste collection service items listed in Question 9 would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

Q10. Sum of top 2 choices	Number	Percent
Quality of residential trash collection services	166	23.2 %
Quality of recycling collection services	179	25.0 %
Value received for cost of trash & recycling collection services	259	36.2 %
Quality of yard waste collection services	135	18.9 %
Value received for cost of yard waste bags/stickers	380	53.1 %
None chosen	124	17.3 %
Total	1243	

**Q11. CODE ENFORCEMENT. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Maintenance of residential property (exterior of building itself)	13.5%	39.8%	21.9%	9.9%	2.8%	12.0%
Q11-2. Enforcing mowing & trimming of lawns on private property	13.5%	32.5%	22.9%	12.7%	3.1%	15.2%
Q11-3. Enforcing removal of dead trees on private property	9.2%	25.1%	26.4%	14.4%	5.2%	19.7%
Q11-4. Maintenance of business property	11.5%	39.2%	26.4%	5.2%	1.5%	16.2%
Q11-5. Enforcing codes designed to protect public health & safety	10.5%	32.8%	25.4%	6.6%	1.7%	23.0%

**WITHOUT "DON'T KNOW"**

**Q11. CODE ENFORCEMENT. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Maintenance of residential property (exterior of building itself)	15.4%	45.2%	24.9%	11.3%	3.2%
Q11-2. Enforcing mowing & trimming of lawns on private property	16.0%	38.4%	27.0%	15.0%	3.6%
Q11-3. Enforcing removal of dead trees on private property	11.5%	31.3%	32.9%	17.9%	6.4%
Q11-4. Maintenance of business property	13.7%	46.8%	31.5%	6.2%	1.8%
Q11-5. Enforcing codes designed to protect public health & safety	13.6%	42.6%	33.0%	8.5%	2.2%

**Q12. Which TWO of the code enforcement items listed in Question 11 would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q12. Top choice	Number	Percent
Maintenance of residential property (exterior of building itself)	155	21.6 %
Enforcing mowing & trimming of lawns on private property	67	9.4 %
Enforcing removal of dead trees on private property	104	14.5 %
Maintenance of business property	78	10.9 %
Enforcing codes designed to protect public health & safety	139	19.4 %
None chosen	173	24.2 %
Total	716	100.0 %

**Q12. Which TWO of the code enforcement items listed in Question 11 would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q12. 2nd choice	Number	Percent
Maintenance of residential property (exterior of building itself)	85	11.9 %
Enforcing mowing & trimming of lawns on private property	113	15.8 %
Enforcing removal of dead trees on private property	79	11.0 %
Maintenance of business property	95	13.3 %
Enforcing codes designed to protect public health & safety	112	15.6 %
None chosen	232	32.4 %
Total	716	100.0 %

**SUM OF TOP 2 CHOICES**

**Q12. Which TWO of the code enforcement items listed in Question 11 would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

Q12. Sum of top 2 choice2	Number	Percent
Maintenance of residential property (exterior of building itself)	240	33.5 %
Enforcing mowing & trimming of lawns on private property	180	25.1 %
Enforcing removal of dead trees on private property	183	25.6 %
Maintenance of business property	173	24.2 %
Enforcing codes designed to protect public health & safety	251	35.1 %
None chosen	173	24.2 %
Total	1200	

**Q13. To what extent are overgrown lots, abandoned cars, graffiti, and dilapidated buildings a problem in your neighborhood?**

Q13. Are overgrown lots, abandoned cars, graffiti, & dilapidated buildings a problem in your neighborhood	Number	Percent
A major problem	25	3.5 %
Somewhat of a problem	60	8.4 %
Only a small problem	154	21.5 %
Not a problem	447	62.4 %
Don't know	30	4.2 %
Total	716	100.0 %

**WITHOUT "DON'T KNOW"**

**Q13. To what extent are overgrown lots, abandoned cars, graffiti, and dilapidated buildings a problem in your neighborhood? (without "don't know")**

Q13. Are overgrown lots, abandoned cars, graffiti, & dilapidated buildings a problem in your neighborhood	Number	Percent
A major problem	25	3.6 %
Somewhat of a problem	60	8.7 %
Only a small problem	154	22.4 %
Not a problem	447	65.2 %
Total	686	100.0 %

**Q14. STREETS. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Overall condition of streets in Kirkwood	3.5%	18.7%	19.0%	34.6%	22.6%	1.5%
Q14-2. Condition of streets in your neighborhood	7.8%	28.2%	21.2%	26.8%	14.5%	1.4%
Q14-3. Rate at which streets are being resurfaced	2.9%	12.8%	22.5%	38.8%	18.9%	4.1%
Q14-4. Safety measures taken on Kirkwood streets for pedestrians & vehicles	5.6%	32.4%	26.1%	20.7%	11.2%	4.1%

**WITHOUT "DON'T KNOW"**

**Q14. STREETS. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Overall condition of streets in Kirkwood	3.5%	19.0%	19.3%	35.2%	23.0%
Q14-2. Condition of streets in your neighborhood	7.9%	28.6%	21.5%	27.2%	14.7%
Q14-3. Rate at which streets are being resurfaced	3.1%	13.4%	23.4%	40.5%	19.7%
Q14-4. Safety measures taken on Kirkwood streets for pedestrians & vehicles	5.8%	33.8%	27.2%	21.5%	11.6%

**Q15. SIDEWALKS. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Condition of sidewalks in your area	6.1%	30.4%	22.5%	27.8%	8.2%	4.9%
Q15-2. Ease with which a wheelchair or stroller can access sidewalk	5.7%	20.0%	22.6%	21.2%	9.6%	20.8%
Q15-3. Distance of sidewalk from roadway & moving vehicles	7.3%	39.0%	27.7%	14.0%	5.7%	6.4%
Q15-4. Connectivity (e.g., lack of gaps) of sidewalks in your area	4.5%	28.9%	26.5%	23.2%	10.1%	6.8%
Q15-5. Extent sidewalks are clear of weeds, brush, & overhanging limbs	6.8%	38.7%	24.3%	19.6%	4.9%	5.7%

**WITHOUT "DON'T KNOW"**

**Q15. SIDEWALKS. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Condition of sidewalks in your area	6.5%	32.0%	23.6%	29.2%	8.7%
Q15-2. Ease with which a wheelchair or stroller can access sidewalk	7.2%	25.2%	28.6%	26.8%	12.2%
Q15-3. Distance of sidewalk from roadway & moving vehicles	7.8%	41.6%	29.6%	14.9%	6.1%
Q15-4. Connectivity (e.g., lack of gaps) of sidewalks in your area	4.8%	31.0%	28.5%	24.9%	10.8%
Q15-5. Extent sidewalks are clear of weeds, brush, & overhanging limbs	7.3%	41.0%	25.8%	20.7%	5.2%

**Q16. Are you a Kirkwood Electric customer?**

Q16. Are you a Kirkwood Electric customer	Number	Percent
Yes	534	74.6 %
No	182	25.4 %
Total	716	100.0 %

**Q17. (IF YOU ARE A KIRKWOOD ELECTRIC CUSTOMER) For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=534)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Overall quality of electric service provided	35.2%	48.5%	10.1%	4.1%	1.9%	0.2%
Q17-2. How well City keeps you informed of disruptions to your electric service	21.9%	41.4%	18.7%	10.9%	3.7%	3.4%
Q17-3. How quickly Kirkwood Electric responds to service outages	27.7%	45.3%	15.4%	7.1%	1.3%	3.2%
Q17-4. Value received for cost of electric services provided	17.0%	40.8%	28.1%	9.9%	2.4%	1.7%

**WITHOUT "DON'T KNOW"**

**Q17. (IF YOU ARE A KIRKWOOD ELECTRIC CUSTOMER) For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=534)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Overall quality of electric service provided	35.3%	48.6%	10.1%	4.1%	1.9%
Q17-2. How well City keeps you informed of disruptions to your electric service	22.7%	42.8%	19.4%	11.2%	3.9%
Q17-3. How quickly Kirkwood Electric responds to service outages	28.6%	46.8%	15.9%	7.4%	1.4%
Q17-4. Value received for cost of electric services provided	17.3%	41.5%	28.6%	10.1%	2.5%



**Q18. PARKS AND RECREATION. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Maintenance of City parks	29.9%	52.1%	9.9%	3.1%	0.7%	4.3%
Q18-2. Quality of outdoor athletic fields	18.7%	39.4%	13.4%	3.2%	0.6%	24.7%
Q18-3. Quality of City's outdoor aquatic center	14.7%	34.1%	16.9%	8.7%	2.7%	23.0%
Q18-4. Quality of City's indoor ice rink	11.0%	29.2%	16.3%	3.6%	0.8%	39.0%
Q18-5. Quality & condition of community center facilities	9.2%	24.2%	17.6%	14.9%	13.0%	21.1%
Q18-6. City recreation programs such as classes, senior activities, athletic leagues & day camps	13.7%	25.6%	20.4%	6.4%	3.2%	30.7%
Q18-7. Fees charged for recreation services	10.6%	30.6%	24.7%	6.4%	2.1%	25.6%
Q18-8. Ease of registering for programs	13.3%	32.7%	20.3%	4.9%	0.6%	28.4%

**WITHOUT "DON'T KNOW"**

**Q18. PARKS AND RECREATION. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Maintenance of City parks	31.2%	54.5%	10.4%	3.2%	0.7%
Q18-2. Quality of outdoor athletic fields	24.9%	52.3%	17.8%	4.3%	0.7%
Q18-3. Quality of City's outdoor aquatic center	19.1%	44.3%	22.0%	11.3%	3.4%
Q18-4. Quality of City's indoor ice rink	18.1%	47.8%	26.8%	5.9%	1.4%
Q18-5. Quality & condition of community center facilities	11.7%	30.6%	22.3%	18.9%	16.5%
Q18-6. City recreation programs such as classes, senior activities, athletic leagues & day camps	19.8%	36.9%	29.4%	9.3%	4.6%
Q18-7. Fees charged for recreation services	14.3%	41.1%	33.2%	8.6%	2.8%
Q18-8. Ease of registering for programs	18.5%	45.6%	28.3%	6.8%	0.8%

**Q19. Which THREE of the parks and recreation items listed in Question 18 would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q19. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	156	21.8 %
Quality of outdoor athletic fields	22	3.1 %
Quality of City's outdoor aquatic center	80	11.2 %
Quality of City's indoor ice rink	19	2.7 %
Quality & condition of community center facilities	185	25.8 %
City recreation programs such as classes, senior activities, athletic leagues & day camps	48	6.7 %
Fees charged for recreation services	40	5.6 %
Ease of registering for programs	18	2.5 %
None chosen	148	20.7 %
Total	716	100.0 %

**Q19. Which THREE of the parks and recreation items listed in Question 18 would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q19. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	73	10.2 %
Quality of outdoor athletic fields	57	8.0 %
Quality of City's outdoor aquatic center	81	11.3 %
Quality of City's indoor ice rink	30	4.2 %
Quality & condition of community center facilities	106	14.8 %
City recreation programs such as classes, senior activities, athletic leagues & day camps	76	10.6 %
Fees charged for recreation services	57	8.0 %
Ease of registering for programs	36	5.0 %
None chosen	200	27.9 %
Total	716	100.0 %

**Q19. Which THREE of the parks and recreation items listed in Question 18 would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q19. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	62	8.7 %
Quality of outdoor athletic fields	44	6.1 %
Quality of City's outdoor aquatic center	73	10.2 %
Quality of City's indoor ice rink	31	4.3 %
Quality & condition of community center facilities	63	8.8 %
City recreation programs such as classes, senior activities, athletic leagues & day camps	79	11.0 %
Fees charged for recreation services	55	7.7 %
Ease of registering for programs	41	5.7 %
None chosen	268	37.4 %
Total	716	100.0 %

**SUM OF TOP 3 CHOICES**

**Q19. Which THREE of the parks and recreation items listed in Question 17 would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

<u>Q19. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	291	40.6 %
Quality of outdoor athletic fields	123	17.2 %
Quality of City's outdoor aquatic center	234	32.7 %
Quality of City's indoor ice rink	80	11.2 %
Quality & condition of community center facilities	354	49.4 %
City recreation programs such as classes, senior activities, athletic leagues & day camps	203	28.4 %
Fees charged for recreation services	152	21.2 %
Ease of registering for programs	95	13.3 %
None chosen	148	20.7 %
Total	1680	

**Q20. BILLING. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. How easy your bill is to understand	31.4%	49.6%	10.8%	1.7%	0.6%	6.0%
Q20-2. Accuracy of your bill	30.9%	46.2%	11.7%	0.8%	0.3%	10.1%
Q20-3. How easy it is to resolve billing problems	15.2%	24.7%	17.2%	1.4%	0.0%	41.5%
Q20-4. Hours that customer service is available	17.7%	34.5%	18.6%	1.1%	0.1%	27.9%
Q20-5. Ease of online payment	28.6%	36.5%	11.0%	1.5%	1.1%	21.2%
Q20-6. Overall quality of City's billing customer service	25.1%	42.0%	16.1%	0.7%	0.4%	15.6%

**WITHOUT "DON'T KNOW"**

**Q20. BILLING. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. How easy your bill is to understand	33.4%	52.7%	11.4%	1.8%	0.6%
Q20-2. Accuracy of your bill	34.3%	51.4%	13.0%	0.9%	0.3%
Q20-3. How easy it is to resolve billing problems	26.0%	42.2%	29.4%	2.4%	0.0%
Q20-4. Hours that customer service is available	24.6%	47.9%	25.8%	1.6%	0.2%
Q20-5. Ease of online payment	36.3%	46.3%	14.0%	2.0%	1.4%
Q20-6. Overall quality of City's billing customer service	29.8%	49.8%	19.0%	0.8%	0.5%

**Q21. Which of the following are your primary sources of information about City issues, services, and events?**

Q21. What are your primary sources of information about City issues, services, & events	Number	Percent
"Eye on Kirkwood" monthly newsletter appearing in Webster Kirkwood Times (WKT)	318	44.4 %
St. Louis Post Dispatch	64	8.9 %
Webster Kirkwood Times articles	504	70.4 %
Kirkwood eHappenings (eNewsletter)	177	24.7 %
Facebook, X, & other social media	297	41.5 %
City website	229	32.0 %
Parks & Recreation program guide in Webster Kirkwood Times (WKT)	217	30.3 %
Television news	71	9.9 %
Radio	14	2.0 %
Friends/neighbors	310	43.3 %
Neighborhood associations	63	8.8 %
Other	29	4.1 %
None of these	21	2.9 %
Total	2314	

**WITHOUT "NONE OF THESE"****Q21. Which of the following are your primary sources of information about City issues, services, and events? (without "none of these")**

Q21. What are your primary sources of information about City issues, services, & events	Number	Percent
"Eye on Kirkwood" monthly newsletter appearing in Webster Kirkwood Times (WKT)	318	45.8 %
St. Louis Post Dispatch	64	9.2 %
Webster Kirkwood Times articles	504	72.5 %
Kirkwood eHappenings (eNewsletter)	177	25.5 %
Facebook, X, & other social media	297	42.7 %
City website	229	32.9 %
Parks & Recreation program guide in Webster Kirkwood Times (WKT)	217	31.2 %
Television news	71	10.2 %
Radio	14	2.0 %
Friends/neighbors	310	44.6 %
Neighborhood associations	63	9.1 %
Other	29	4.2 %
Total	2293	

**Q21-12. Other**

- Bill
- City council meetings
- City employee
- Electric bill
- Email from Councilperson
- Emails from Liz Gibbons
- Flyer in electric bill.
- Flyer that is included with monthly bill
- Information sent with the monthly Kirkwood services bill.
- Insert with city services invoice
- Interest groups
- Kirkwood App
- Kirkwood sends a booklet twice a year listing recreational opportunities offered by Kirkwood Parks and Rec. This is a great guide to what is upcoming.
- Mailers
- Mailings received from City of Kirkwood
- Monthly bill info
- Newsletter included in monthly bills
- NextDoor app
- NextDoor app
- NextDoor app
- NextDoor app
- Often get information from neighbors, friends.
- On line information
- Rec Center program
- Twitter
- Walking
- Water bill insert
- Water bill insert
- Water bill insert

**Q22. COMMUNICATION. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Availability of information about City programs & services	14.8%	44.1%	28.5%	5.3%	0.7%	6.6%
Q22-2. City efforts to keep you informed about local issues	10.3%	38.8%	31.0%	12.4%	2.7%	4.7%
Q22-3. Level of public involvement in local decision making	4.3%	23.0%	31.3%	20.8%	7.4%	13.1%
Q22-4. Quality of City's website	8.0%	38.1%	31.4%	4.5%	1.1%	16.9%
Q22-5. Quality of City's citizen newsletter, "Eye on Kirkwood" (appearing monthly in Webster Kirkwood Times)	10.2%	40.4%	23.5%	1.8%	0.4%	23.7%
Q22-6. Quality of City's Parks & Recreation program guide	19.3%	44.3%	19.0%	2.1%	0.1%	15.2%
Q22-7. How well City's communications meet your needs	9.4%	40.2%	33.1%	8.2%	2.4%	6.7%



**WITHOUT "DON'T KNOW"**

**Q22. COMMUNICATION. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=716)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Availability of information about City programs & services	15.8%	47.2%	30.5%	5.7%	0.7%
Q22-2. City efforts to keep you informed about local issues	10.9%	40.8%	32.6%	13.0%	2.8%
Q22-3. Level of public involvement in local decision making	5.0%	26.5%	36.0%	24.0%	8.5%
Q22-4. Quality of City's website	9.6%	45.9%	37.8%	5.4%	1.3%
Q22-5. Quality of City's citizen newsletter, "Eye on Kirkwood" (appearing monthly in Webster Kirkwood Times)	13.4%	52.9%	30.8%	2.4%	0.5%
Q22-6. Quality of City's Parks & Recreation program guide	22.7%	52.2%	22.4%	2.5%	0.2%
Q22-7. How well City's communications meet your needs	10.0%	43.1%	35.5%	8.8%	2.5%

**Q23. Which THREE of the communication items listed in Question 22 would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q23. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about City programs & services	103	14.4 %
City efforts to keep you informed about local issues	169	23.6 %
Level of public involvement in local decision making	179	25.0 %
Quality of City's website	37	5.2 %
Quality of City's citizen newsletter, "Eye on Kirkwood" (appearing monthly in Webster Kirkwood Times)	9	1.3 %
Quality of City's Parks & Recreation program guide	9	1.3 %
How well City's communications meet your needs	27	3.8 %
None chosen	183	25.6 %
Total	716	100.0 %

**Q23. Which THREE of the communication items listed in Question 22 would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q23. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about City programs & services	65	9.1 %
City efforts to keep you informed about local issues	144	20.1 %
Level of public involvement in local decision making	120	16.8 %
Quality of City's website	52	7.3 %
Quality of City's citizen newsletter, "Eye on Kirkwood" (appearing monthly in Webster Kirkwood Times)	17	2.4 %
Quality of City's Parks & Recreation program guide	24	3.4 %
How well City's communications meet your needs	66	9.2 %
None chosen	228	31.8 %
Total	716	100.0 %

**Q23. Which THREE of the communication items listed in Question 22 would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years?**

<u>Q23. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about City programs & services	91	12.7 %
City efforts to keep you informed about local issues	64	8.9 %
Level of public involvement in local decision making	58	8.1 %
Quality of City's website	49	6.8 %
Quality of City's citizen newsletter, "Eye on Kirkwood" (appearing monthly in Webster Kirkwood Times)	31	4.3 %
Quality of City's Parks & Recreation program guide	22	3.1 %
How well City's communications meet your needs	107	14.9 %
None chosen	294	41.1 %
Total	716	100.0 %

**SUM OF TOP 3 CHOICES**

**Q23. Which THREE of the communication items listed in Question 22 would you recommend receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

<u>Q23. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Availability of information about City programs & services	259	36.2 %
City efforts to keep you informed about local issues	377	52.7 %
Level of public involvement in local decision making	357	49.9 %
Quality of City's website	138	19.3 %
Quality of City's citizen newsletter, "Eye on Kirkwood" (appearing monthly in Webster Kirkwood Times)	57	8.0 %
Quality of City's Parks & Recreation program guide	55	7.7 %
How well City's communications meet your needs	200	27.9 %
None chosen	183	25.6 %
Total	1626	

**Q24. Approximately, how many years have you lived in the City of Kirkwood?**

Q24. How many years have you lived in City of Kirkwood	Number	Percent
0-5	116	16.2 %
6-10	100	14.0 %
11-15	68	9.5 %
16-20	71	9.9 %
21-30	129	18.0 %
31+	222	31.0 %
Not provided	10	1.4 %
Total	716	100.0 %

**WITHOUT "NOT PROVIDED"****Q24. Approximately, how many years have you lived in the City of Kirkwood? (without "not provided")**

Q24. How many years have you lived in City of Kirkwood	Number	Percent
0-5	116	16.4 %
6-10	100	14.2 %
11-15	68	9.6 %
16-20	71	10.1 %
21-30	129	18.3 %
31+	222	31.4 %
Total	706	100.0 %

**Q25. What is your age?**

<u>Q25. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	142	19.8 %
35-44	139	19.4 %
45-54	145	20.3 %
55-64	141	19.7 %
65+	143	20.0 %
Not provided	6	0.8 %
Total	716	100.0 %

**WITHOUT "NOT PROVIDED"****Q25. What is your age? (without "not provided")**

<u>Q25. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	142	20.0 %
35-44	139	19.6 %
45-54	145	20.4 %
55-64	141	19.9 %
65+	143	20.1 %
Total	710	100.0 %

**Q26. Counting yourself, how many people in your household are...**

	Mean	Sum
number	2.6	1865
Under age 5	0.1	103
Ages 5-9	0.2	118
Ages 10-14	0.2	147
Ages 15-19	0.2	148
Ages 20-24	0.1	89
Ages 25-34	0.3	215
Ages 35-44	0.4	248
Ages 45-54	0.4	251
Ages 55-64	0.4	280
Ages 65-74	0.2	164
Ages 75+	0.1	102

**Q27. Would you say your total annual household income is:**

Q27. Your total annual household income	Number	Percent
Under \$30K	47	6.6 %
\$30K to \$59,999	71	9.9 %
\$60K to \$99,999	114	15.9 %
\$100K to \$149,999	122	17.0 %
\$150K to \$199,999	114	15.9 %
\$200K+	129	18.0 %
Not provided	119	16.6 %
Total	716	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q27. Would you say your total annual household income is: (without "not provided")**

Q27. Your total annual household income	Number	Percent
Under \$30K	47	7.9 %
\$30K to \$59,999	71	11.9 %
\$60K to \$99,999	114	19.1 %
\$100K to \$149,999	122	20.4 %
\$150K to \$199,999	114	19.1 %
\$200K+	129	21.6 %
Total	597	100.0 %

**Q28. Which of the following best describes your race/ethnicity?**

Q28. Your race/ethnicity	Number	Percent
Asian or Asian Indian	10	1.4 %
Black or African American	31	4.3 %
American Indian or Alaska Native	2	0.3 %
White or Caucasian	615	85.9 %
Native Hawaiian or other Pacific Islander	1	0.1 %
Hispanic, Spanish, or Latino/a/x	20	2.8 %
Other	6	0.8 %
Total	685	

**Q28-7. Self-describe your race/ethnicity:**

Q28-7. Self-describe your race/ethnicity	Number	Percent
Mixed	3	50.0 %
Multiple races	2	33.3 %
North European-Anglo	1	16.7 %
Total	6	100.0 %

**Q29. Your gender:**

<u>Q29. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	349	48.7 %
Female	359	50.1 %
Not provided	8	1.1 %
Total	716	100.0 %

**WITHOUT "NOT PROVIDED"****Q29. Your gender: (without "not provided")**

<u>Q29. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	349	49.3 %
Female	359	50.7 %
Total	708	100.0 %



A large graphic element consisting of a dark blue horizontal bar. On the left side of the bar is a white circle containing the number '5' in a dark blue font. To the right of the circle, the text 'Survey Instrument' is written in a white, sans-serif font.

# 5 Survey Instrument



WHERE COMMUNITY AND SPIRIT MEET<sup>®</sup>

January, 2024

## 2024 City of Kirkwood Survey

Dear Fellow Kirkwood Resident,

On behalf of the Kirkwood City Council, thank you for your on-going involvement in our community. This letter is a request for your assistance in building an even better Kirkwood. Your input on the enclosed survey is extremely important. My colleagues on the council and I are responsible for making decisions that affect City services, including public safety, parks, recreation, water, electric, code enforcement, and others. To make sure that the City's priorities are aligned with the needs of our residents, we need to know what you think.

We realize the survey takes time to complete, but every question is important. The time you invest in the survey will influence many decisions that will be made about the City's future. Your responses also will allow City leadership and staff to identify and address many of the opportunities and challenges facing our community. Please return your completed survey sometime during the next week if possible, and return it in the enclosed postage-paid envelope. Your responses will remain confidential.

**If you prefer, you may complete the survey on-line at  
[kirkwoodsurvey.org](http://kirkwoodsurvey.org)**

Please call Asst. Chief Administrative Officer David Weidler at 314-822-5801 with any questions. City staff will be pleased to answer them. Thank you again for taking the time to help Kirkwood remain a strong and vibrant community.

Sincerely,

A handwritten signature in black ink, appearing to read "Tim Griffin", written over a horizontal line.

Mayor Tim Griffin



WHERE COMMUNITY AND SPIRIT MEET®

# 2024 City of Kirkwood 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 the City's Assistant Chief Administrative Officer, David Weidler, at (314) 822-5801.

1. **OVERALL SATISFACTION WITH CITY SERVICES.** Major categories of services provided by the City of Kirkwood are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Public safety services provided by the City (e.g., police, fire, and emergency medical services)	5	4	3	2	1	9
02. Parks and recreation programs and facilities provided by the City	5	4	3	2	1	9
03. Condition of City streets	5	4	3	2	1	9
04. Condition of City sidewalks	5	4	3	2	1	9
05. Enforcement of City codes and ordinances	5	4	3	2	1	9
06. Quality of customer service you receive from City employees	5	4	3	2	1	9
07. Effectiveness of City communication with the public	5	4	3	2	1	9
08. Solid Waste services (trash, recycling, etc.)	5	4	3	2	1	9
09. City Water service	5	4	3	2	1	9
10. Kirkwood Electric service	5	4	3	2	1	9
11. Flow of traffic and congestion management in Kirkwood	5	4	3	2	1	9

2. **Which THREE of the 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. **PERCEPTIONS OF THE CITY.** Several items that may influence your perception of the City of Kirkwood are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Perceptions of the City	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of services provided by the City of Kirkwood	5	4	3	2	1	9
2. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
3. City efforts to pursue innovative programs and solutions	5	4	3	2	1	9
4. How well the City is planning and managing redevelopment	5	4	3	2	1	9
5. City efforts to partner with organizations and citizens to address issues	5	4	3	2	1	9
6. Transparency and accountability of City actions	5	4	3	2	1	9
7. Overall appearance of the City	5	4	3	2	1	9
8. Overall quality of life in the City	5	4	3	2	1	9
9. Overall feeling of safety in the City	5	4	3	2	1	9

4. **PERCEPTIONS OF SAFETY.** Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate your feeling of safety in the following situations in the City.

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. Walking in your neighborhood during the day	5	4	3	2	1	9
2. Walking in your neighborhood at night	5	4	3	2	1	9
3. In downtown Kirkwood during the day	5	4	3	2	1	9
4. In downtown Kirkwood at night	5	4	3	2	1	9
5. In City parks during the day	5	4	3	2	1	9
6. In City parks at night	5	4	3	2	1	9

5. **PUBLIC SAFETY.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Kirkwood.

Public Safety		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.	How quickly police respond to emergencies	5	4	3	2	1	9
4.	Enforcement of local traffic laws	5	4	3	2	1	9
5.	Overall attitude and behavior of police department personnel toward citizens	5	4	3	2	1	9
6.	Overall quality of local police protection	5	4	3	2	1	9
7.	Overall quality of the City's municipal court	5	4	3	2	1	9
8.	How quickly fire/emergency medical services personnel respond to emergencies	5	4	3	2	1	9
9.	Overall quality of local fire protection/emergency medical services	5	4	3	2	1	9

6. Which THREE of the public safety items listed in Question 5 would you recommend 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 5.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

7. **WATER SERVICES.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Water Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Water pressure on a typical day	5	4	3	2	1	9
2.	Overall quality of your tap water	5	4	3	2	1	9
3.	How well the City keeps you informed about disruptions to your water service	5	4	3	2	1	9
4.	What you are charged for water	5	4	3	2	1	9
5.	Overall quality of your water service	5	4	3	2	1	9

8. Which TWO of the water service items listed in Question 7 would you recommend 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 7.]

1st: \_\_\_\_ 2nd: \_\_\_\_

9. **WASTE COLLECTION SERVICES.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Waste Collection Services		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.	Value received for cost of trash and recycling collection services	5	4	3	2	1	9
4.	Quality of yard waste collection services	5	4	3	2	1	9
5.	Value received for cost of yard waste bags/stickers	5	4	3	2	1	9

10. Which TWO of the waste collection service items listed in Question 9 would you recommend 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 9.]

1st: \_\_\_\_ 2nd: \_\_\_\_

11. **CODE ENFORCEMENT.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Code Enforcement	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Maintenance of residential property (exterior of the building itself)	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 removal of dead trees on private property	5	4	3	2	1	9
4. Maintenance of business property	5	4	3	2	1	9
5. Enforcing codes designed to protect public health and safety	5	4	3	2	1	9

12. Which TWO of the code enforcement items listed in Question 11 would you recommend 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 11.]

1st: \_\_\_\_ 2nd: \_\_\_\_

13. To what extent are overgrown lots, abandoned cars, graffiti, and dilapidated buildings a problem in your neighborhood?

\_\_\_\_(4) A major problem      \_\_\_\_ (2) Only a small problem      \_\_\_\_ (9) Don't know  
 \_\_\_\_ (3) Somewhat of a problem      \_\_\_\_ (1) Not a problem

14. **STREETS.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Streets	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The overall condition of streets in Kirkwood	5	4	3	2	1	9
2. The condition of streets in your neighborhood	5	4	3	2	1	9
3. The rate at which streets are being resurfaced	5	4	3	2	1	9
4. Safety measures taken on Kirkwood streets for pedestrians and vehicles	5	4	3	2	1	9

15. **SIDEWALKS.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Sidewalks	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The condition of sidewalks in your area	5	4	3	2	1	9
2. The ease with which a wheelchair or stroller can access the sidewalk	5	4	3	2	1	9
3. The distance of the sidewalk from the roadway and moving vehicles	5	4	3	2	1	9
4. The connectivity (e.g., lack of gaps) of the sidewalk in your area	5	4	3	2	1	9
5. The extent the sidewalks are clear of weeds, brush, and overhanging limbs	5	4	3	2	1	9

16. Are you a Kirkwood Electric customer? \_\_\_\_ (1) Yes [Answer Q17.]      \_\_\_\_ (2) No [Skip to Q18.]

17. **[IF YOU ARE A KIRKWOOD ELECTRIC CUSTOMER]** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Kirkwood Electric	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of electric service provided	5	4	3	2	1	9
2. How well the City keeps you informed of disruptions to your electric service	5	4	3	2	1	9
3. How quickly Kirkwood Electric responds to service outages	5	4	3	2	1	9
4. Value received for cost of electric services provided	5	4	3	2	1	9

18. **PARKS AND RECREATION.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

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.	Quality of outdoor athletic fields	5	4	3	2	1	9
3.	Quality of the City's outdoor aquatic center	5	4	3	2	1	9
4.	Quality of the City's indoor ice rink	5	4	3	2	1	9
5.	Quality and condition of community center facilities	5	4	3	2	1	9
6.	City recreation programs such as classes, senior activities, athletic leagues and day camps	5	4	3	2	1	9
7.	Fees charged for recreation services	5	4	3	2	1	9
8.	Ease of registering for programs	5	4	3	2	1	9

19. Which THREE of the parks and recreation items listed in Question 18 would you recommend 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 18.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

20. **BILLING.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Billing		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	How easy your bill is to understand	5	4	3	2	1	9
2.	The accuracy of your bill	5	4	3	2	1	9
3.	How easy it is to resolve billing problems	5	4	3	2	1	9
4.	Hours that customer service is available	5	4	3	2	1	9
5.	Ease of online payment	5	4	3	2	1	9
6.	Overall quality of the City's billing customer service	5	4	3	2	1	9

21. Which of the following are your primary sources of information about City issues, services, and events? [Check all that apply.]

- |   |   |
|---|---|
| ____(01) "Eye on Kirkwood" monthly newsletter appearing in the Webster Kirkwood Times (WKT) | ____(07) Parks and Recreation program guide in the Webster Kirkwood Times (WKT) |
| ____(02) St. Louis Post Dispatch  | ____(08) Television news  |
| ____(03) Webster Kirkwood Times articles  | ____(09) Radio  |
| ____(04) Kirkwood E-Happenings (e-newsletter)   | ____(10) Friends/neighbors  |
| ____(05) Facebook, X, and other social media  | ____(11) Neighborhood associations  |
| ____(06) City website   | ____(12) Other: _____   |
|   | ____(99) None of these  |

22. **COMMUNICATION.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

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 efforts to keep you informed about local issues	5	4	3	2	1	9
3.	The level of public involvement in local decision making	5	4	3	2	1	9
4.	The quality of the City's website	5	4	3	2	1	9
5.	The quality of the City's citizen newsletter, "Eye on Kirkwood" (appearing monthly in the Webster Kirkwood Times)	5	4	3	2	1	9
6.	The quality of the City's Parks and Recreation program guide	5	4	3	2	1	9
7.	How well the City's communications meet your needs	5	4	3	2	1	9

23. Which THREE of the communication items listed in Question 22 on the previous page would you recommend 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: \_\_\_\_

## DEMOGRAPHICS

24. Approximately, how many years have you lived in the City of Kirkwood? \_\_\_\_\_ years

25. What is your age? \_\_\_\_\_ years

26. Counting yourself, 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: \_\_\_\_

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

\_\_\_\_(1) Under \$30,000      \_\_\_\_ (3) \$60,000 to \$99,999      \_\_\_\_ (5) \$150,000 to \$199,999  
\_\_\_\_(2) \$30,000 to \$59,999      \_\_\_\_ (4) \$100,000 to \$149,999      \_\_\_\_ (6) Over \$200,000

28. 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 or Caucasian

29. Your gender: \_\_\_\_ (1) Male      \_\_\_\_ (2) Female

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

\_\_\_\_ (1) Yes [Answer Q30a.]      \_\_\_\_ (2) No

30a. Please provide your contact information.

Mobile Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**This concludes the survey. Thank you for your time!**

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

Your responses will remain completely confidential. The information printed on the 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.



# 2024 City of Kirkwood Community Survey GIS Maps

Presented to the City of Kirkwood,  
Missouri

March 2024



**ETC**  
INSTITUTE



## Interpreting the Maps

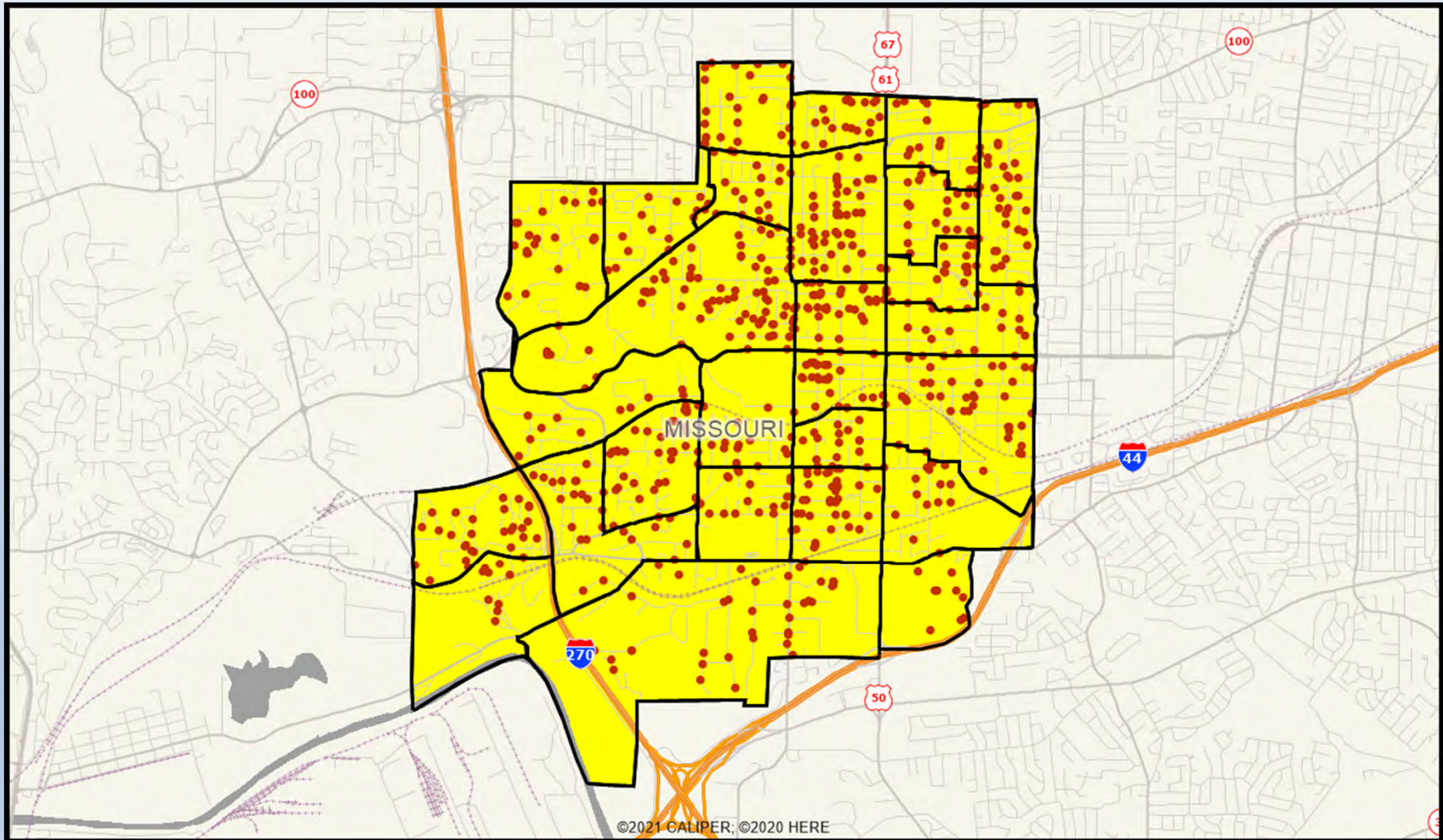
The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

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

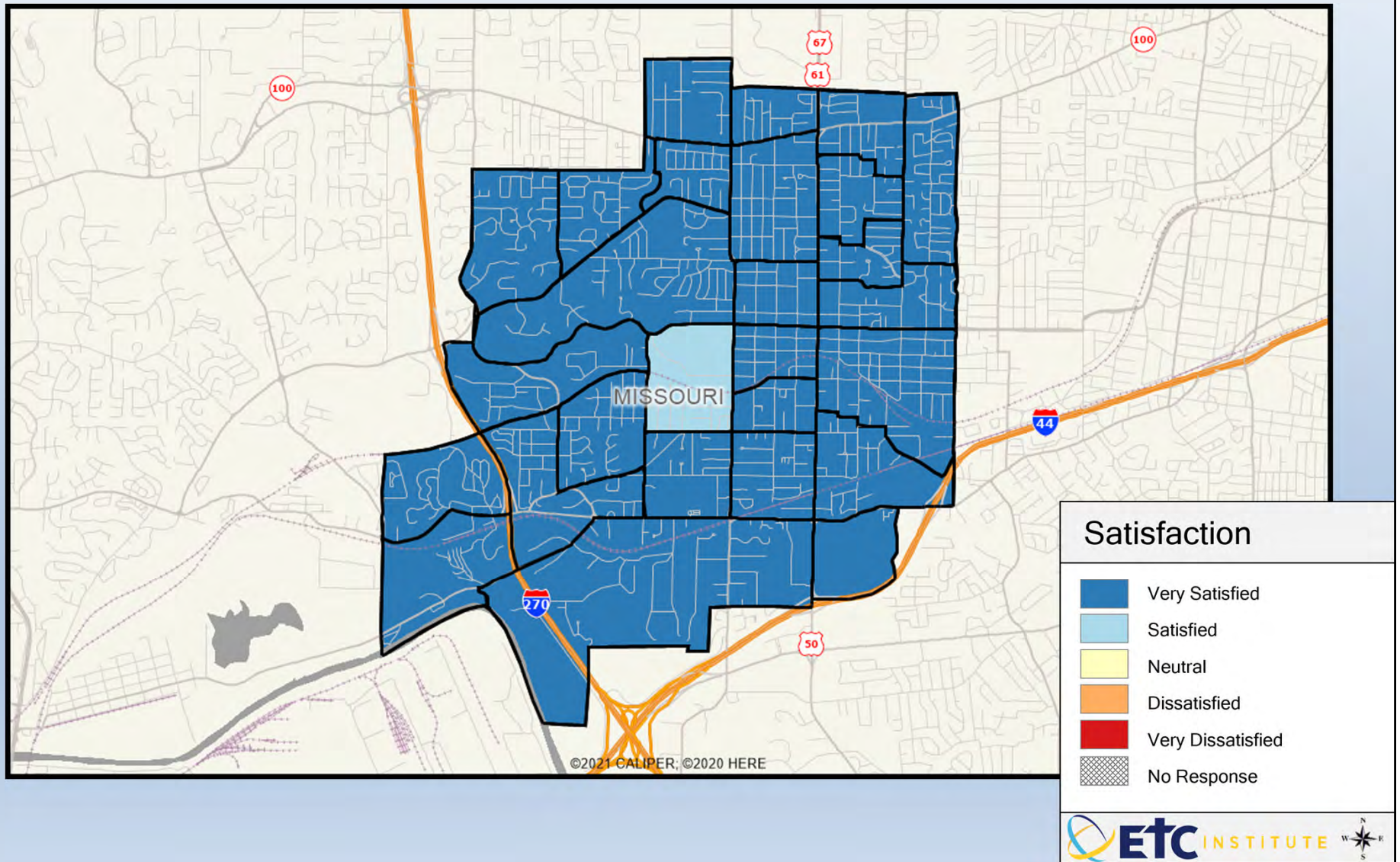
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

# Location of Respondents

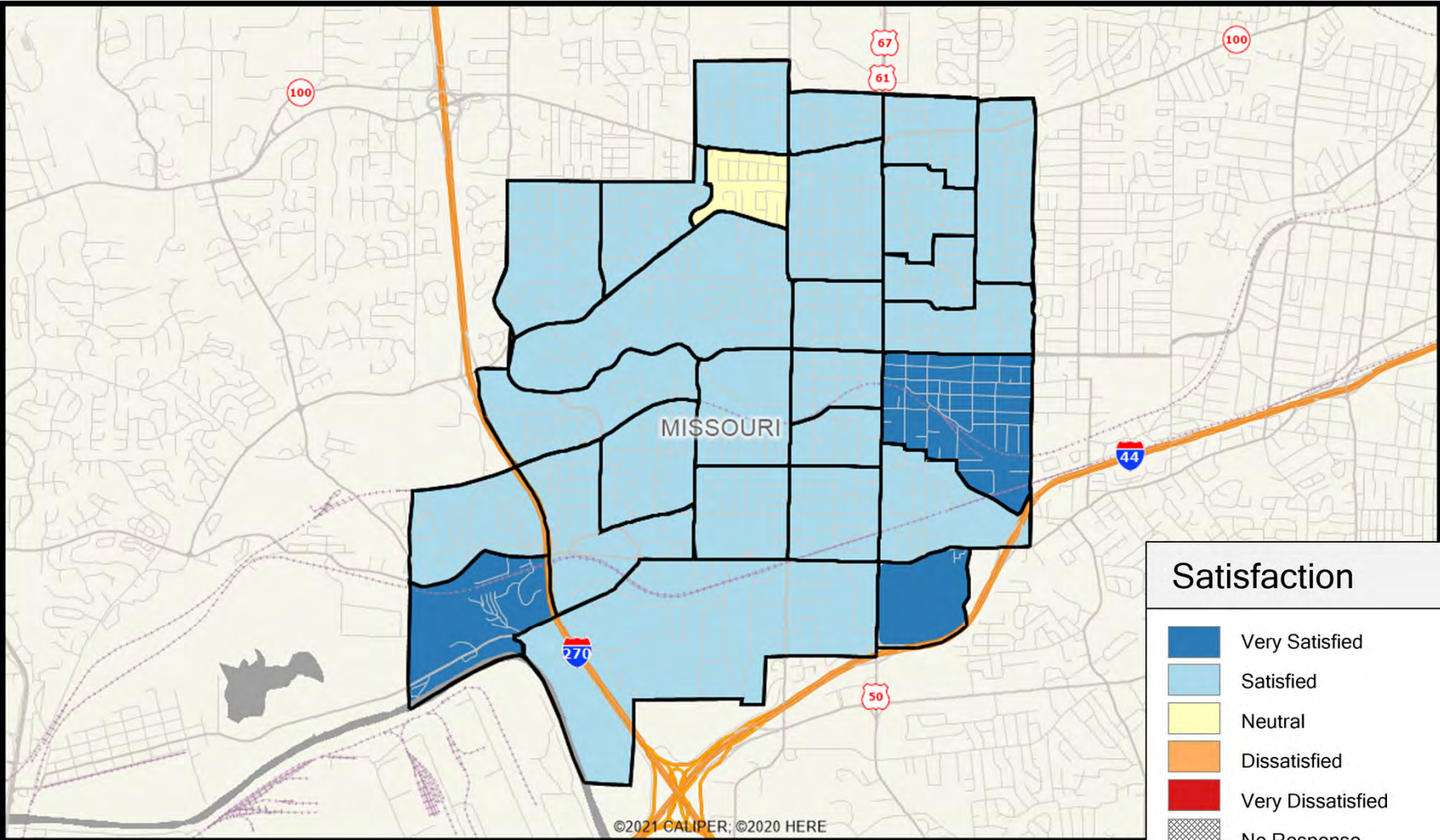
(Boundaries by Census Block Group)



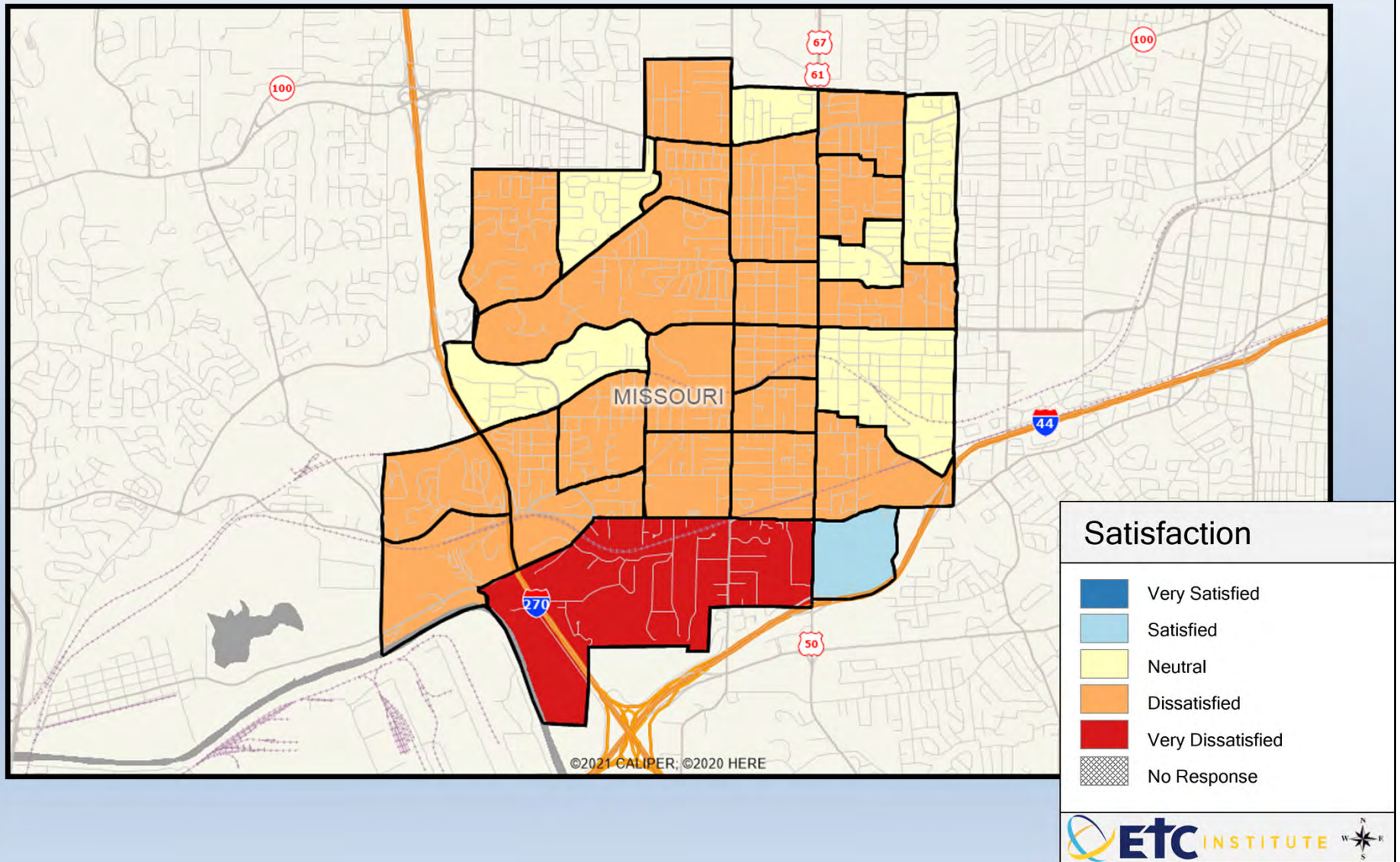
# Q1-01. Public safety services provided by the City



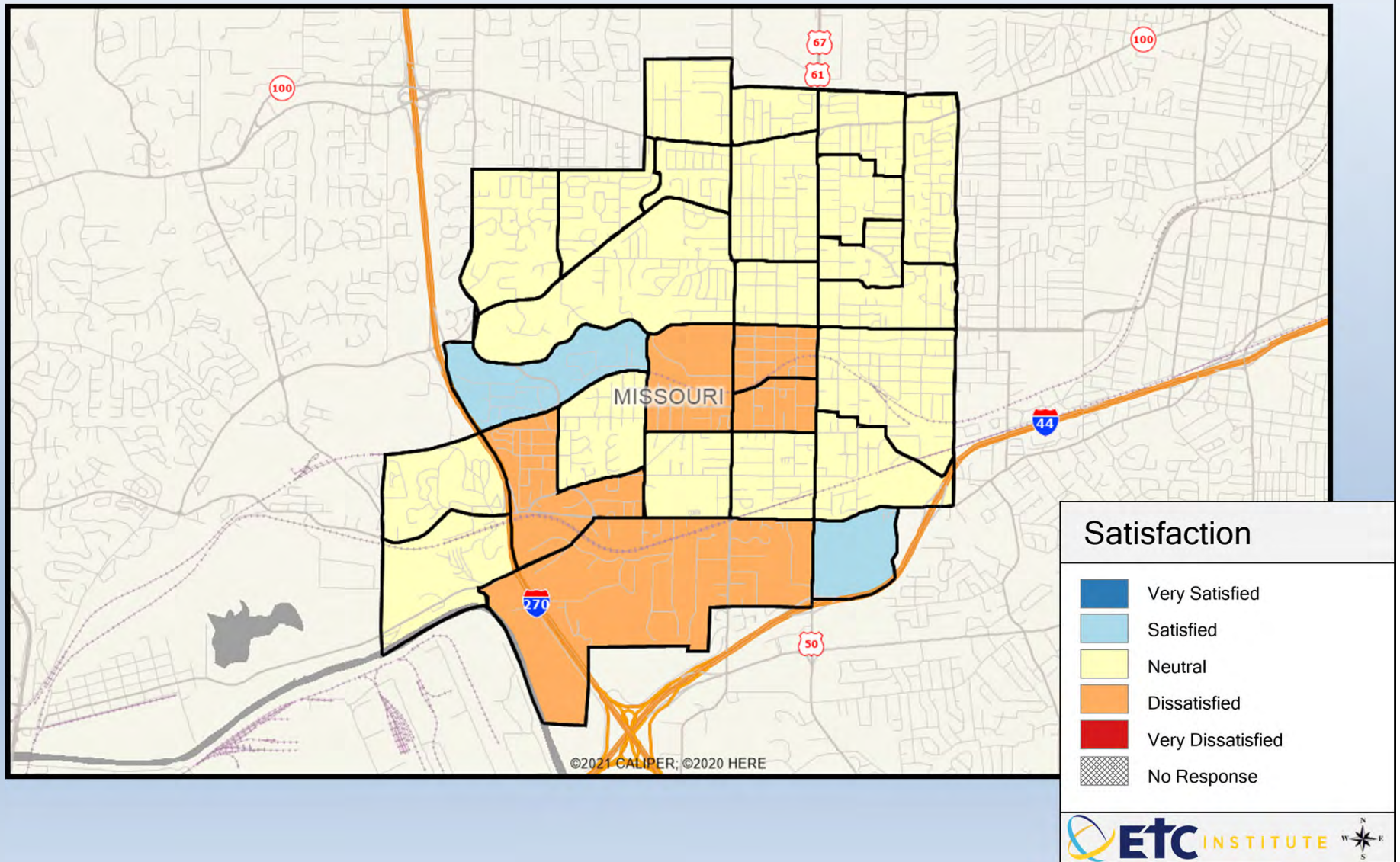
# Q1-02. Parks and recreation programs and facilities provided by the City



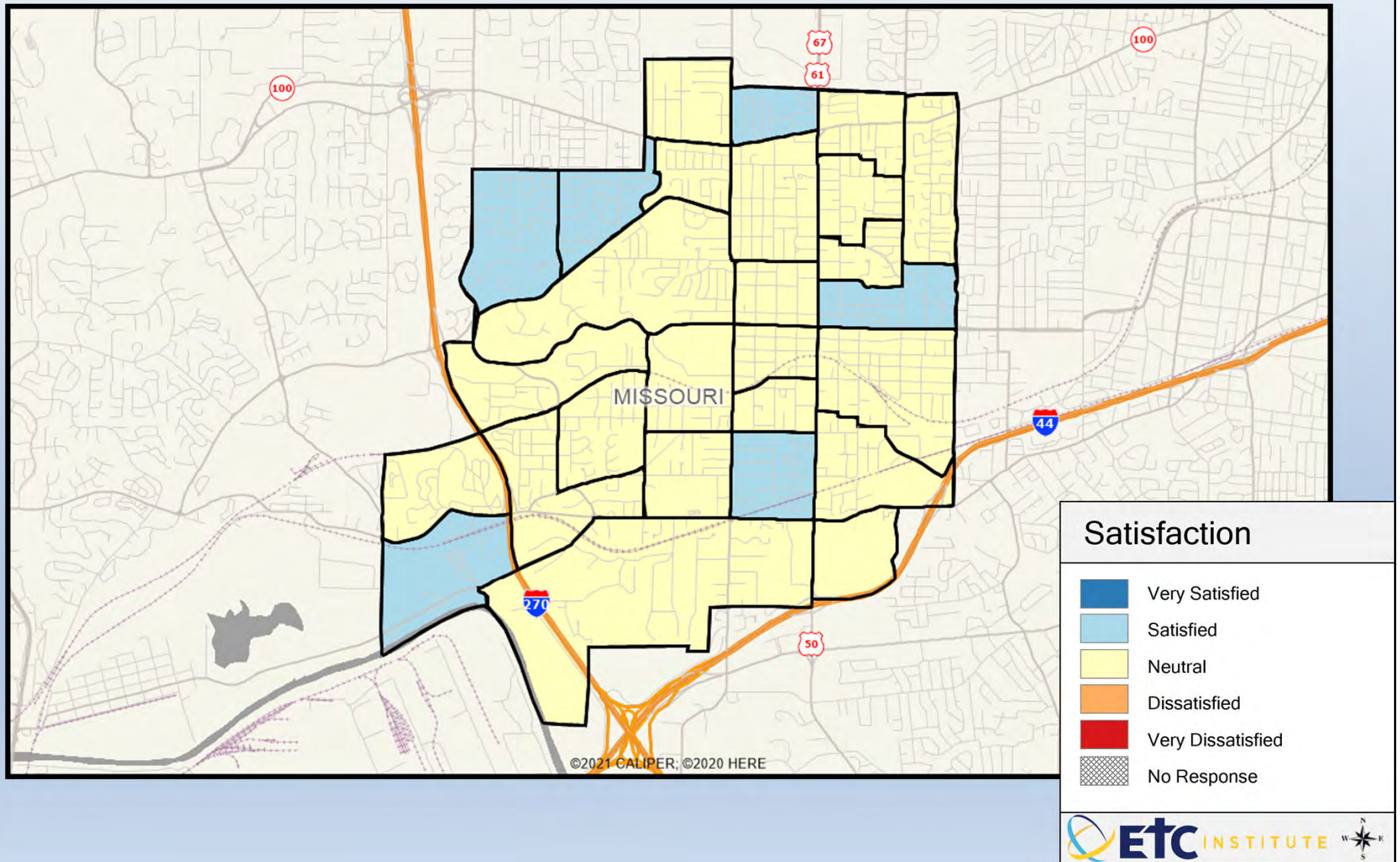
# Q1-03. Condition of City streets



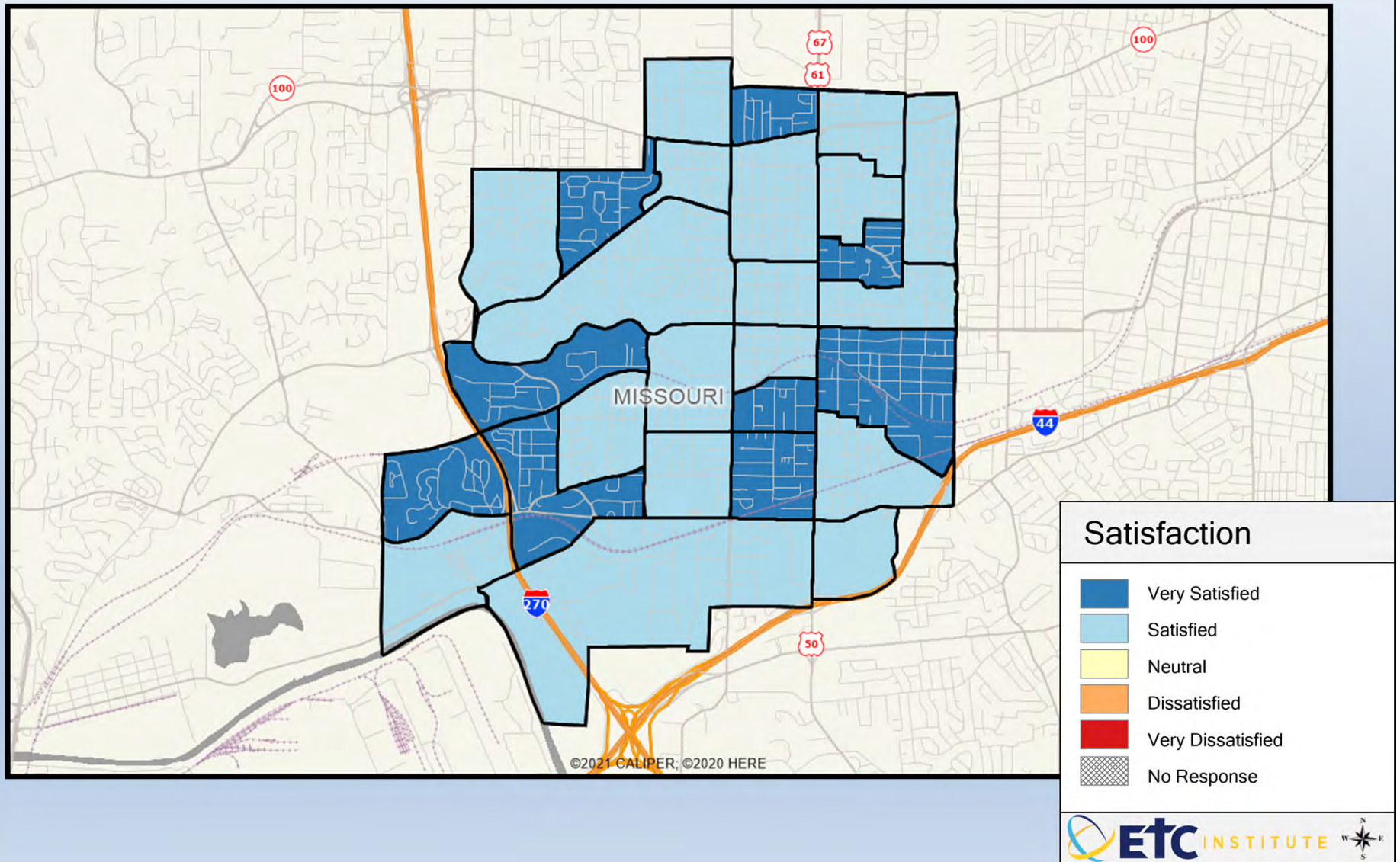
# Q1-04. Condition of City sidewalks



# Q1-05. Enforcement of City codes and ordinances

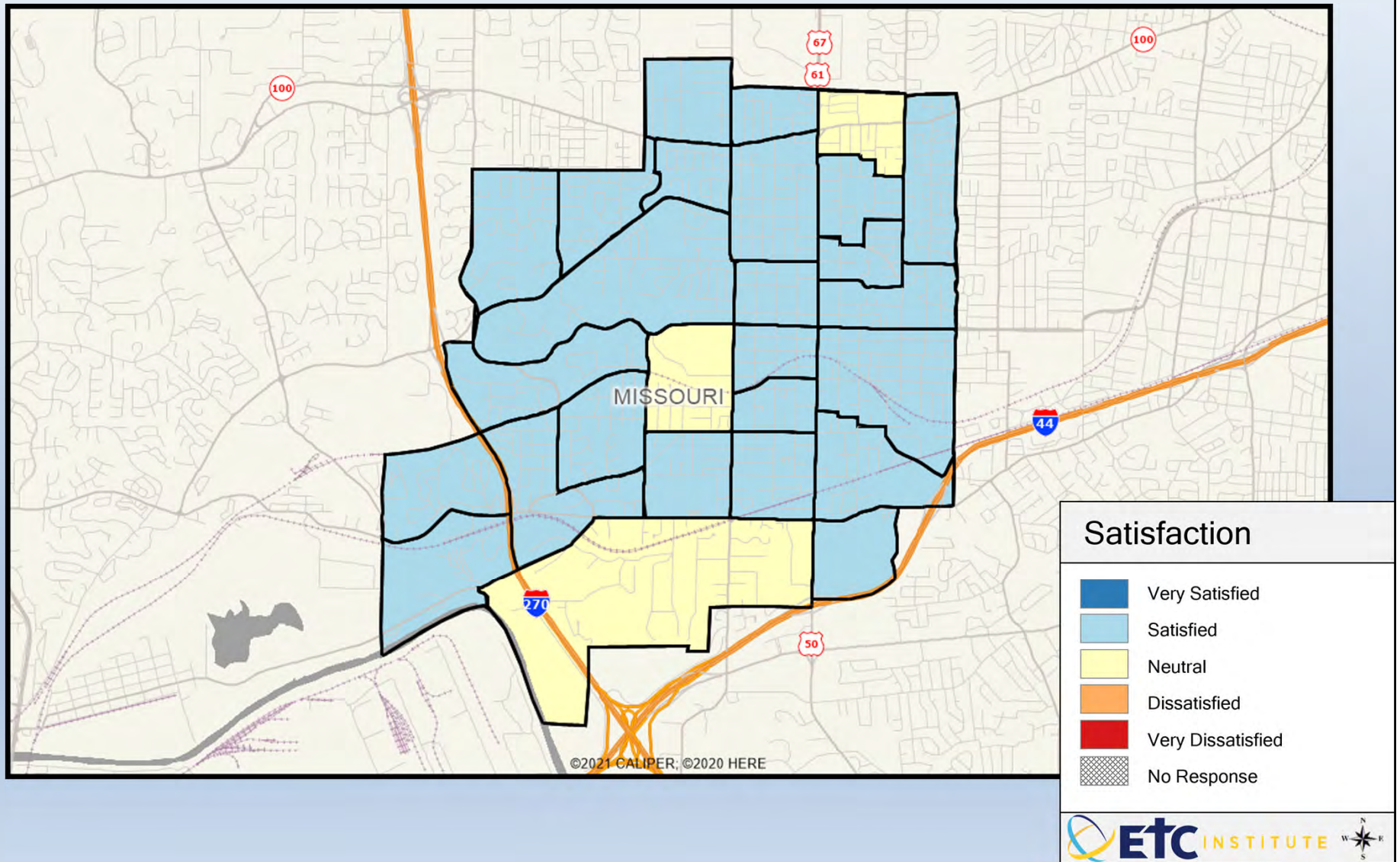


# Q1-06. Quality of customer service you receive from City employees

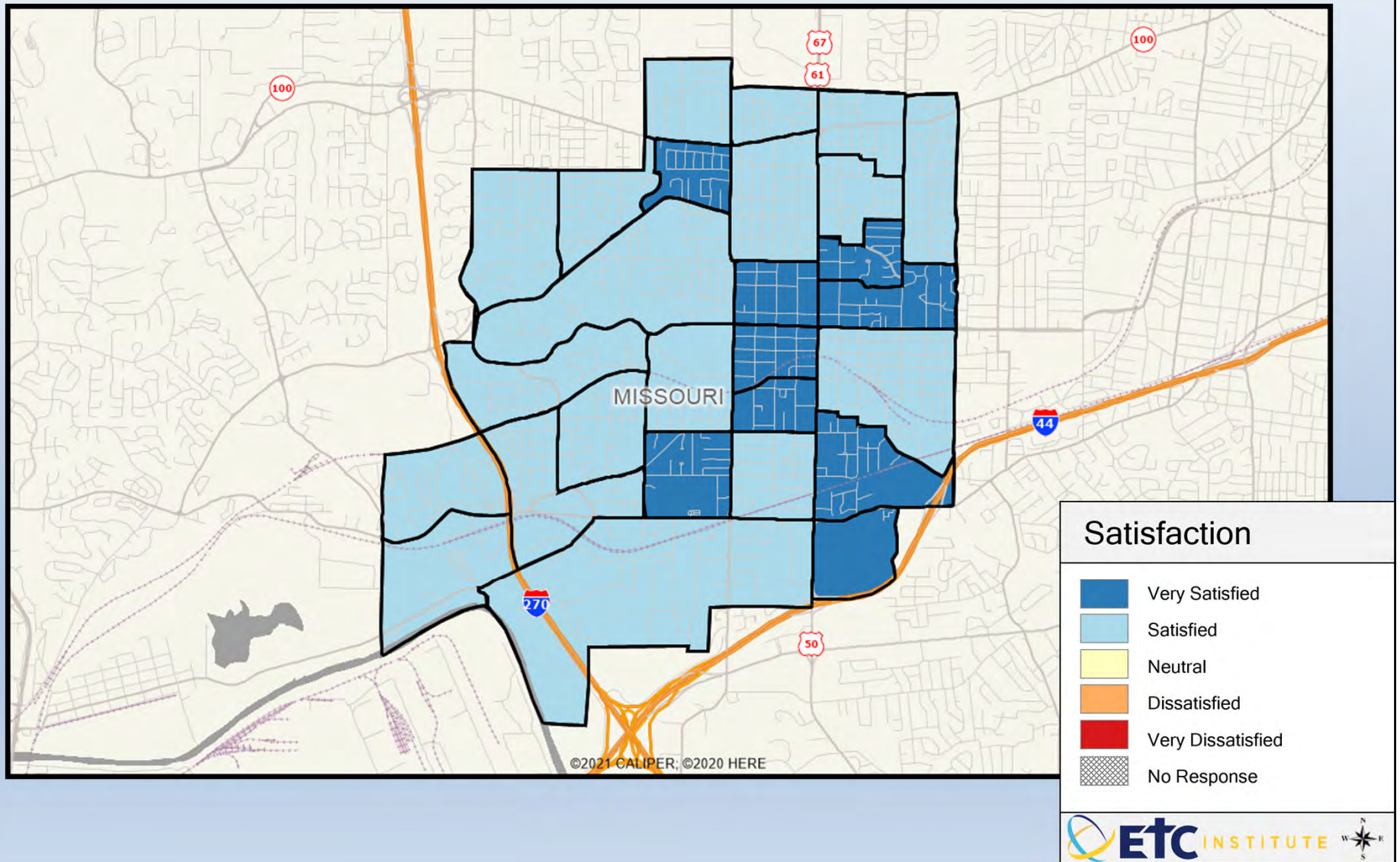




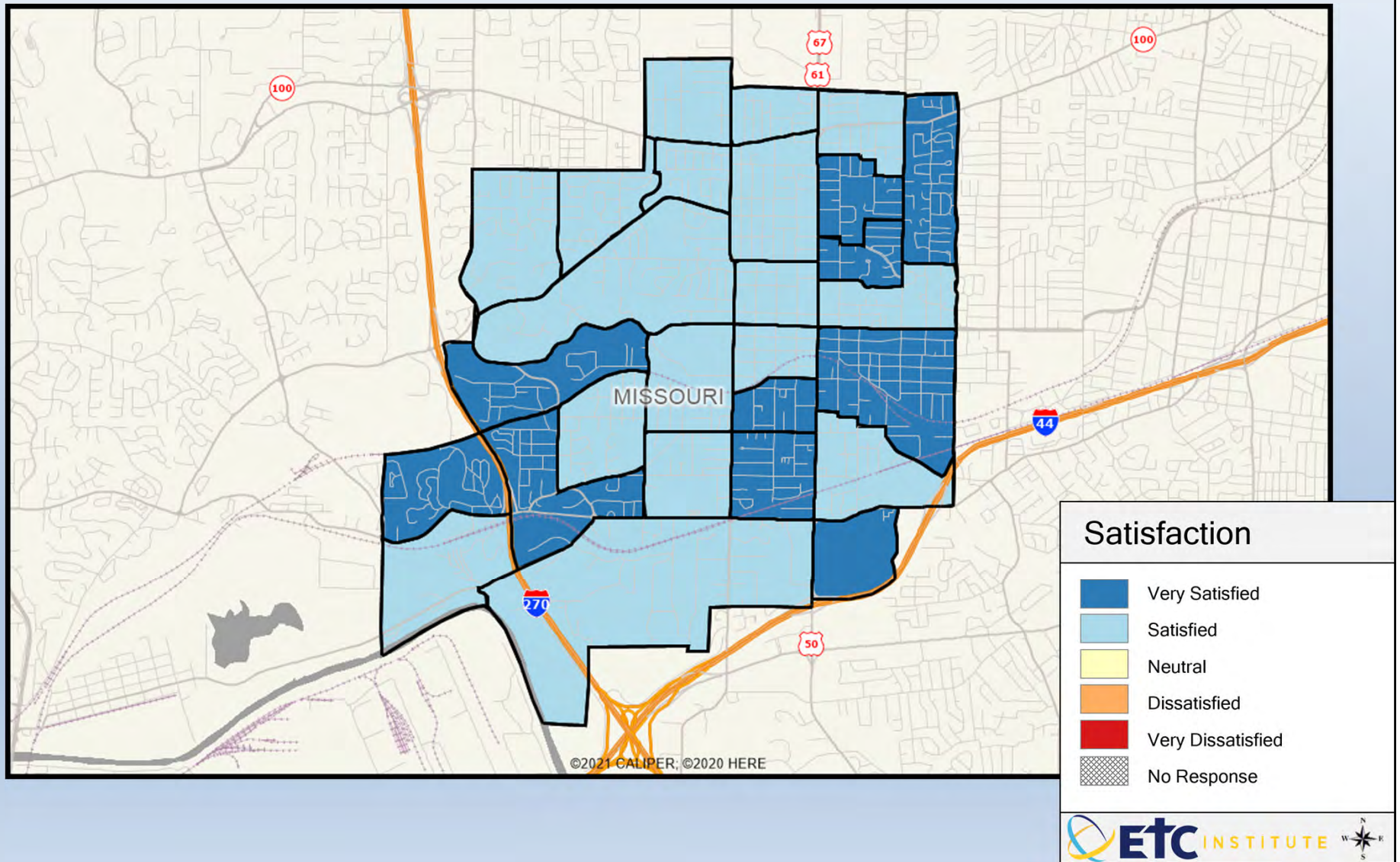
# Q1-07. Effectiveness of City communication with the public



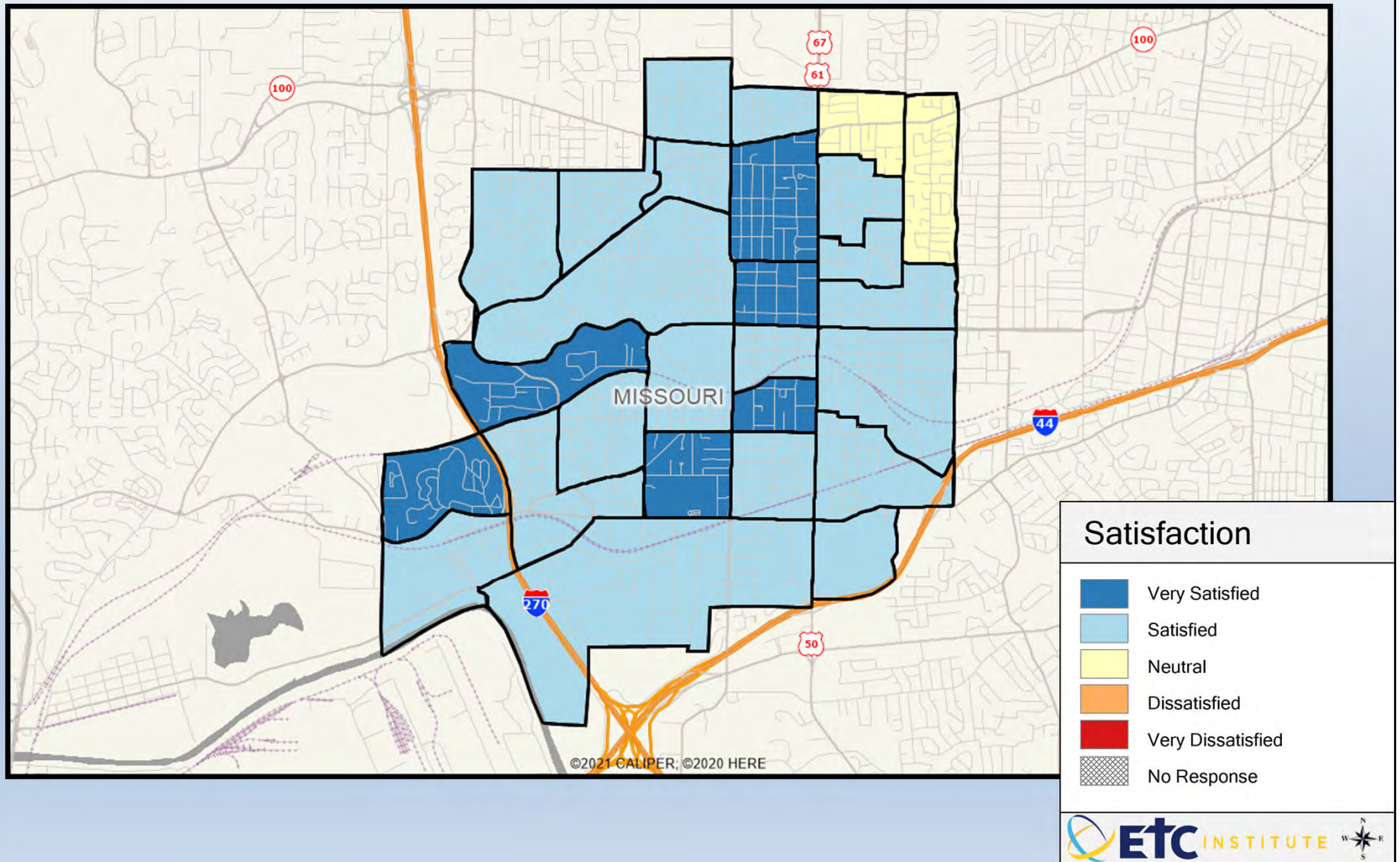
# Q1-08. Solid Waste services



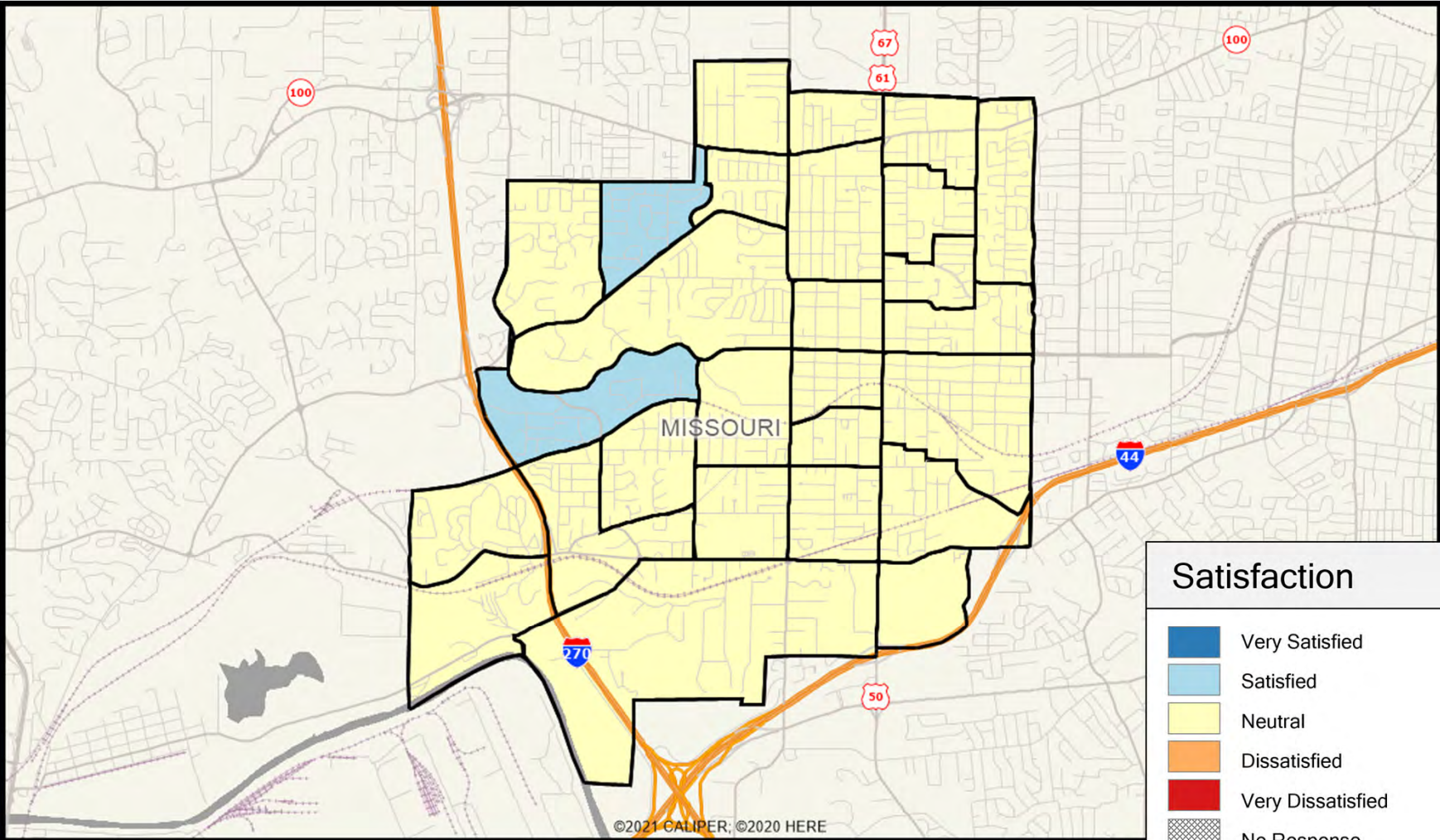
# Q1-09. City Water service



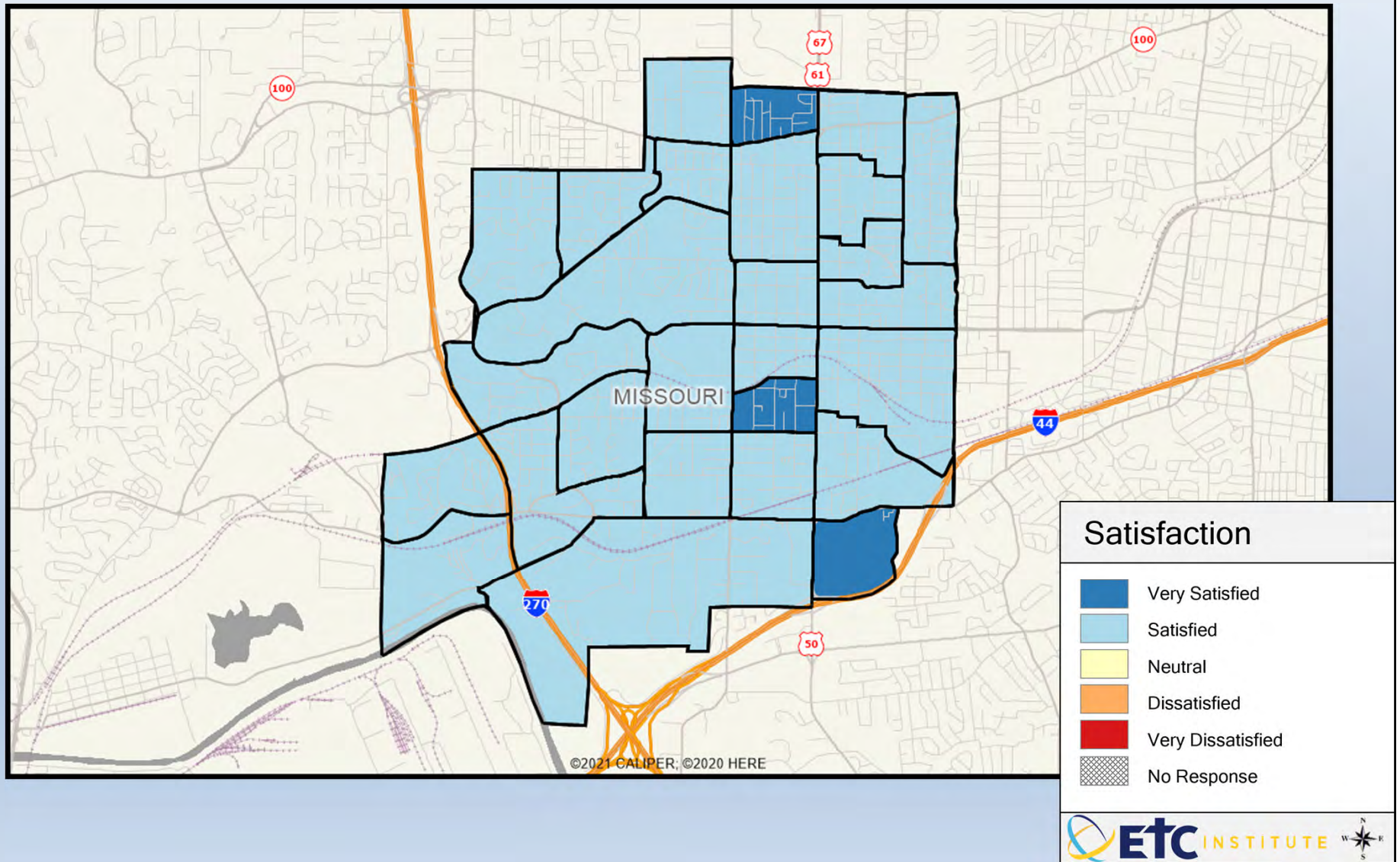
# Q1-10. Kirkwood Electric service



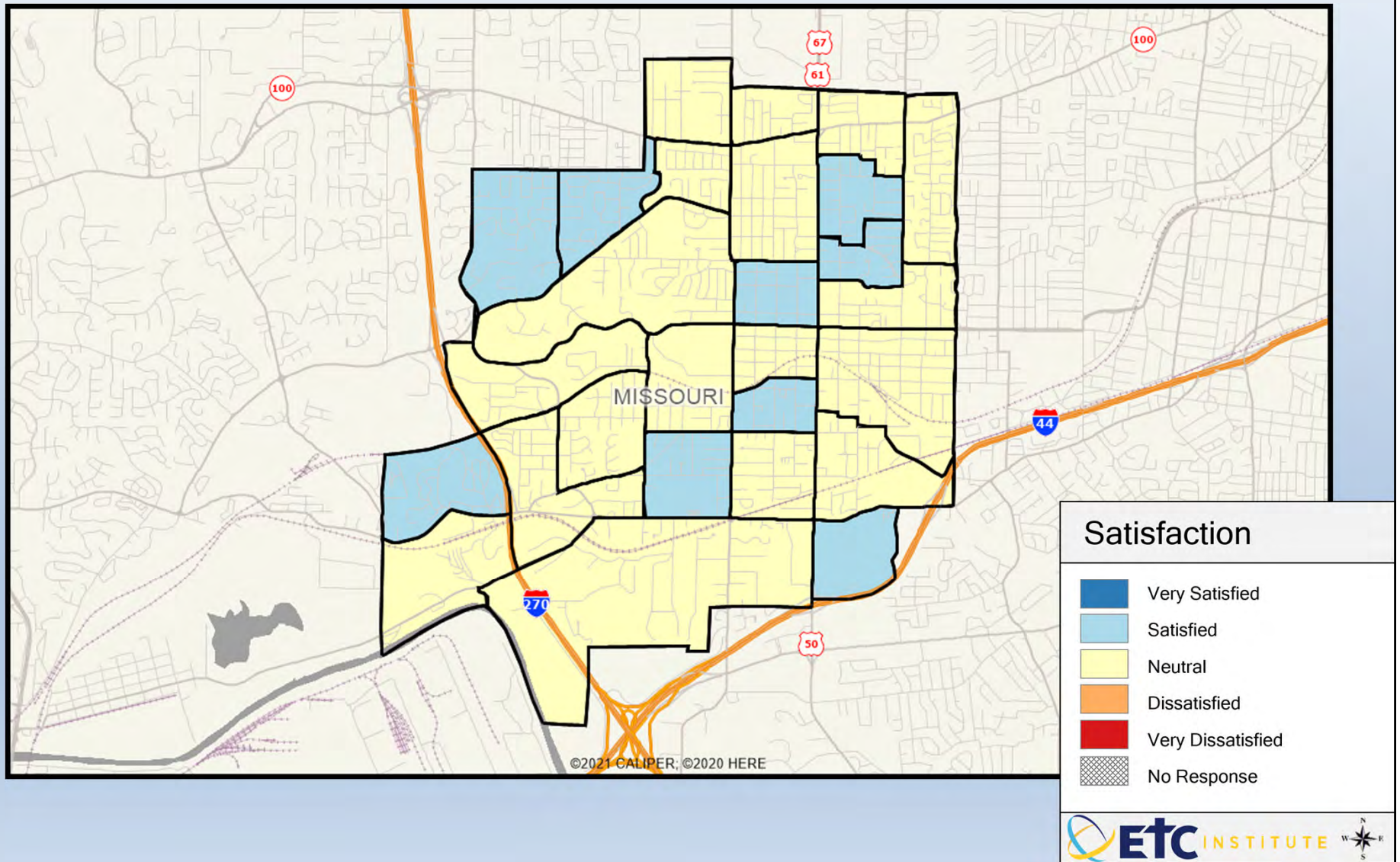
# Q1-11. Flow of traffic and congestion management in Kirkwood



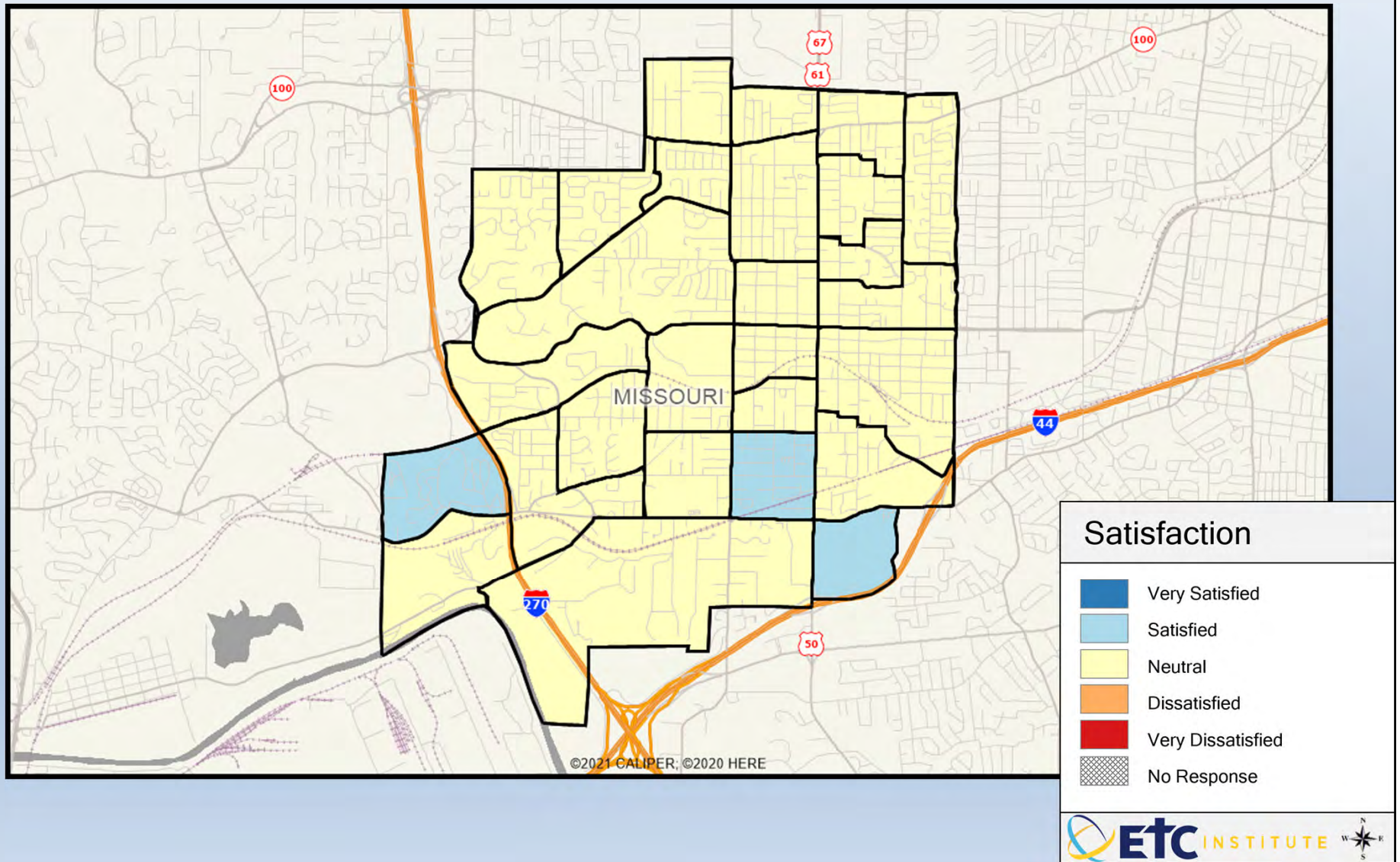
# Q3-1. Overall quality of services provided by the City of Kirkwood



# Q3-2. Overall value that you receive for your City tax dollars and fees

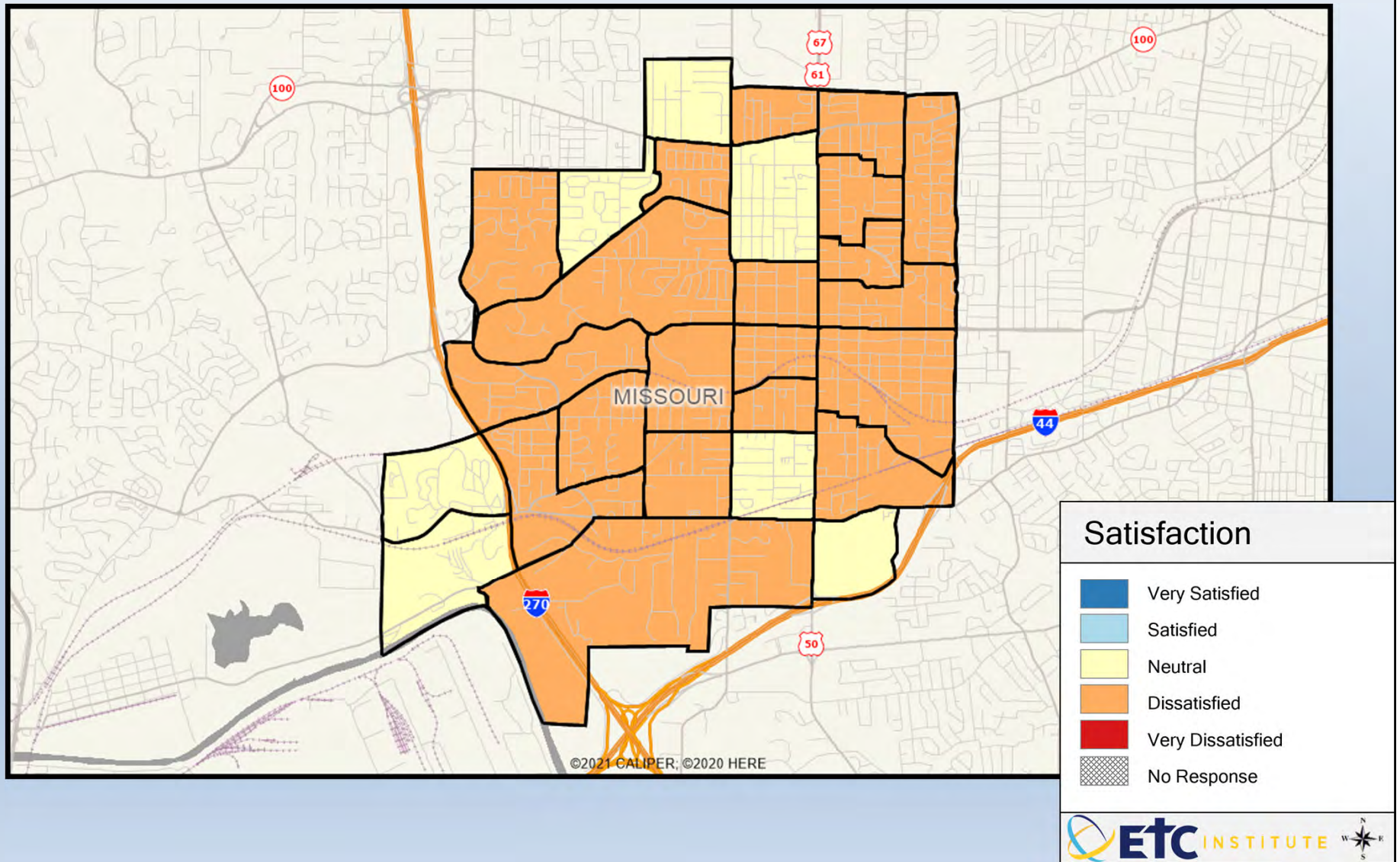


# Q3-3. City efforts to pursue innovative programs and solutions

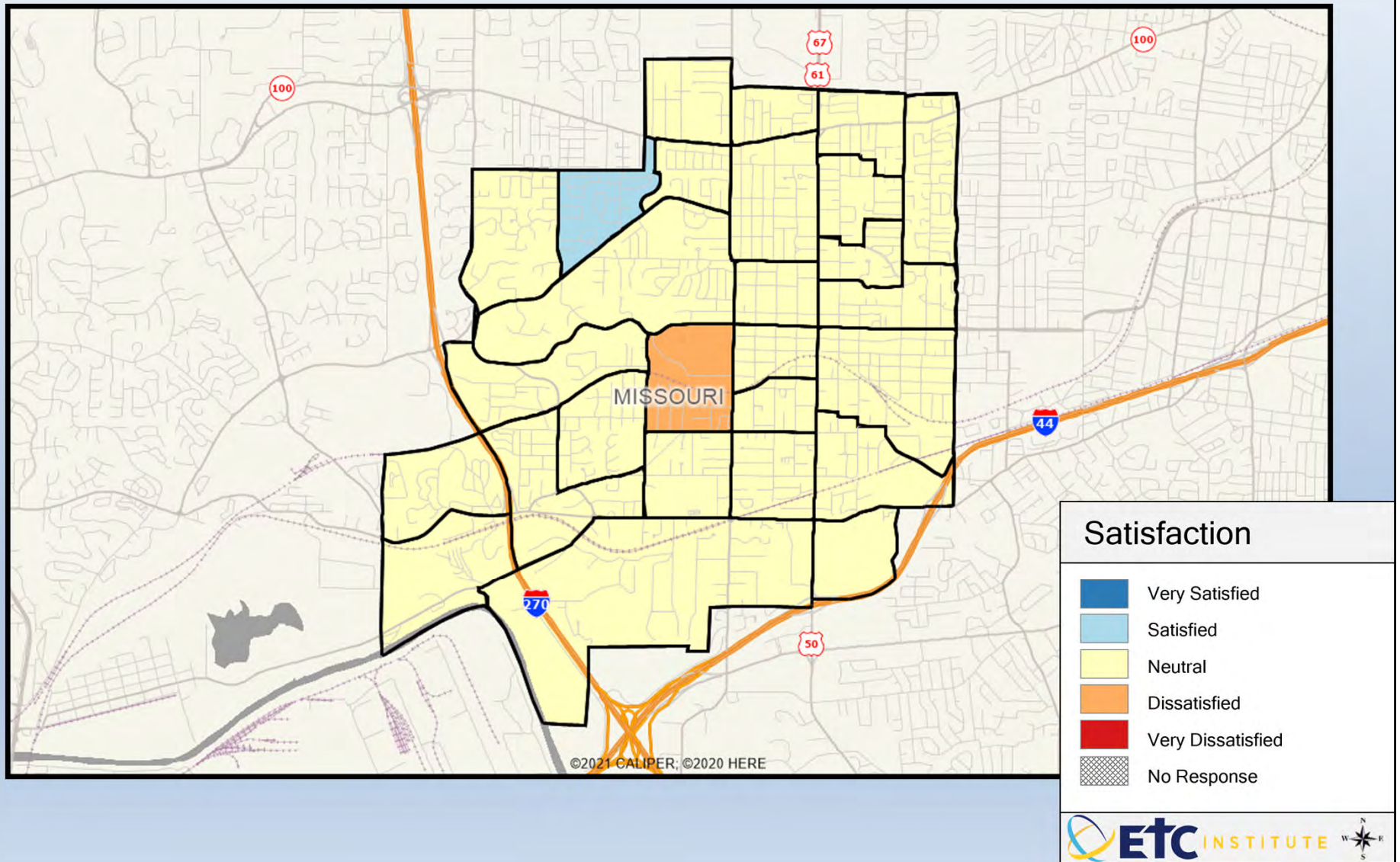




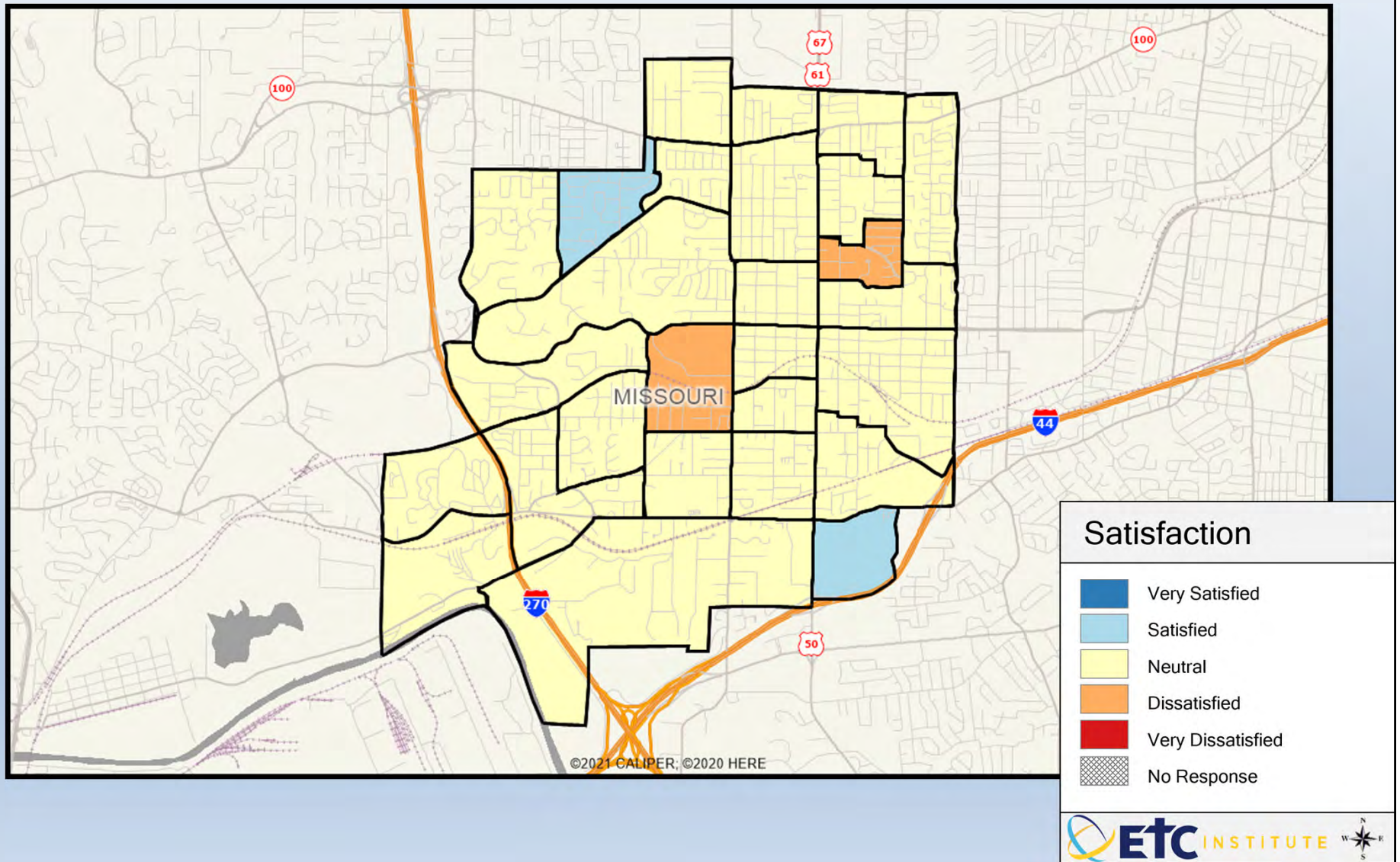
# Q3-4. How well the City is planning and managing redevelopment



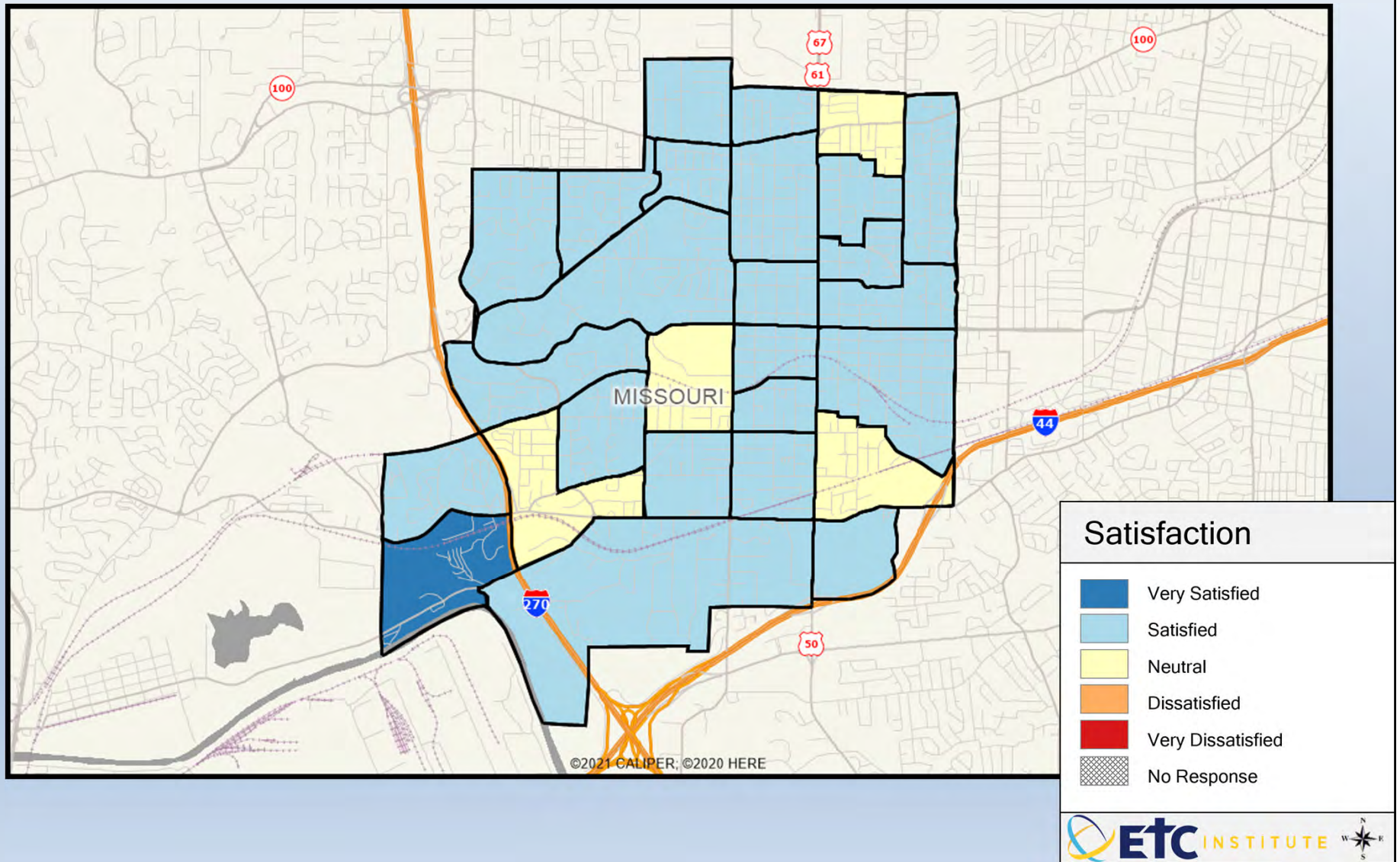
# Q3-5. City efforts to partner with organizations and citizens to address issues



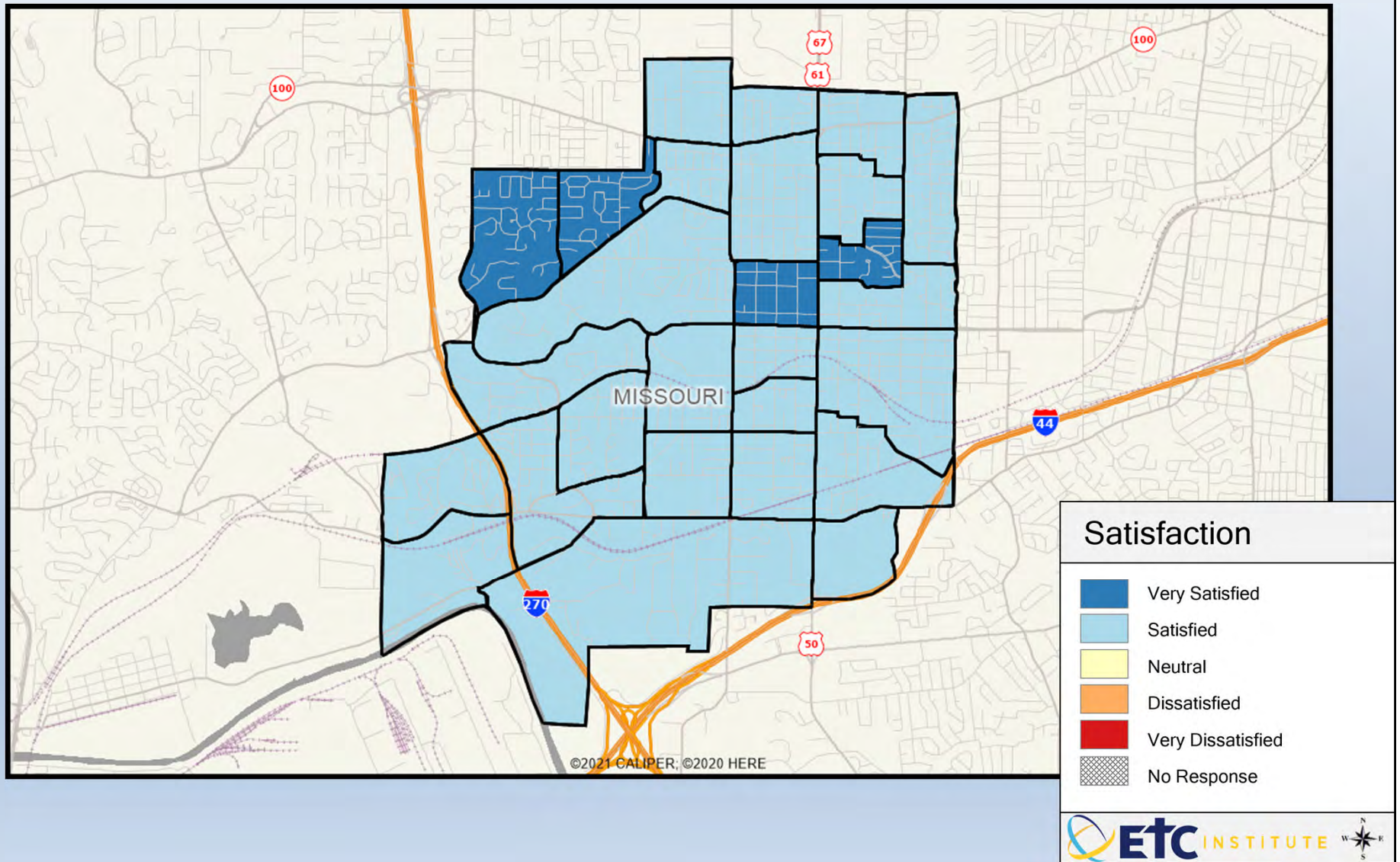
# Q3-6. Transparency and accountability of City actions



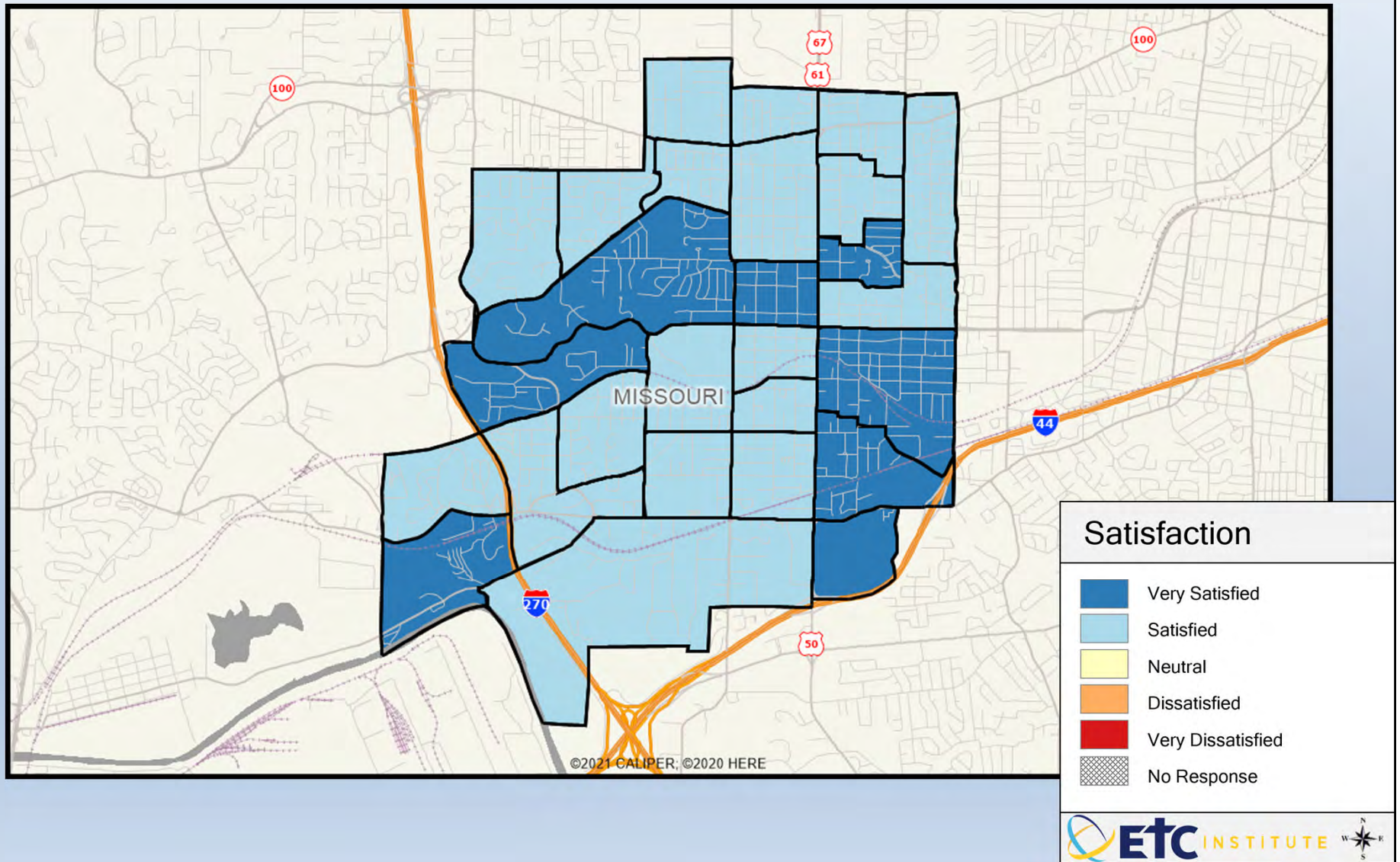
# Q3-7. Overall appearance of the City



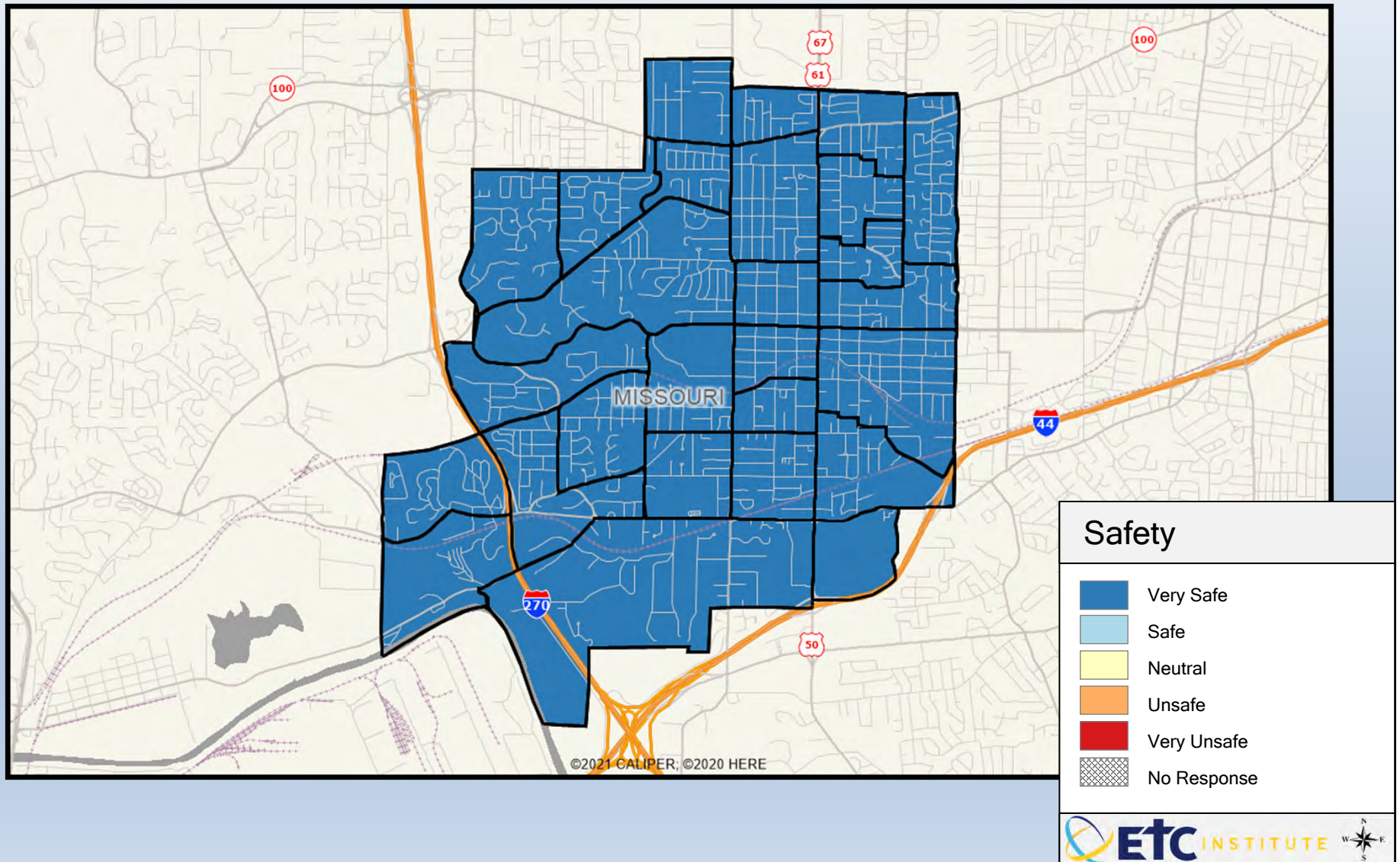
# Q3-8. Overall quality of life in the City



# Q3-9. Overall feeling of safety in the City

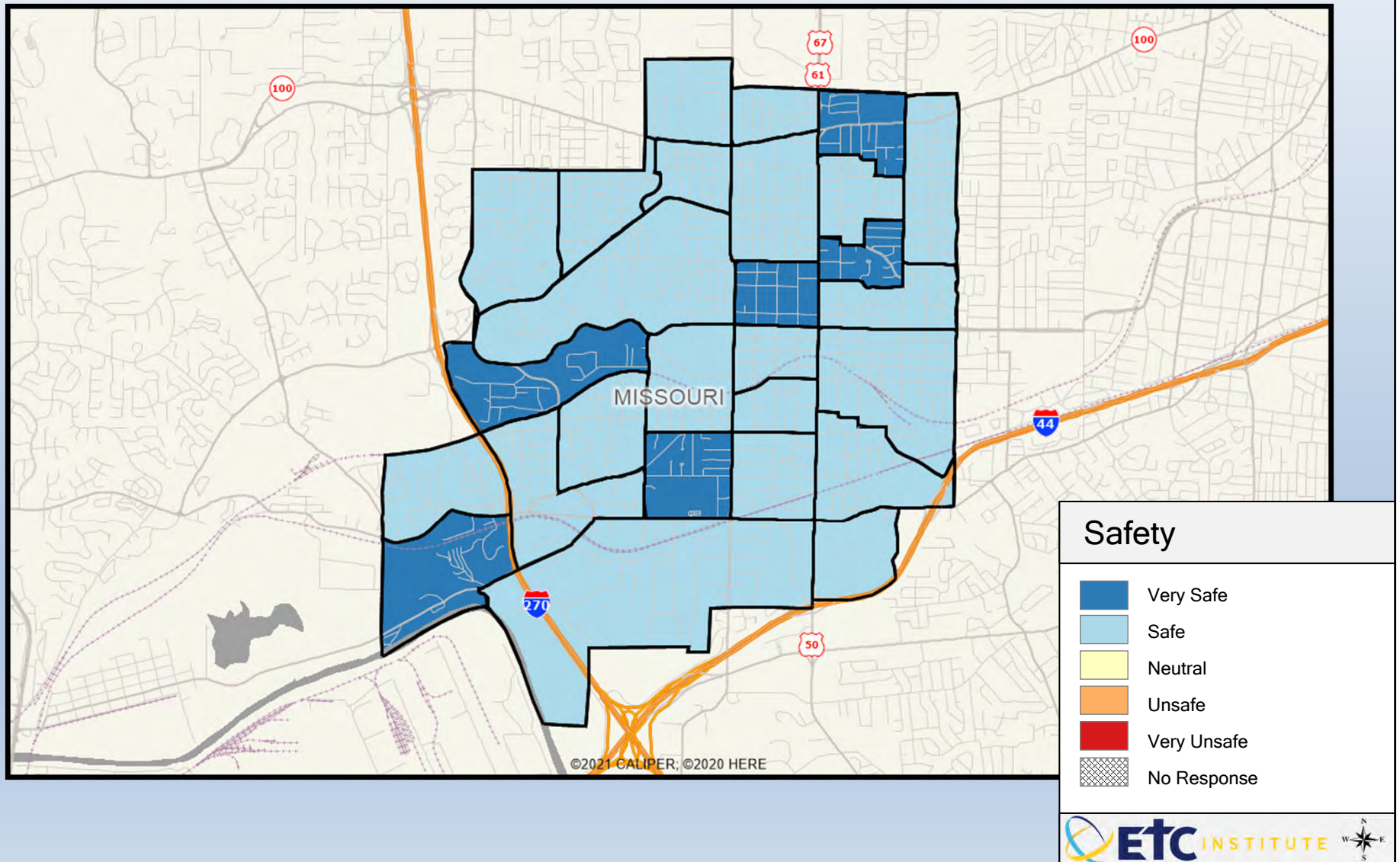


# Q4-1. Walking in your neighborhood during the day



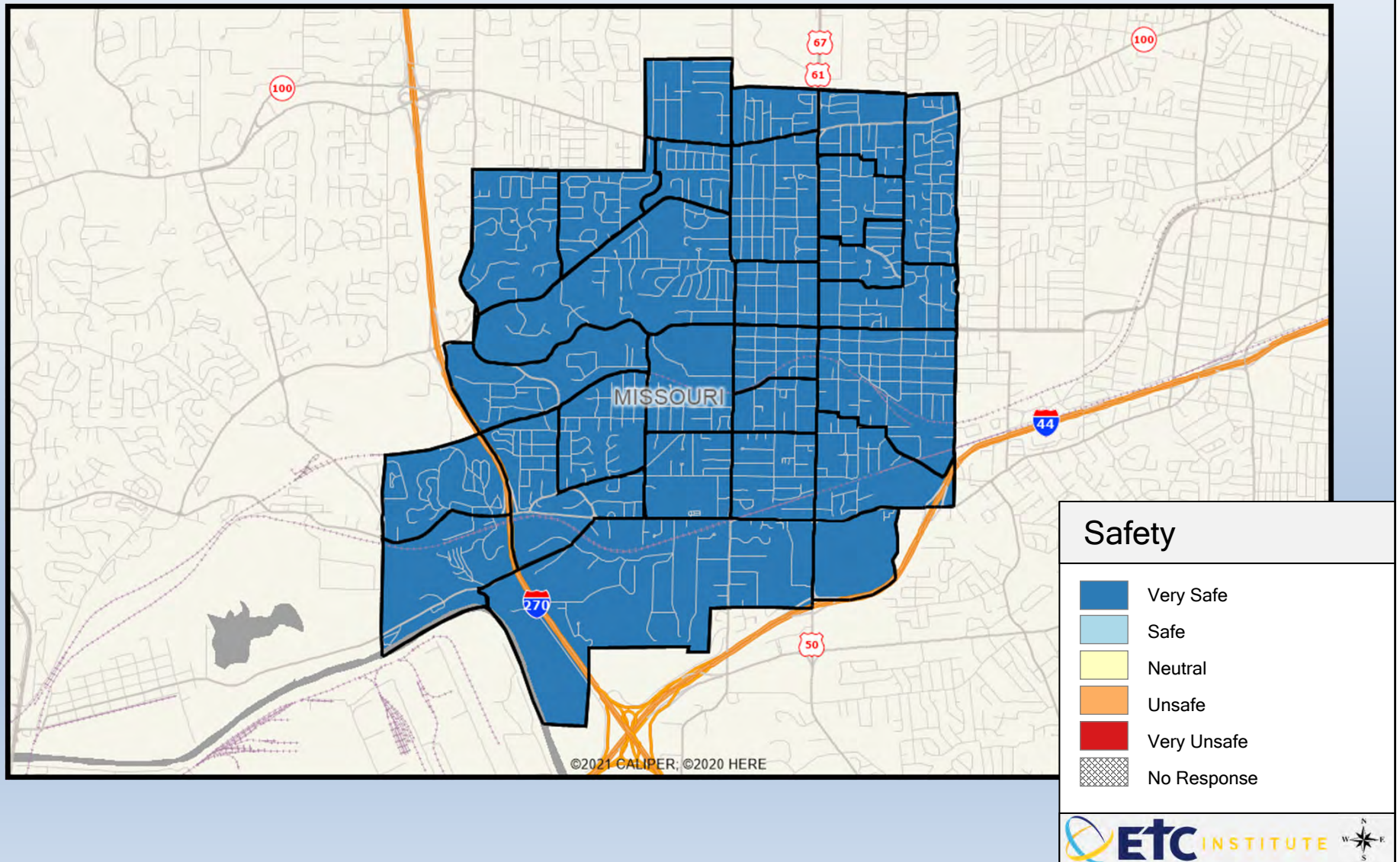
©2021 CALIPER; ©2020 HERE

# Q4-2. Walking in your neighborhood at night

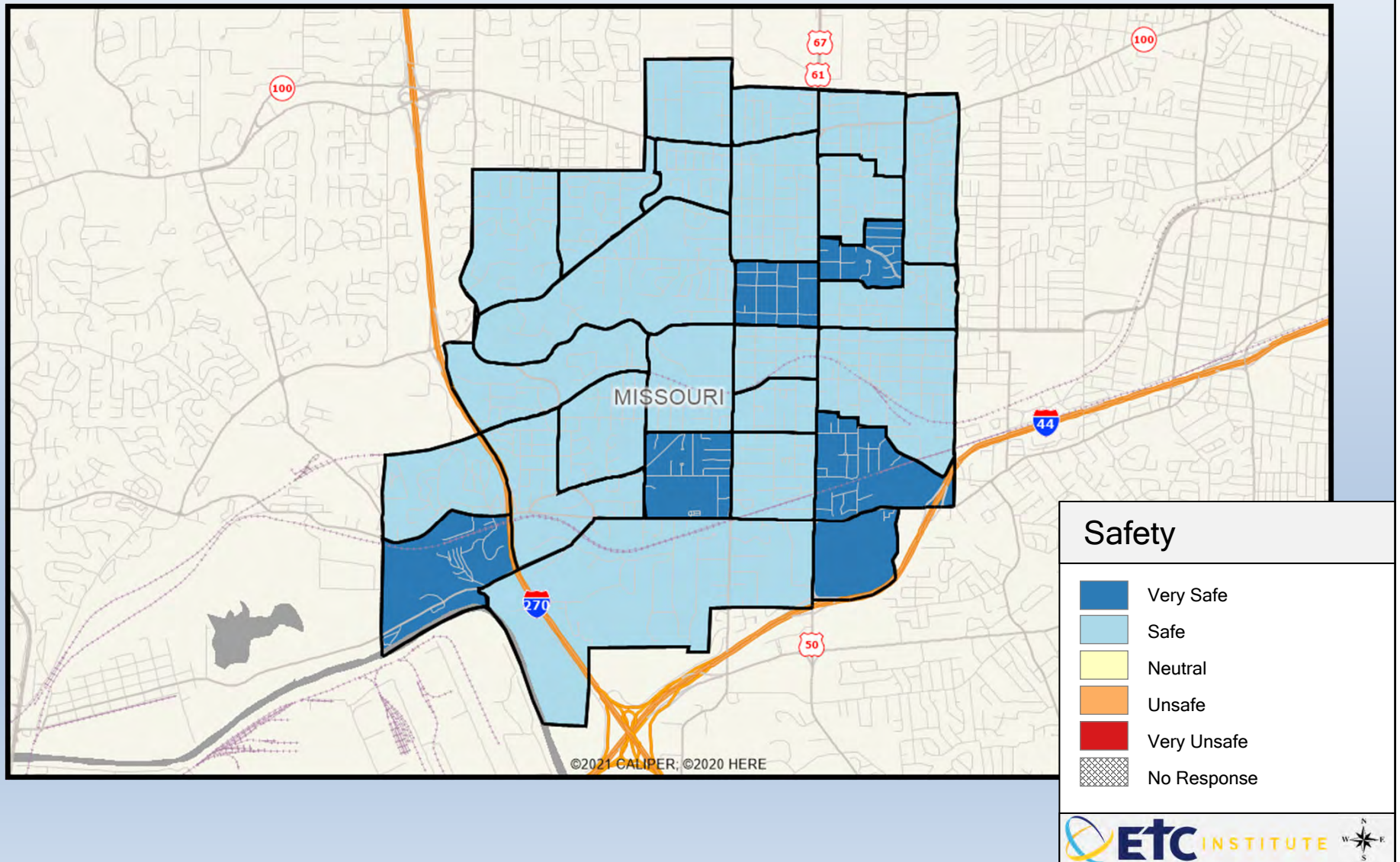




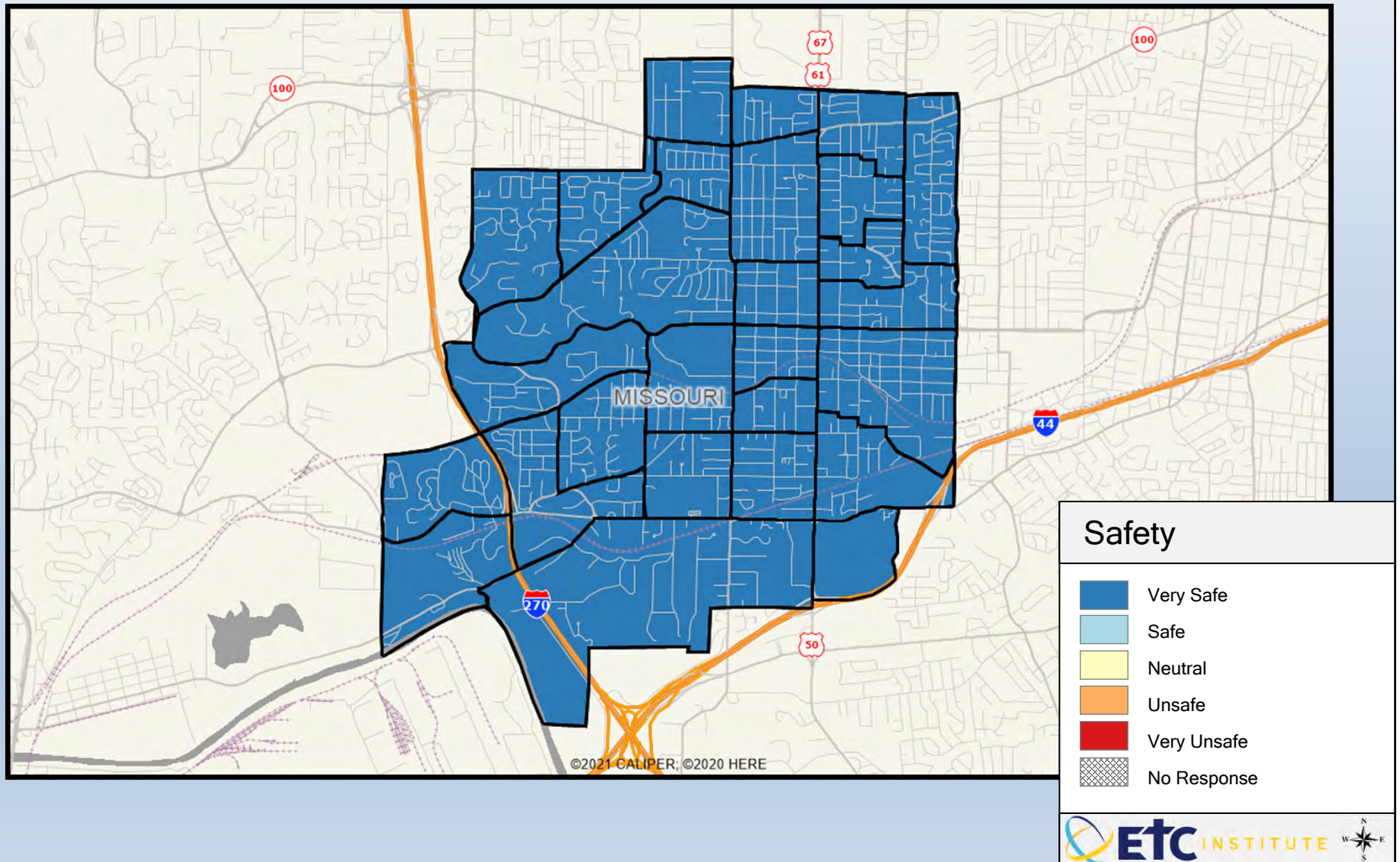
# Q4-3. In downtown Kirkwood during the day



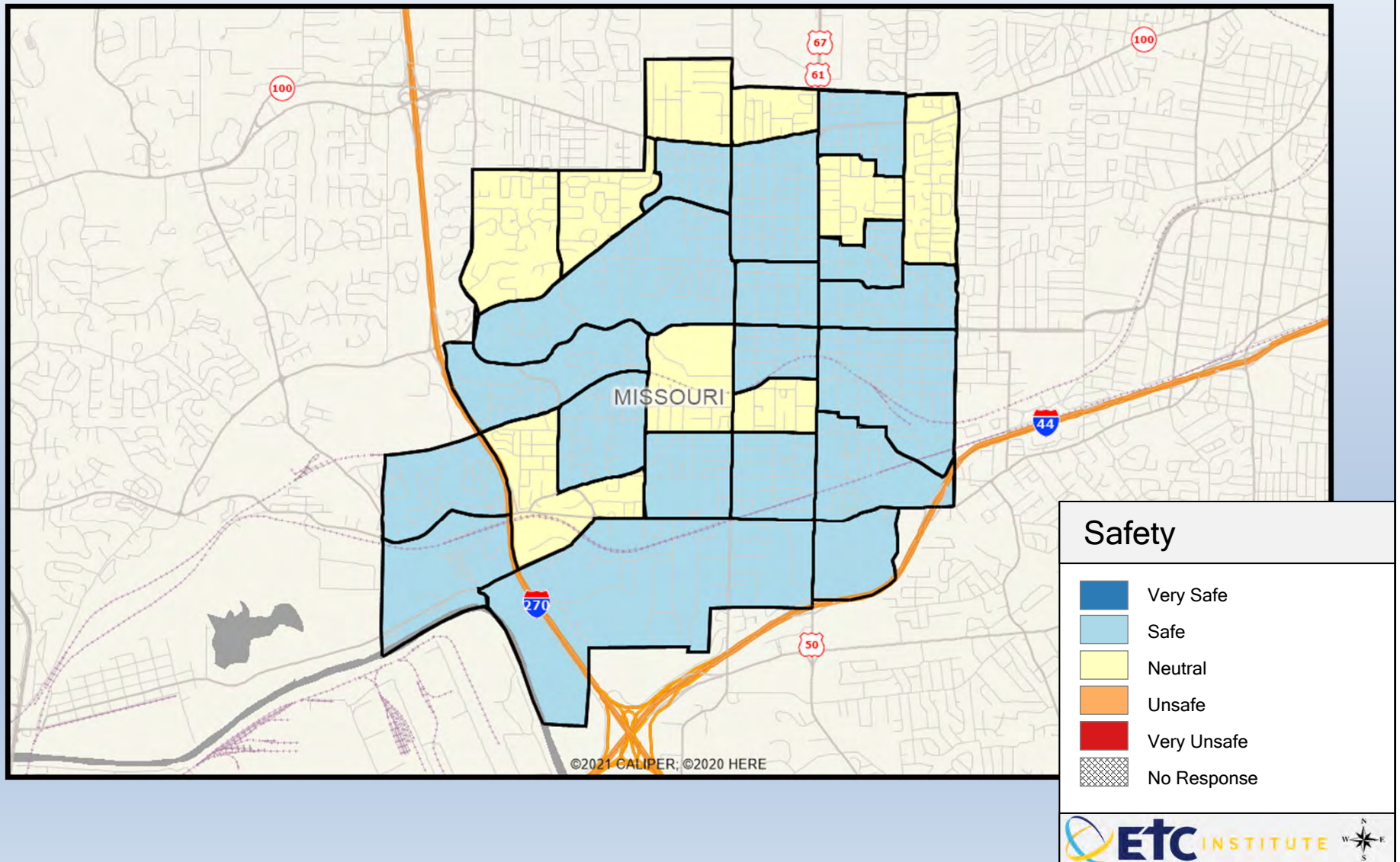
# Q4-4. In downtown Kirkwood at night



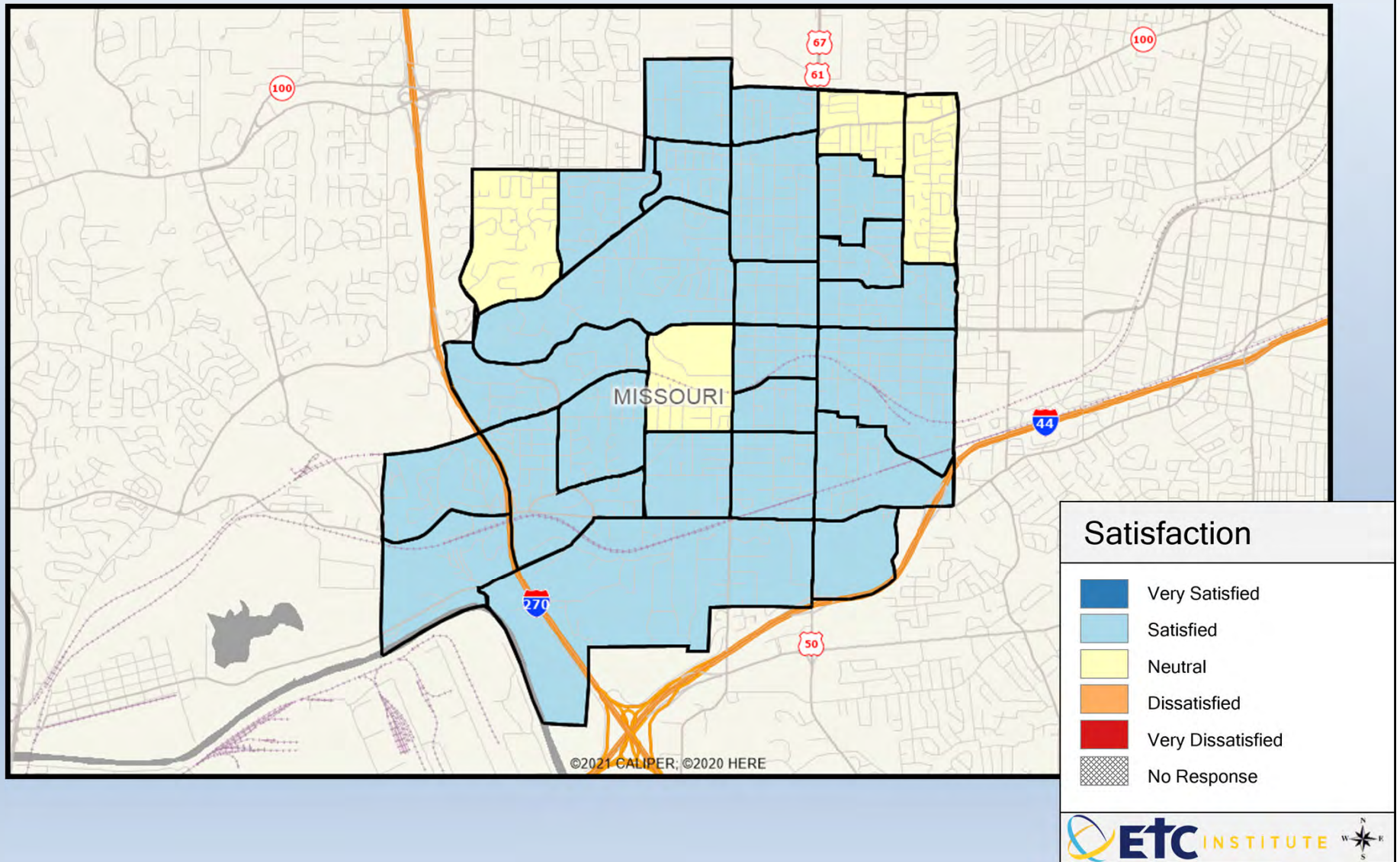
# Q4-5. In City parks during the day



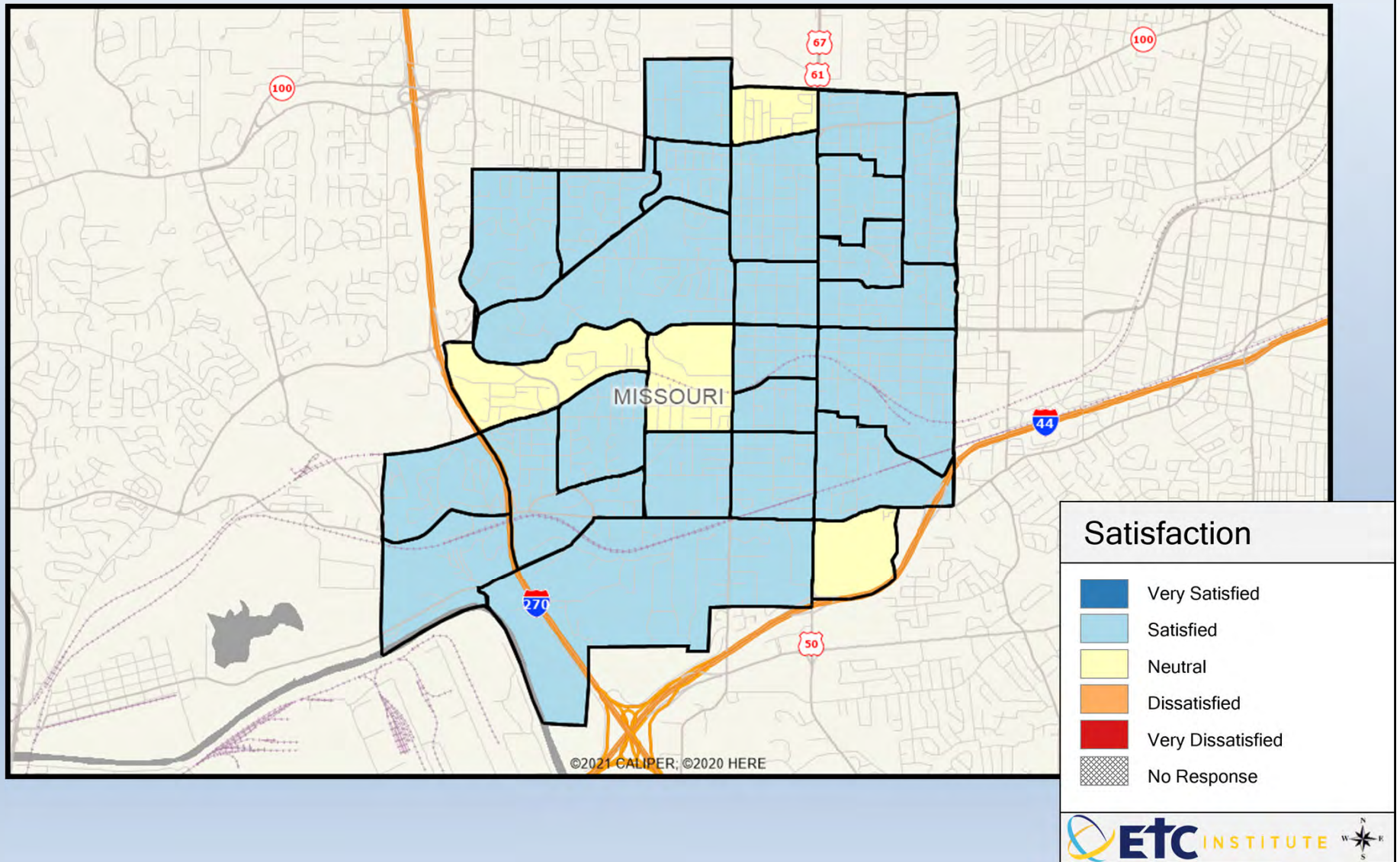
# Q4-6. In City parks at night



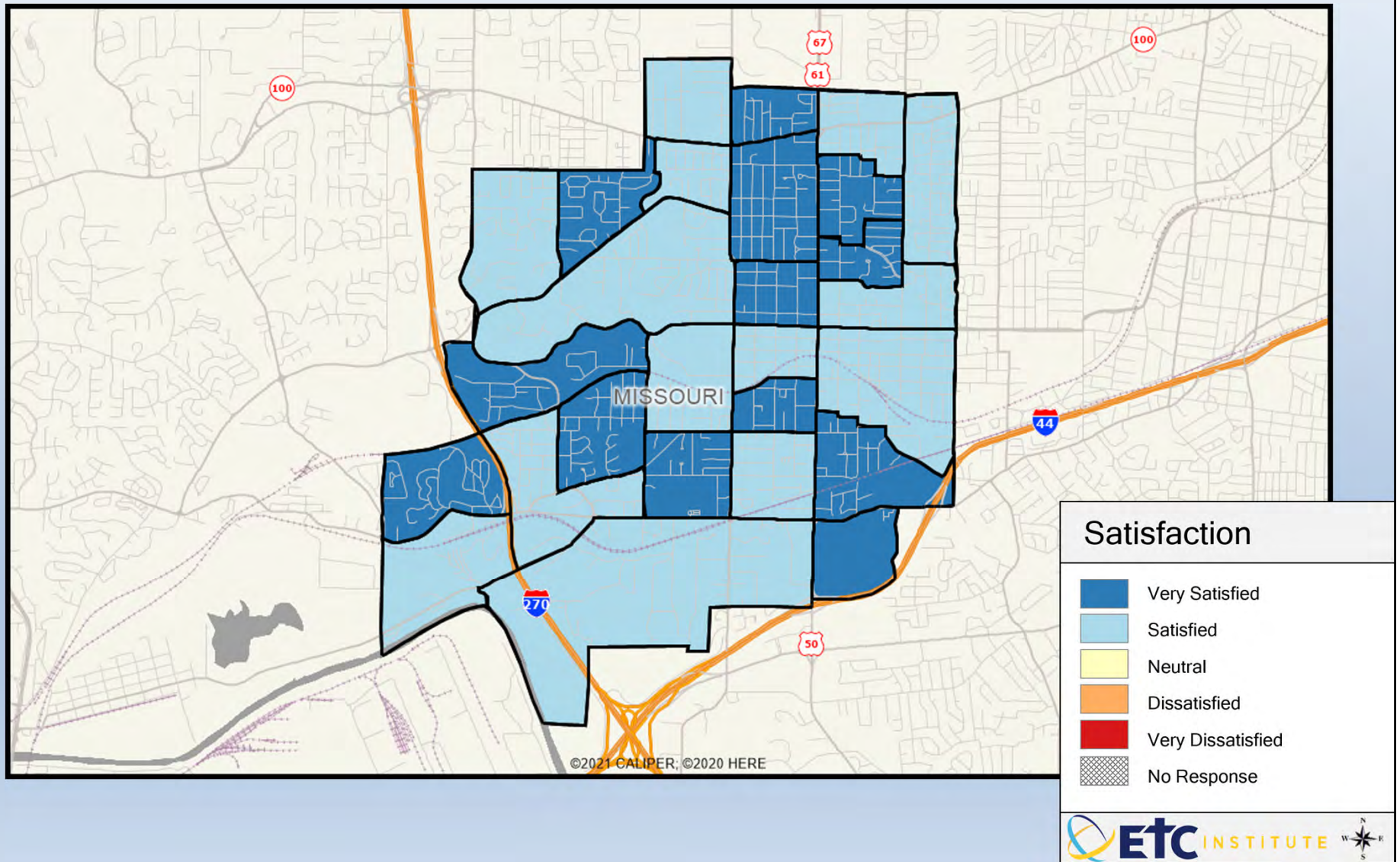
# Q5-1. The visibility of police in neighborhoods



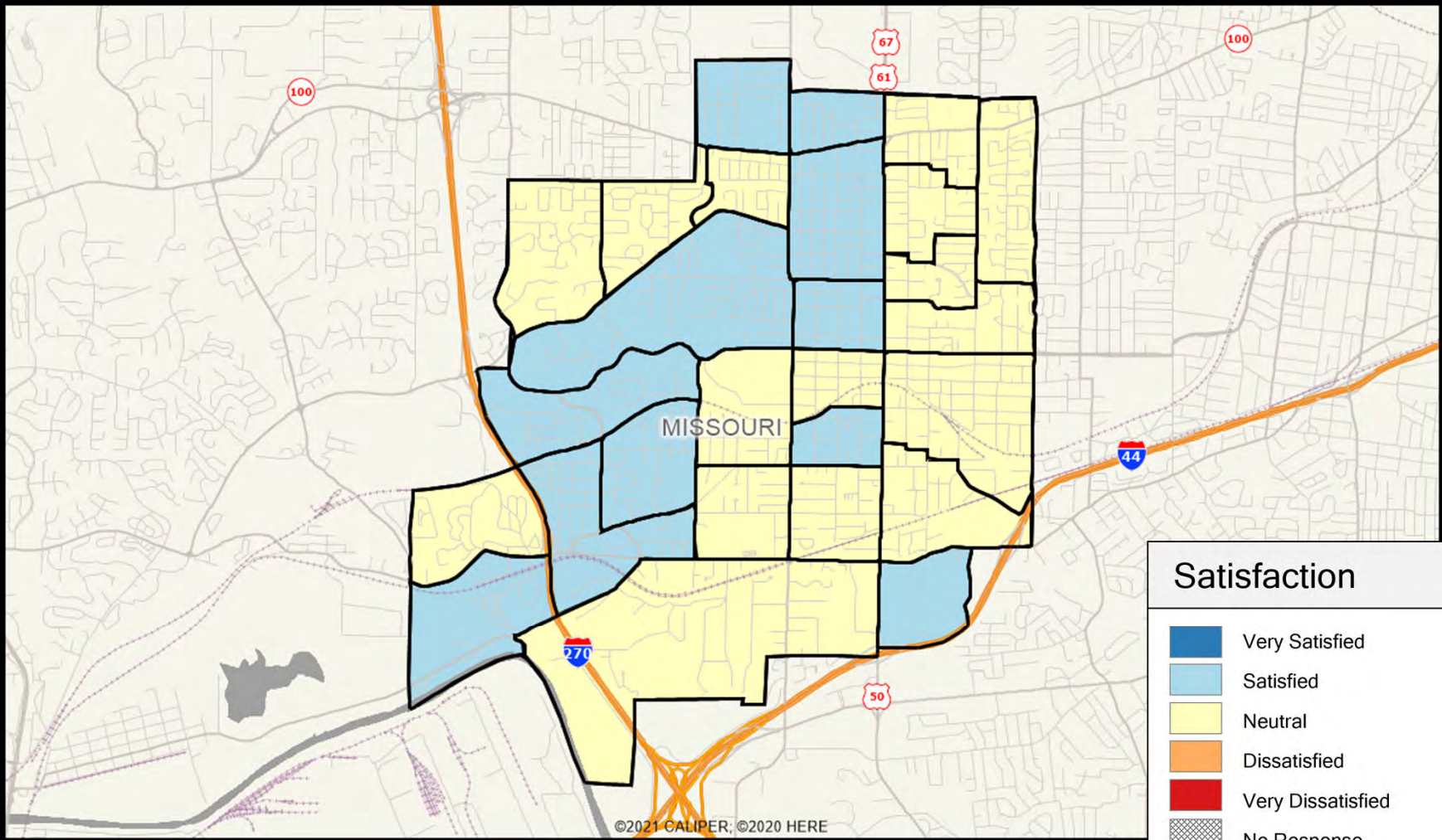
# Q5-2. The visibility of police in retail areas



# Q5-3. How quickly police respond to emergencies



# Q5-4. Enforcement of local traffic laws

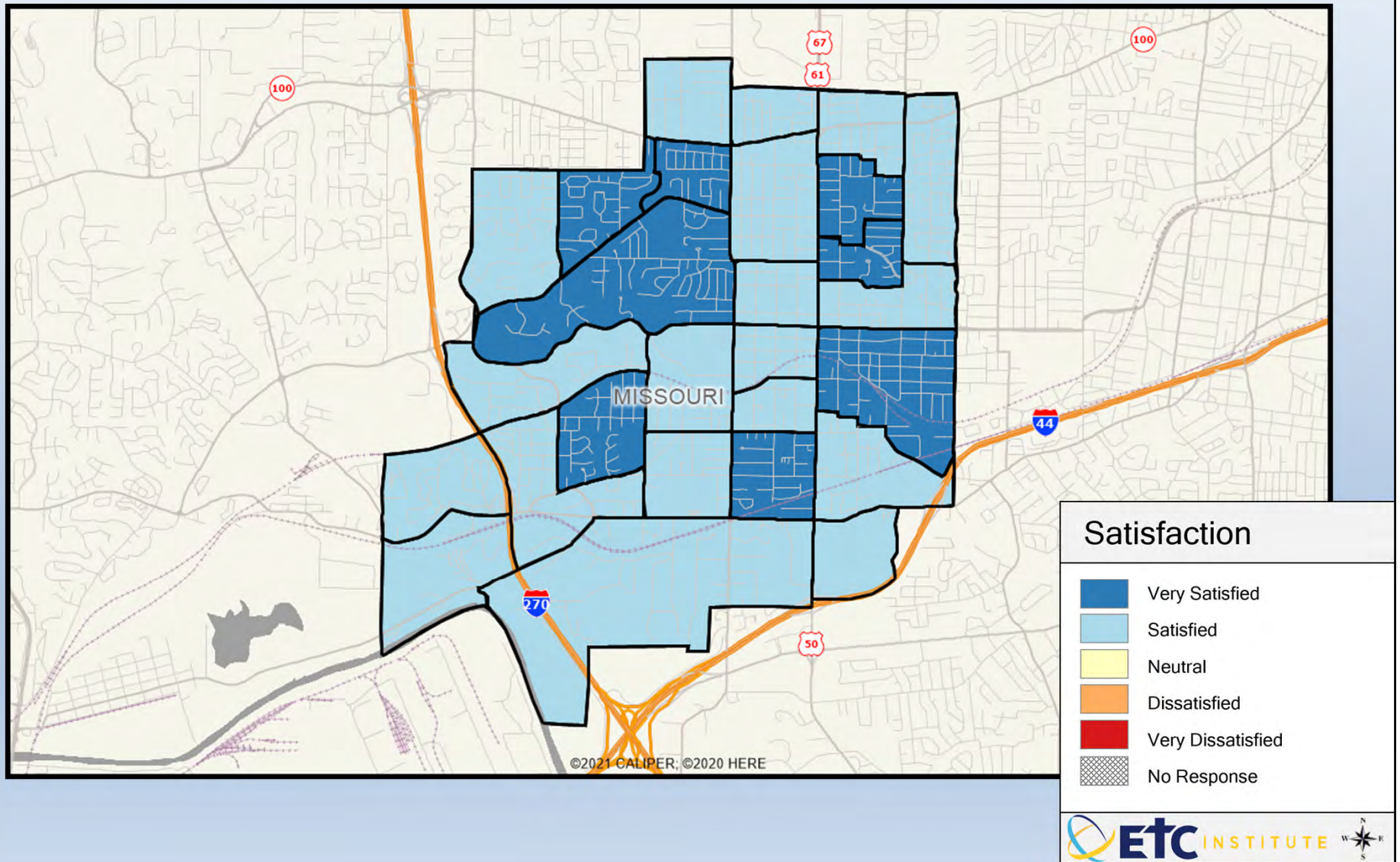


**Satisfaction**

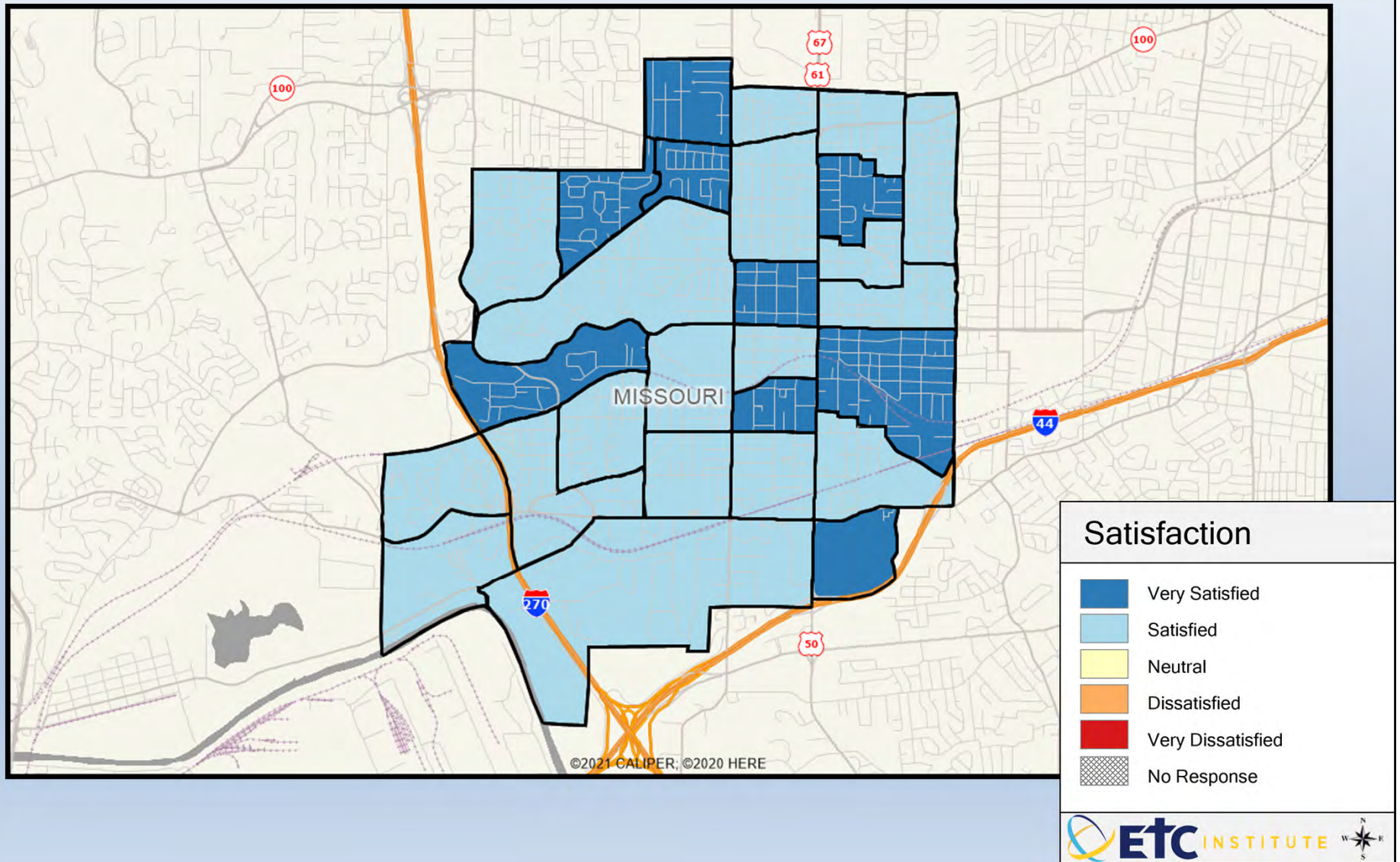
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response



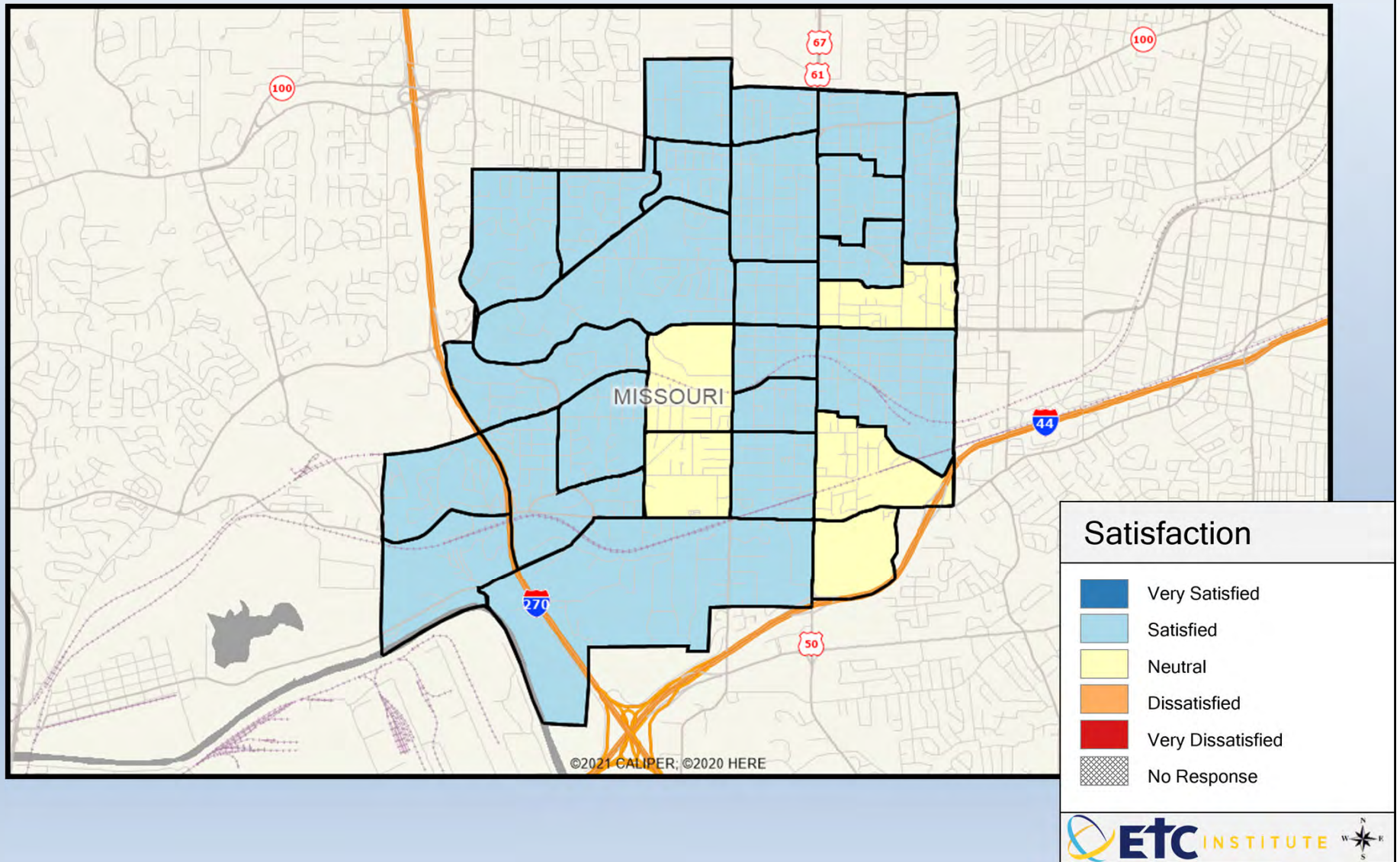
# Q5-5. Overall attitude and behavior of police department personnel toward citizens



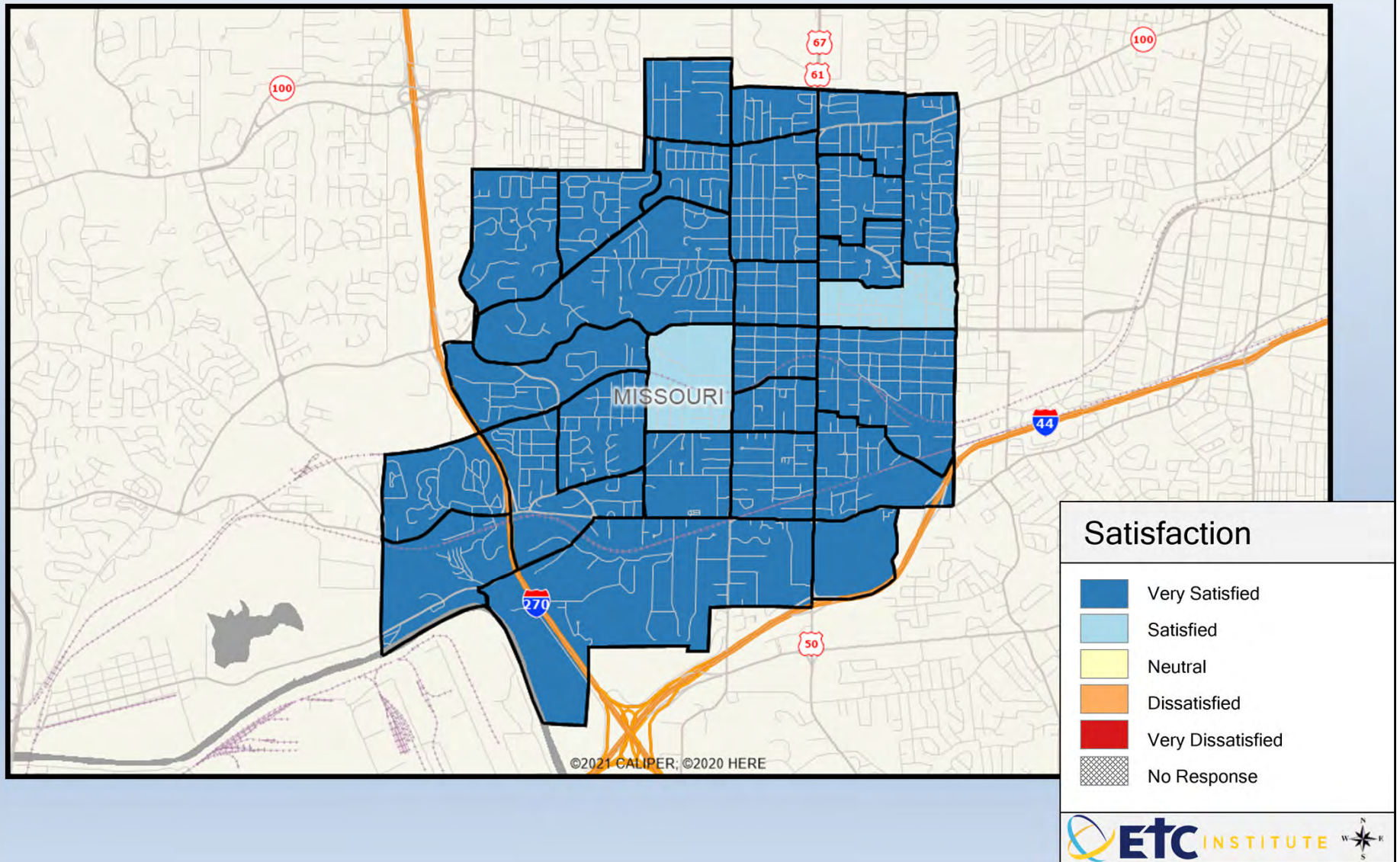
# Q5-6. Overall quality of local police protection



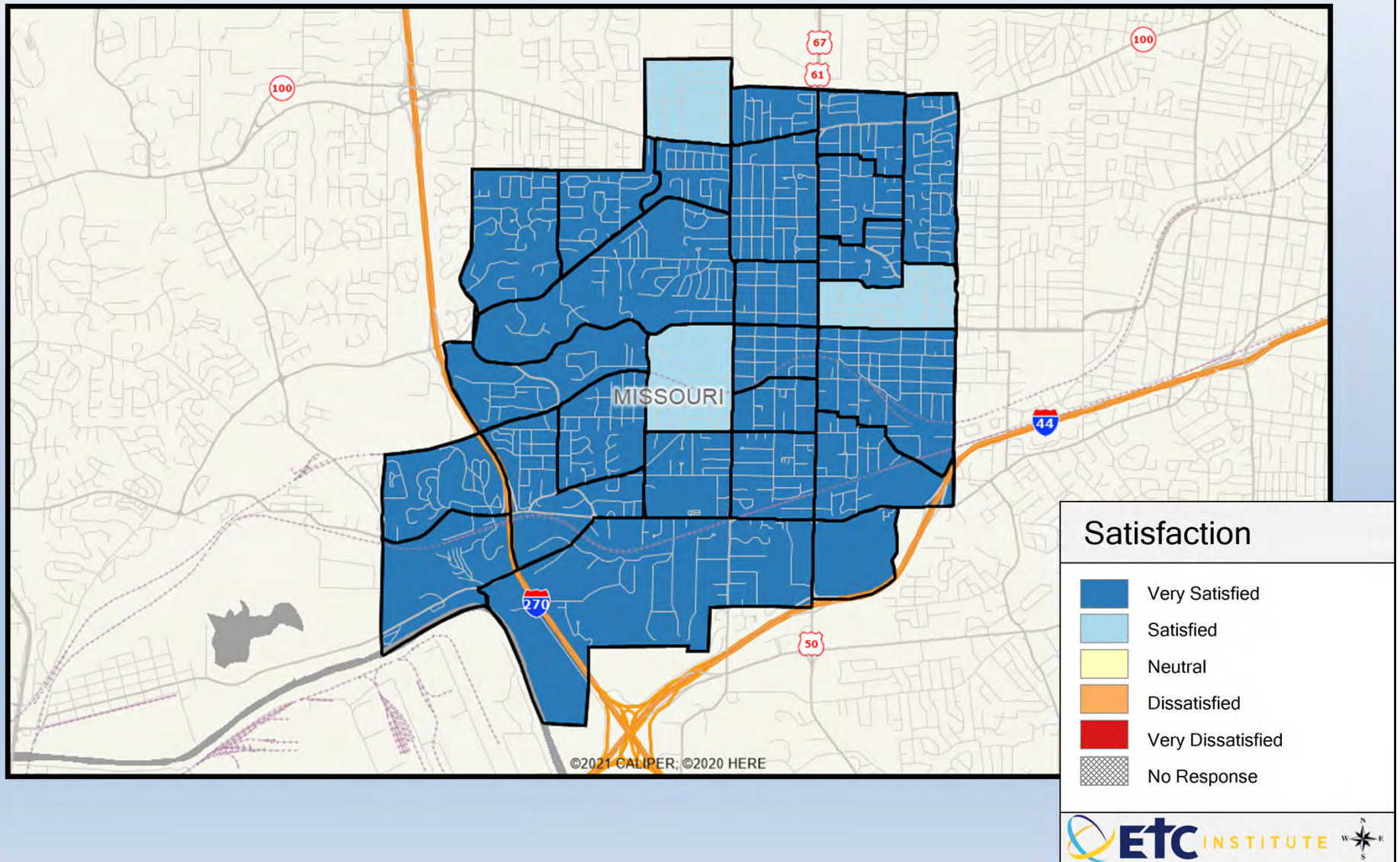
# Q5-7. Overall quality of the City's municipal court



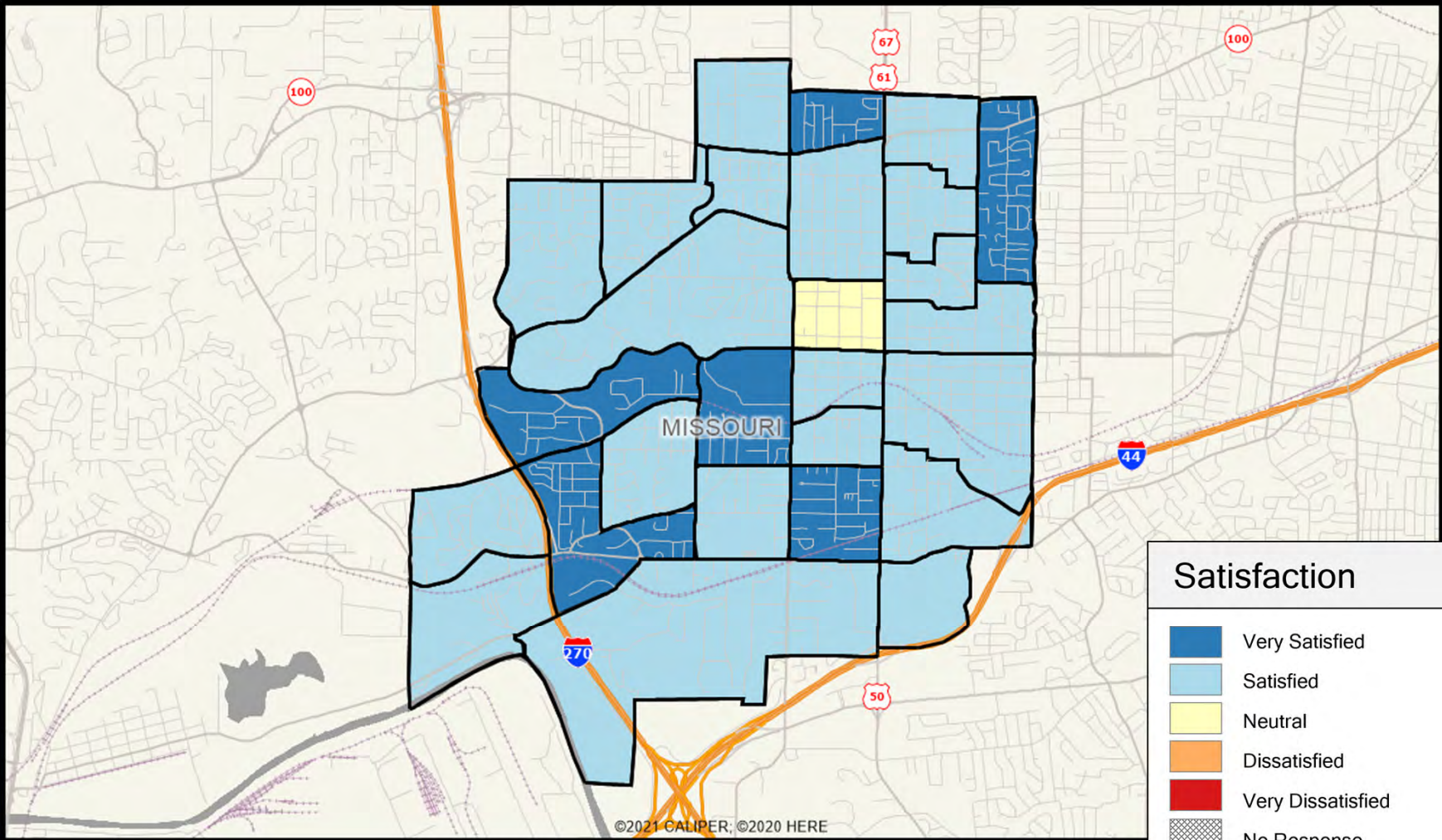
# Q5-8. How quickly fire and emergency medical services personnel respond to emergencies



# Q5-9. Overall quality of local fire protection and emergency medical services



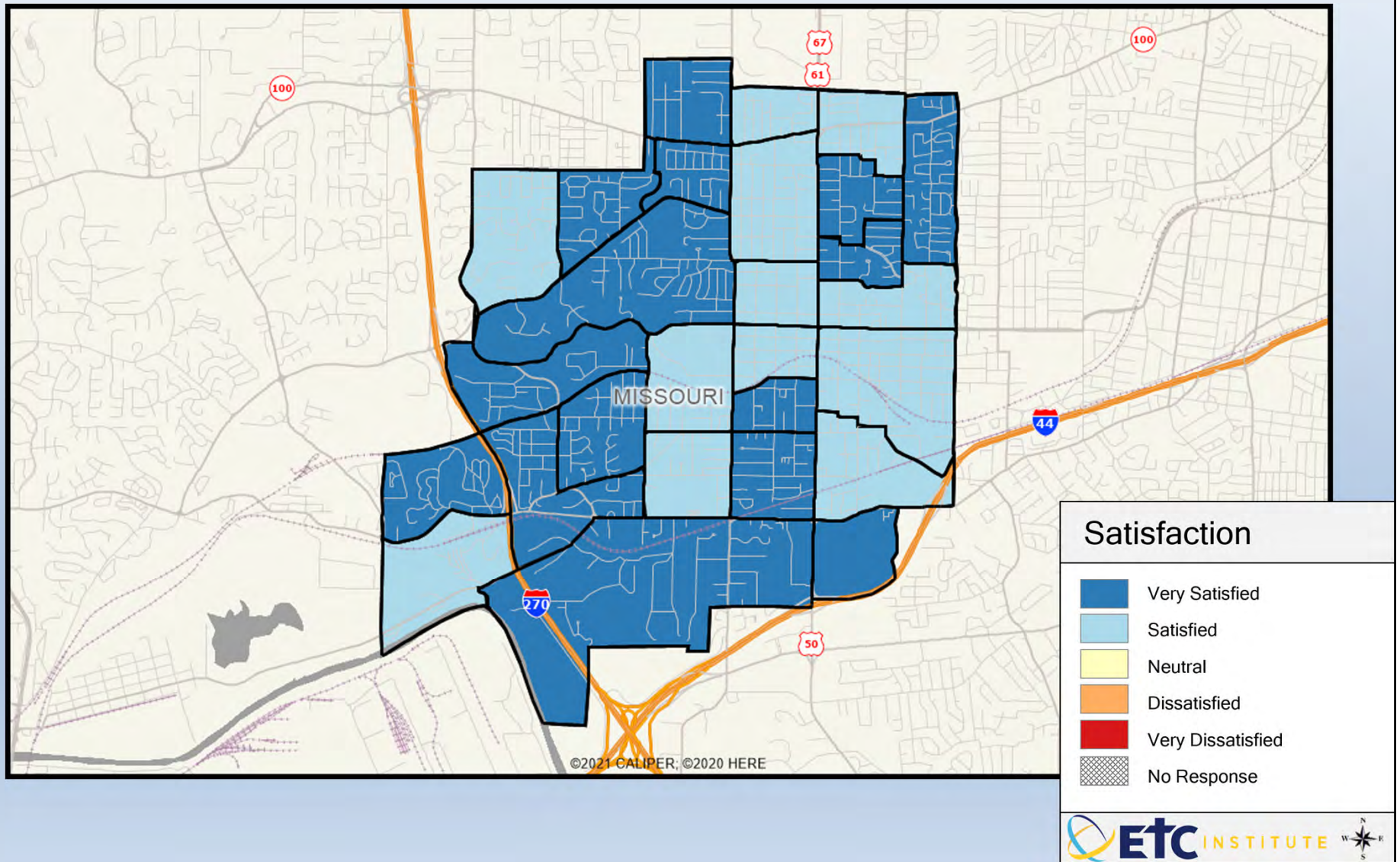
# Q7-1. Water pressure on a typical day



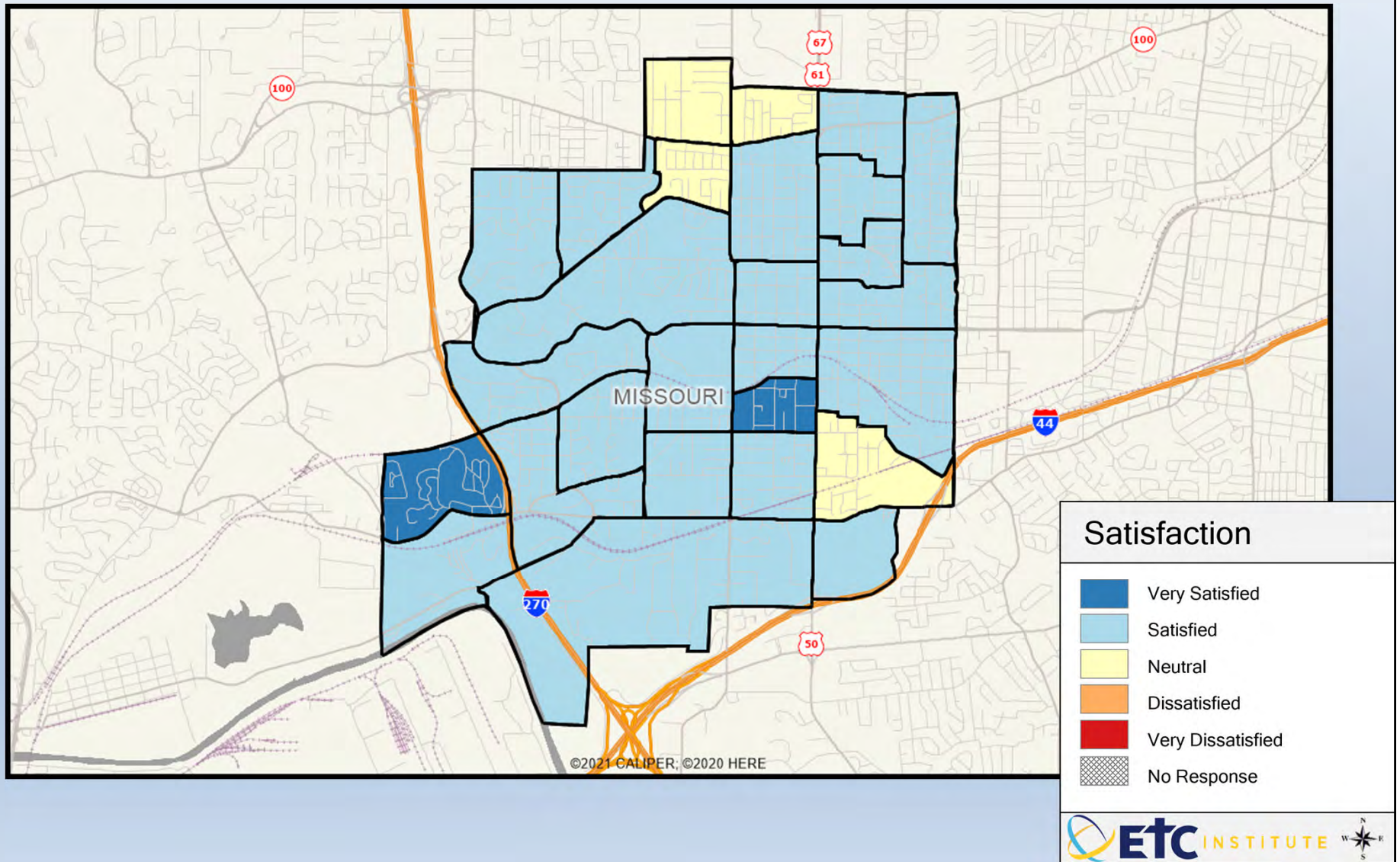
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

# Q7-2. Overall quality of your tap water

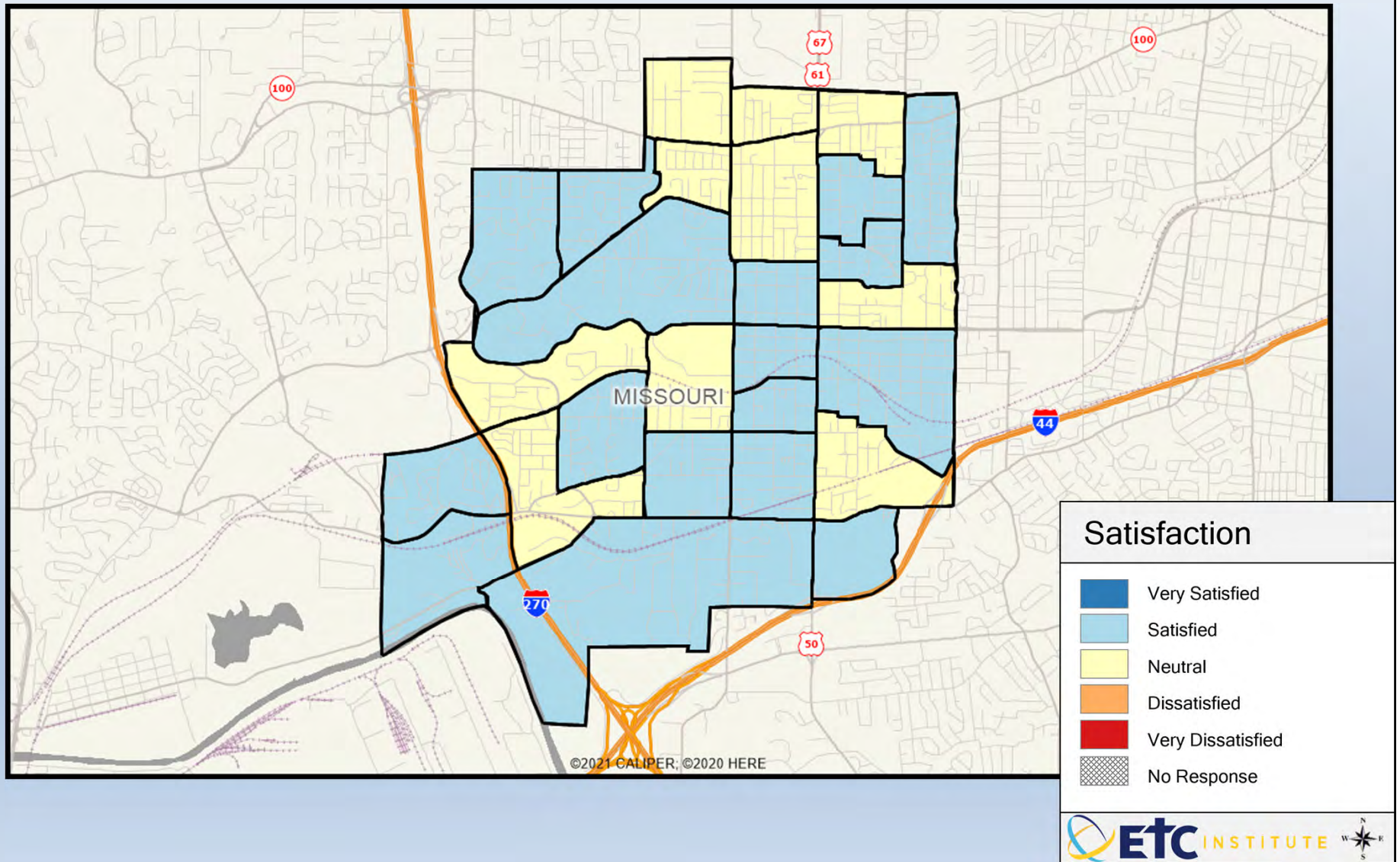


# Q7-3. How well the City keeps you informed about disruptions to your water service

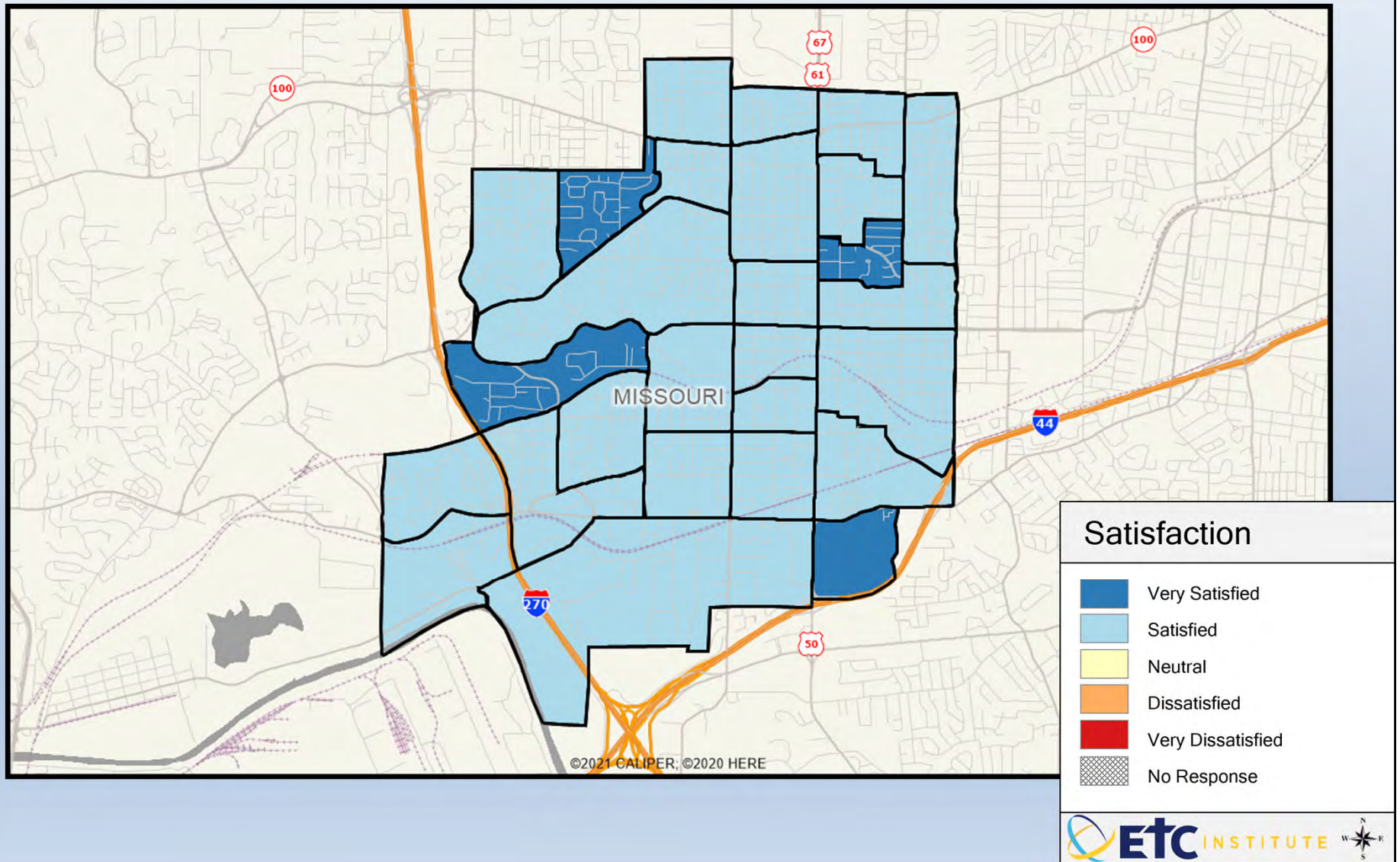




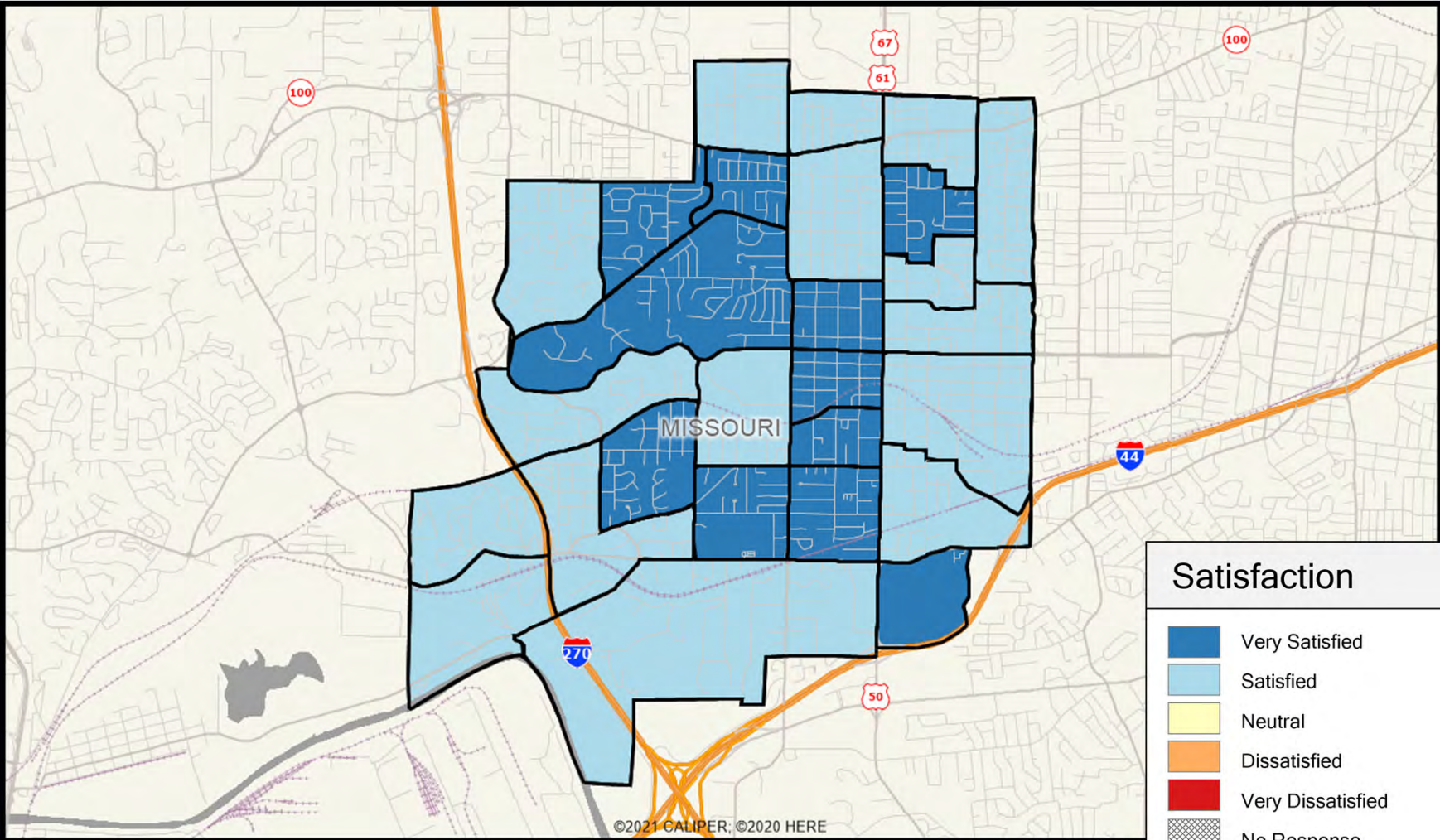
# Q7-4. What you are charged for water



# Q7-5. Overall quality of your water service



# Q9-1. Quality of residential trash collection services

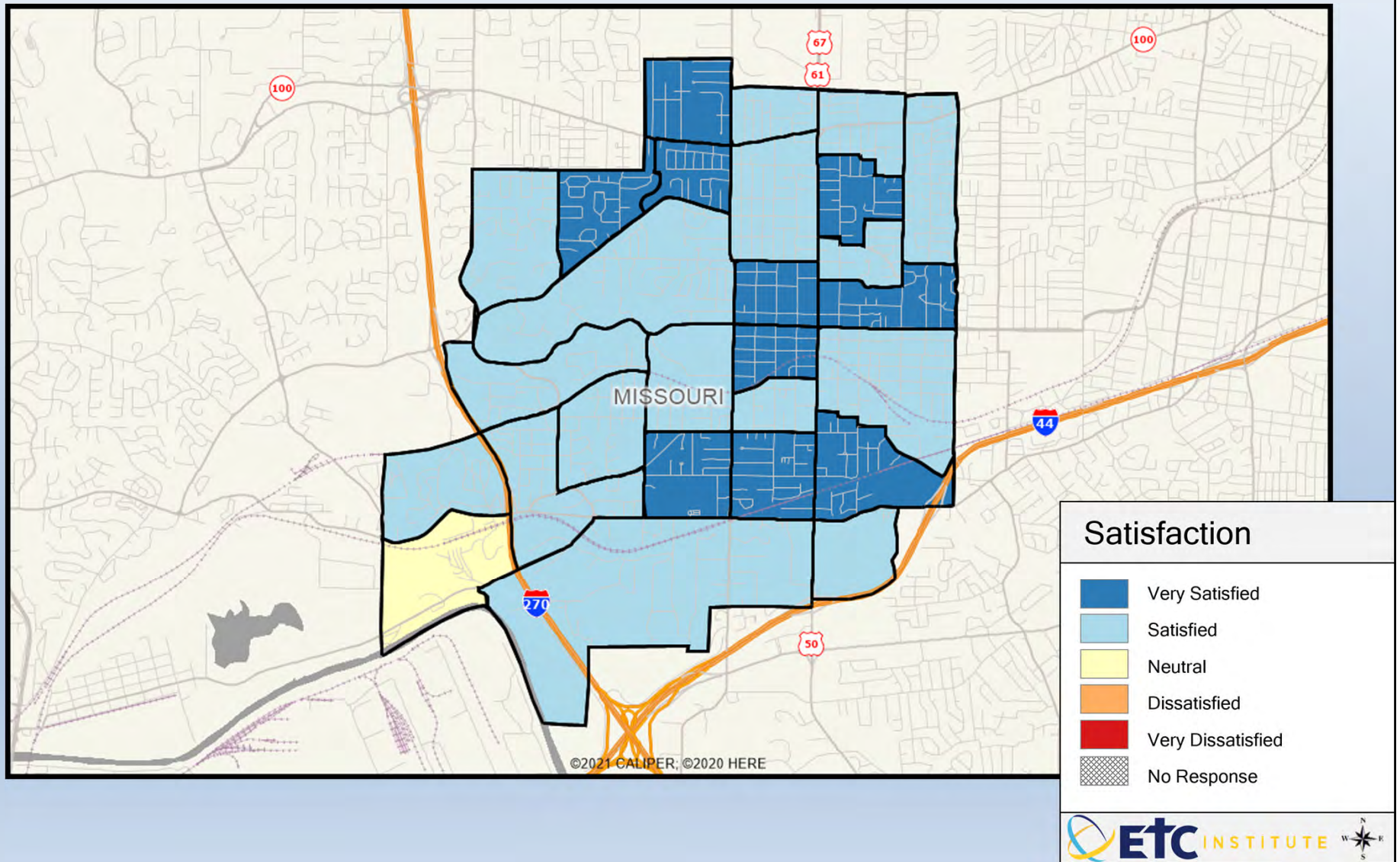


**Satisfaction**

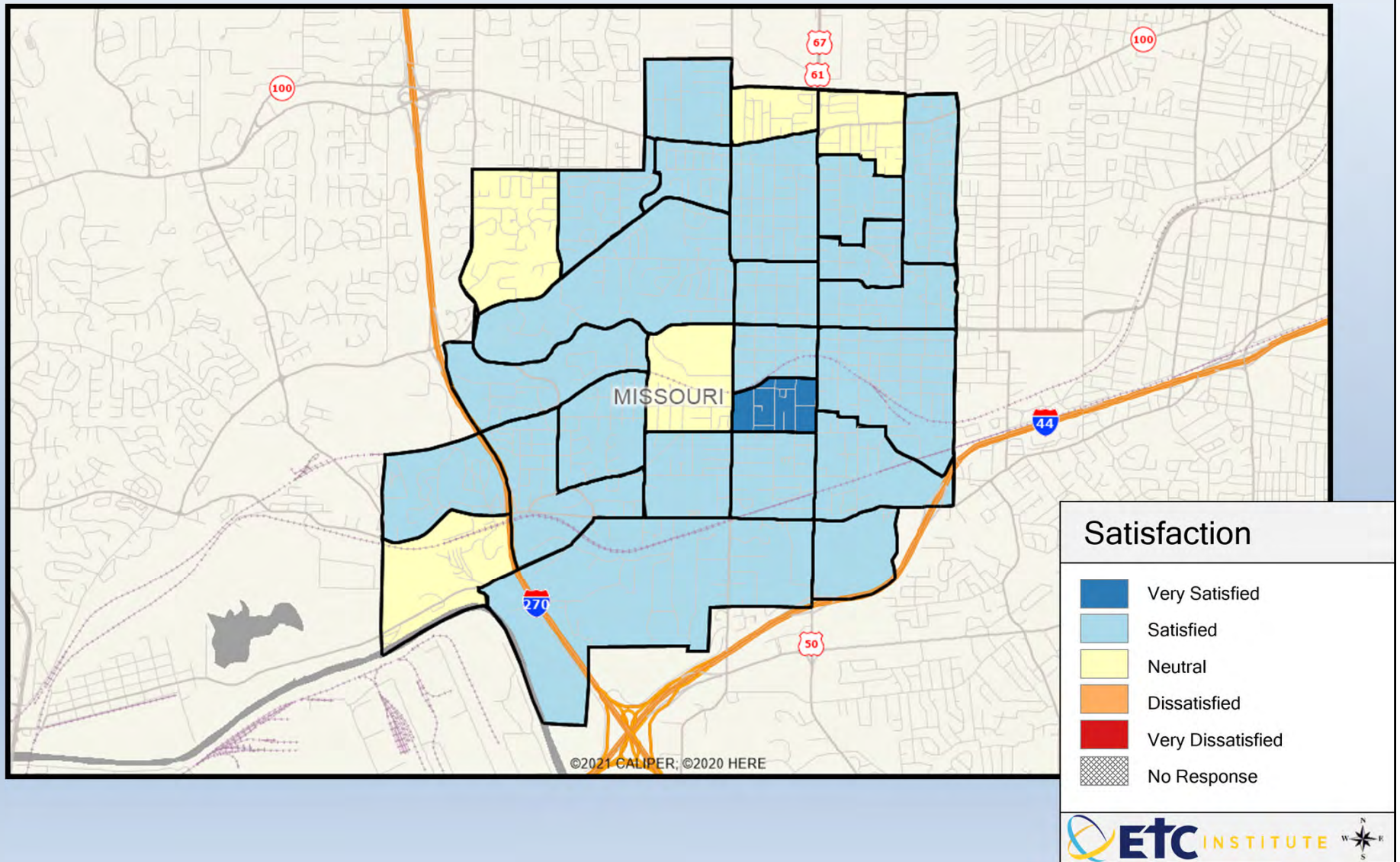
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

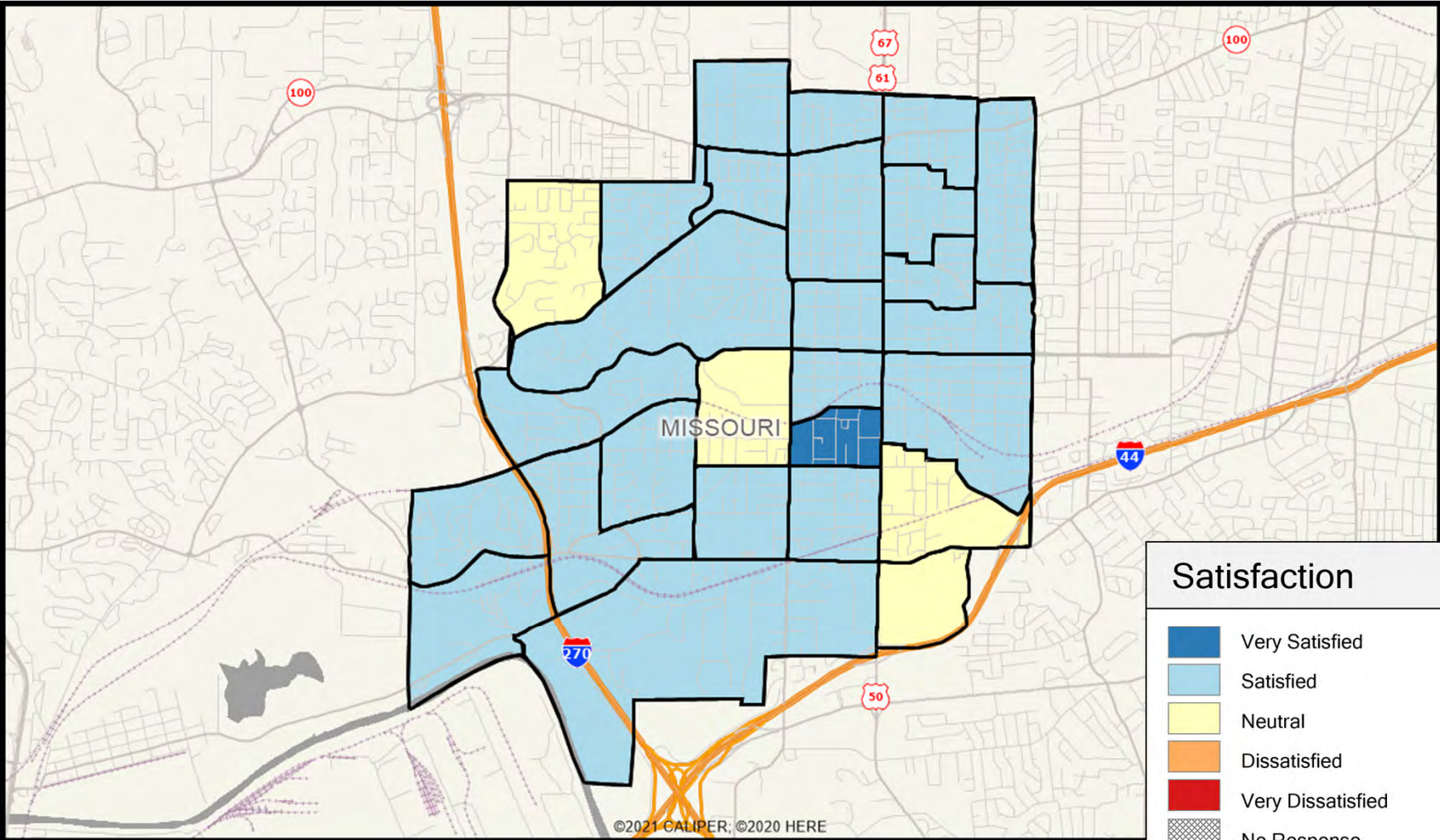
# Q9-2. Quality of recycling collection services



# Q9-3. Value received for cost of trash and recycling collection services



# Q9-4. Quality of yard waste collection services

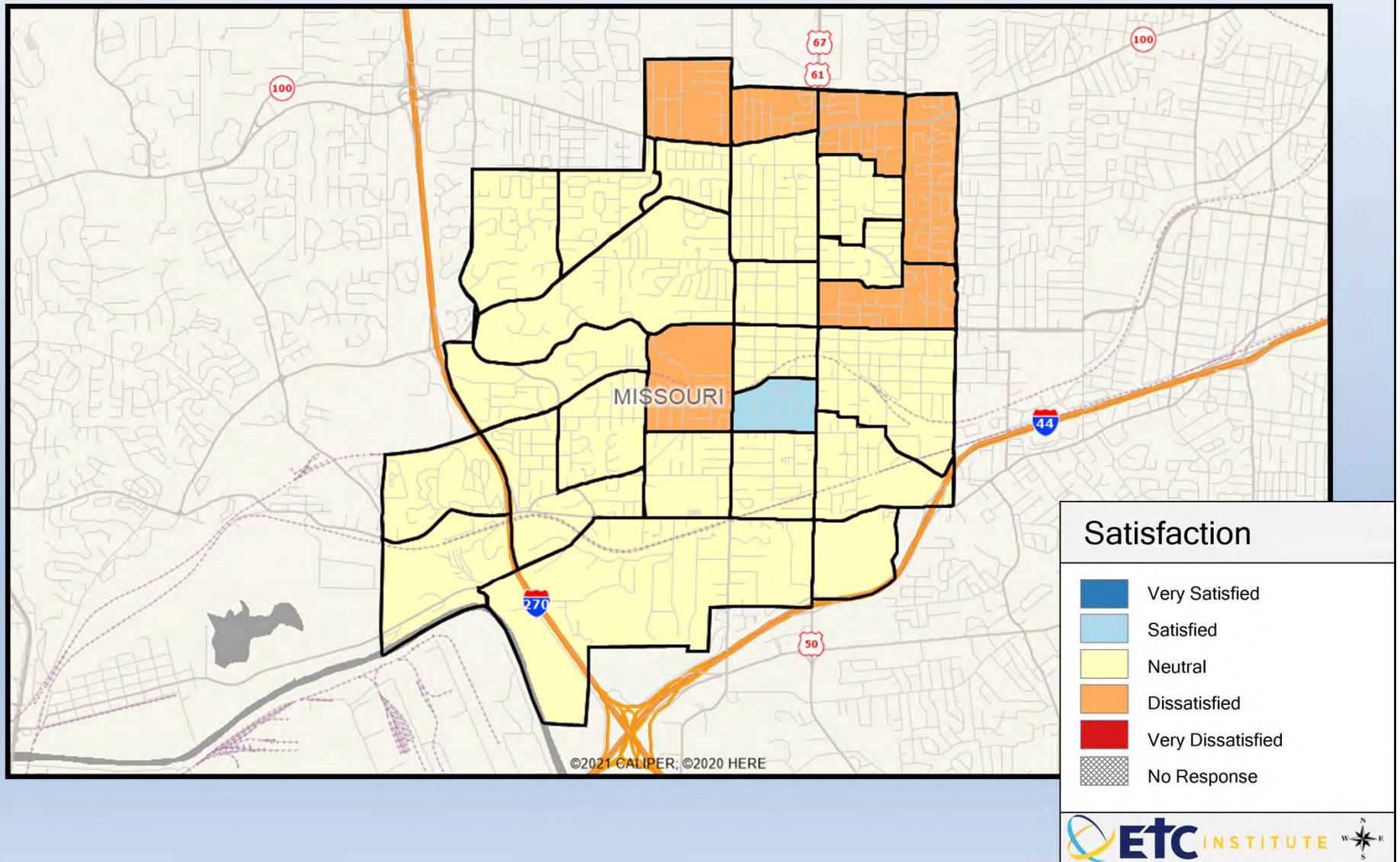


**Satisfaction**

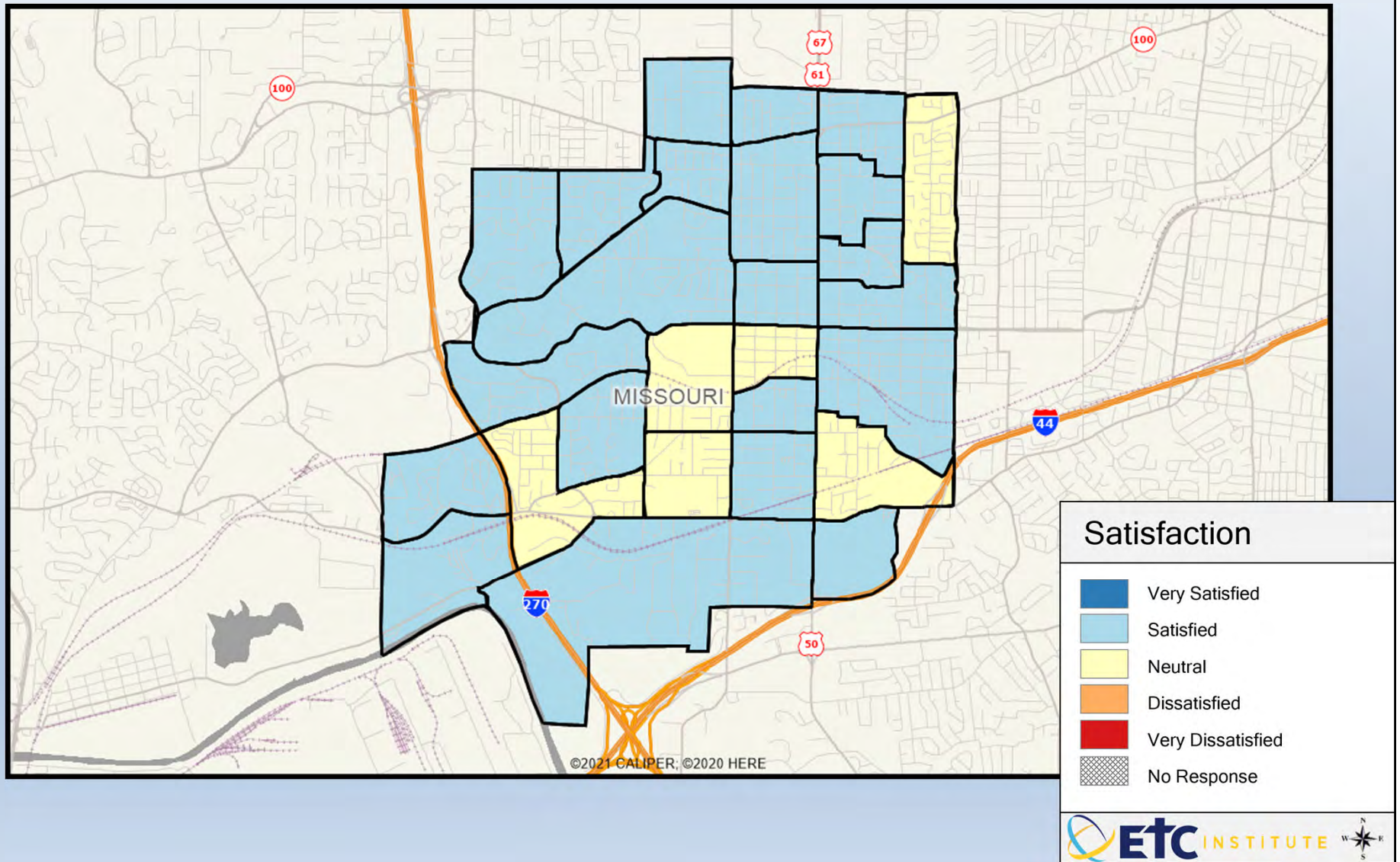
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

ETC INSTITUTE

# Q9-5. Value received for cost of yard waste bags and stickers

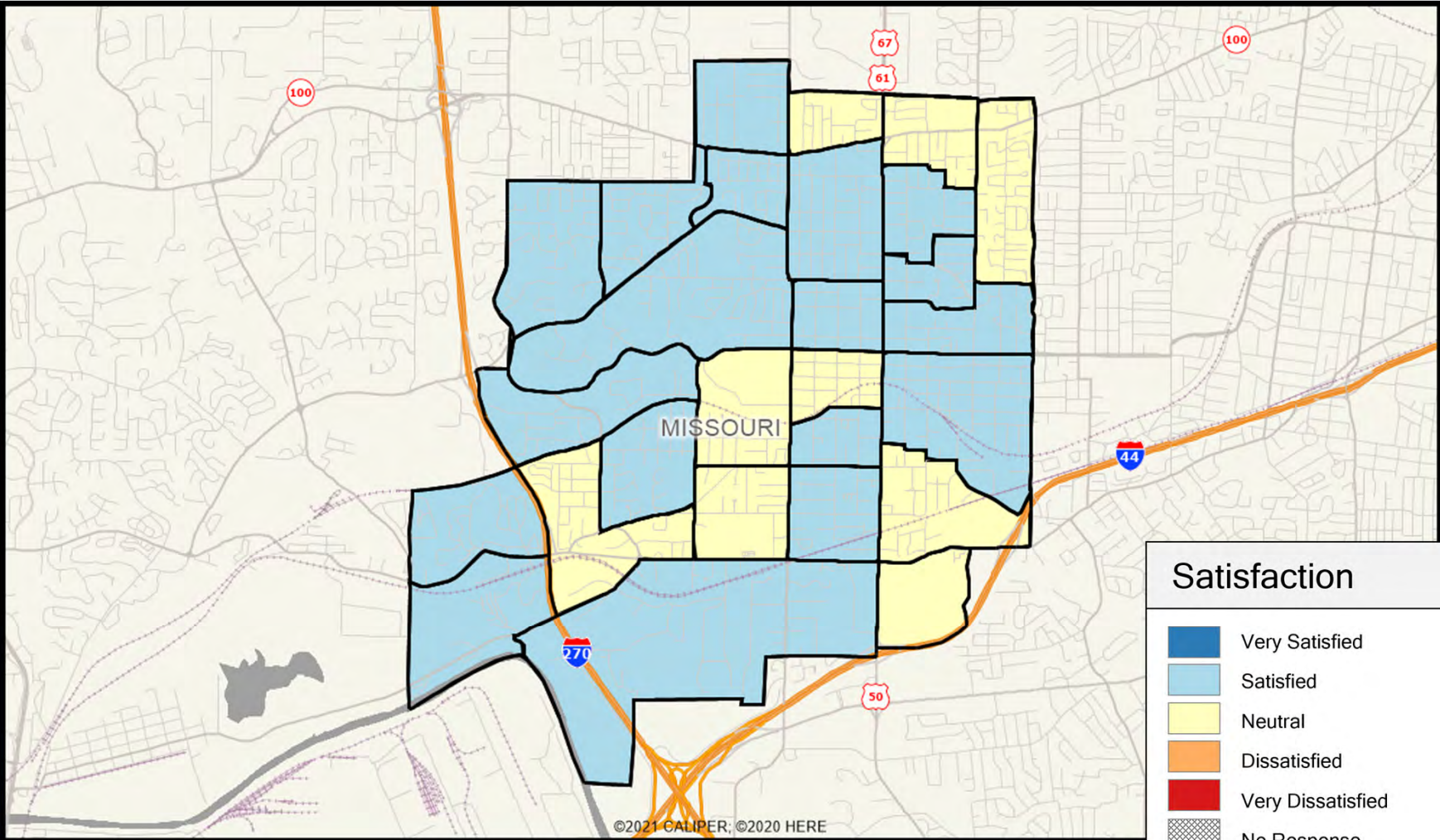


# Q11-1. Maintenance of residential property





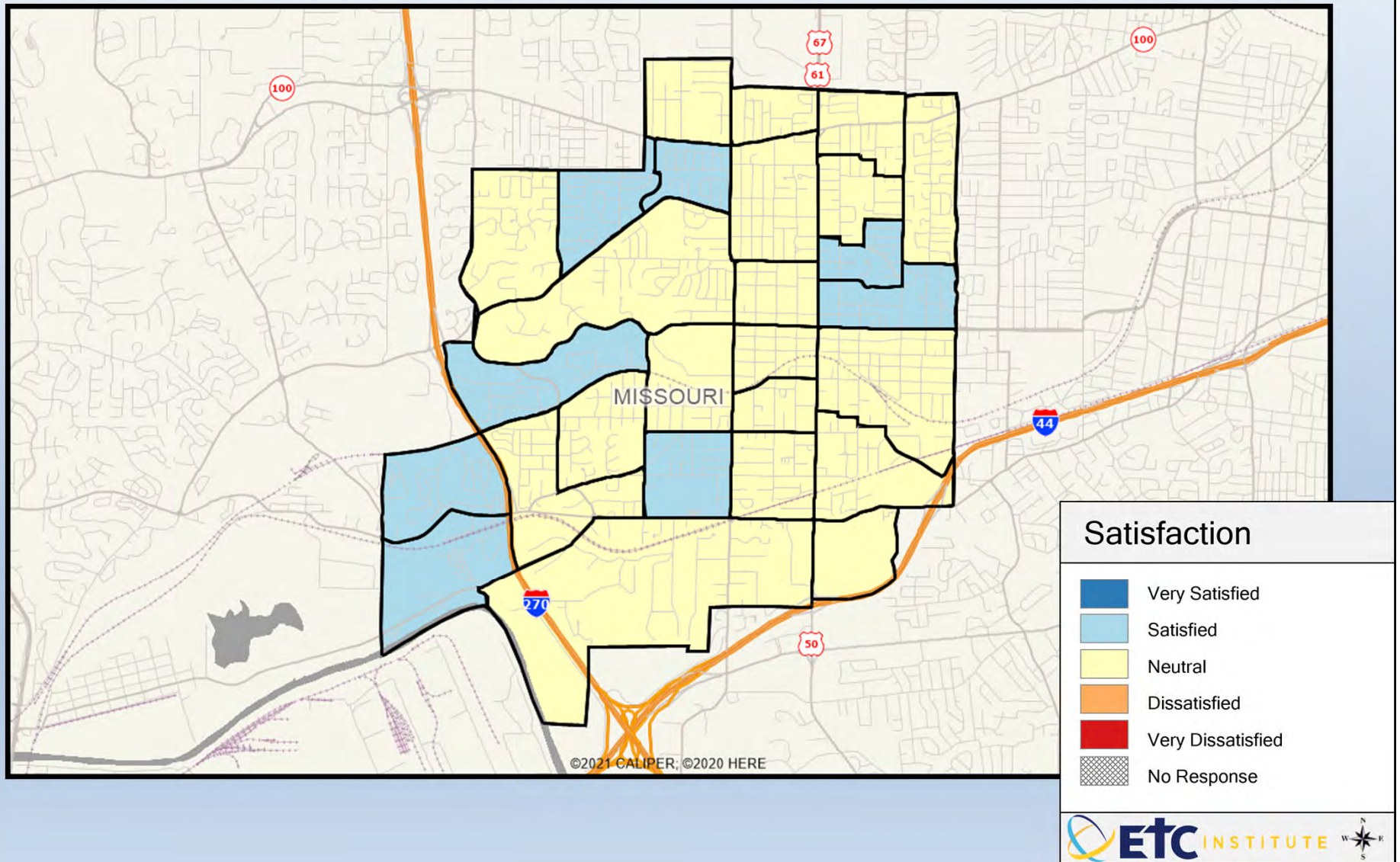
# Q11-2. Enforcing the mowing and trimming of lawns on private property



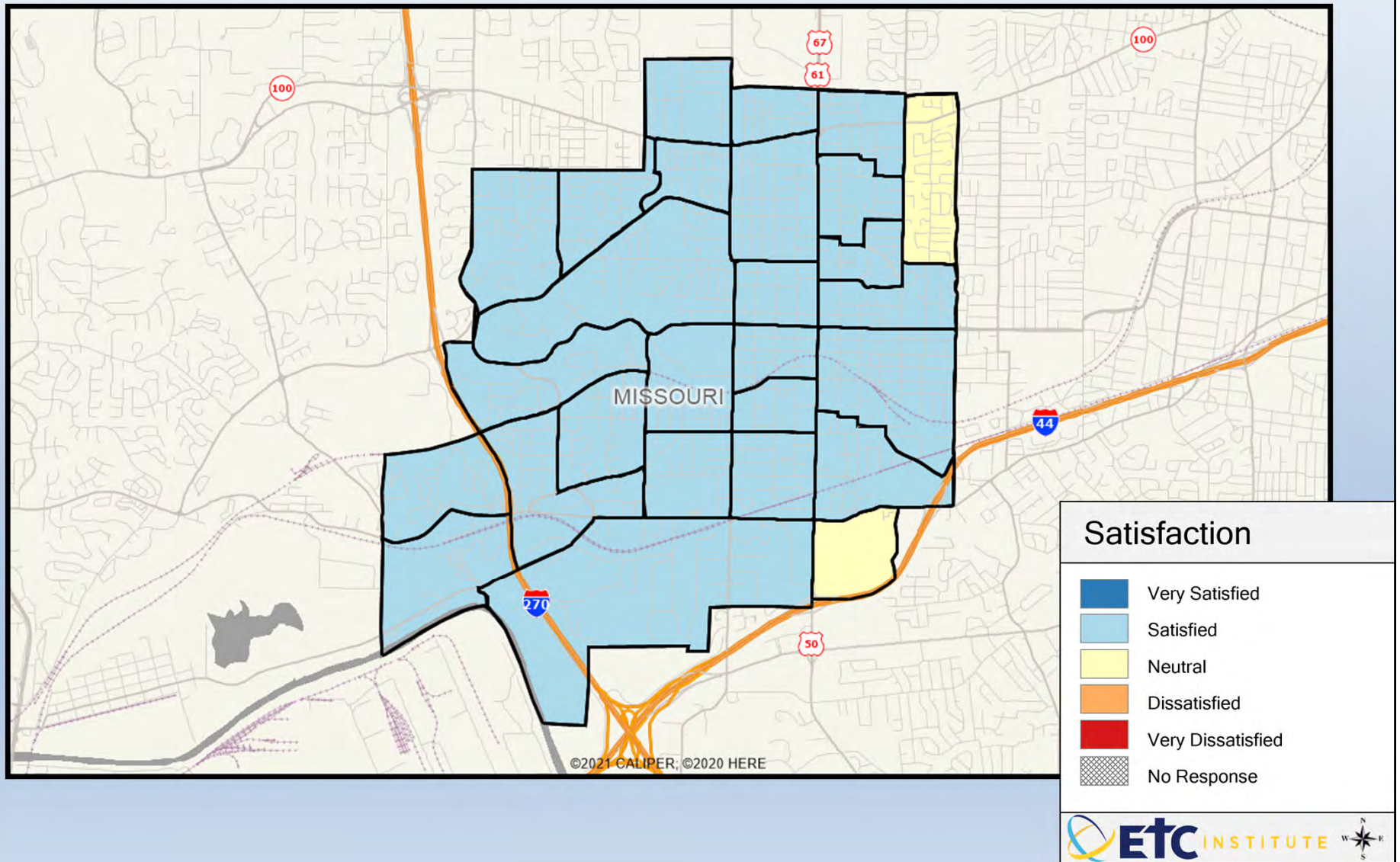
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

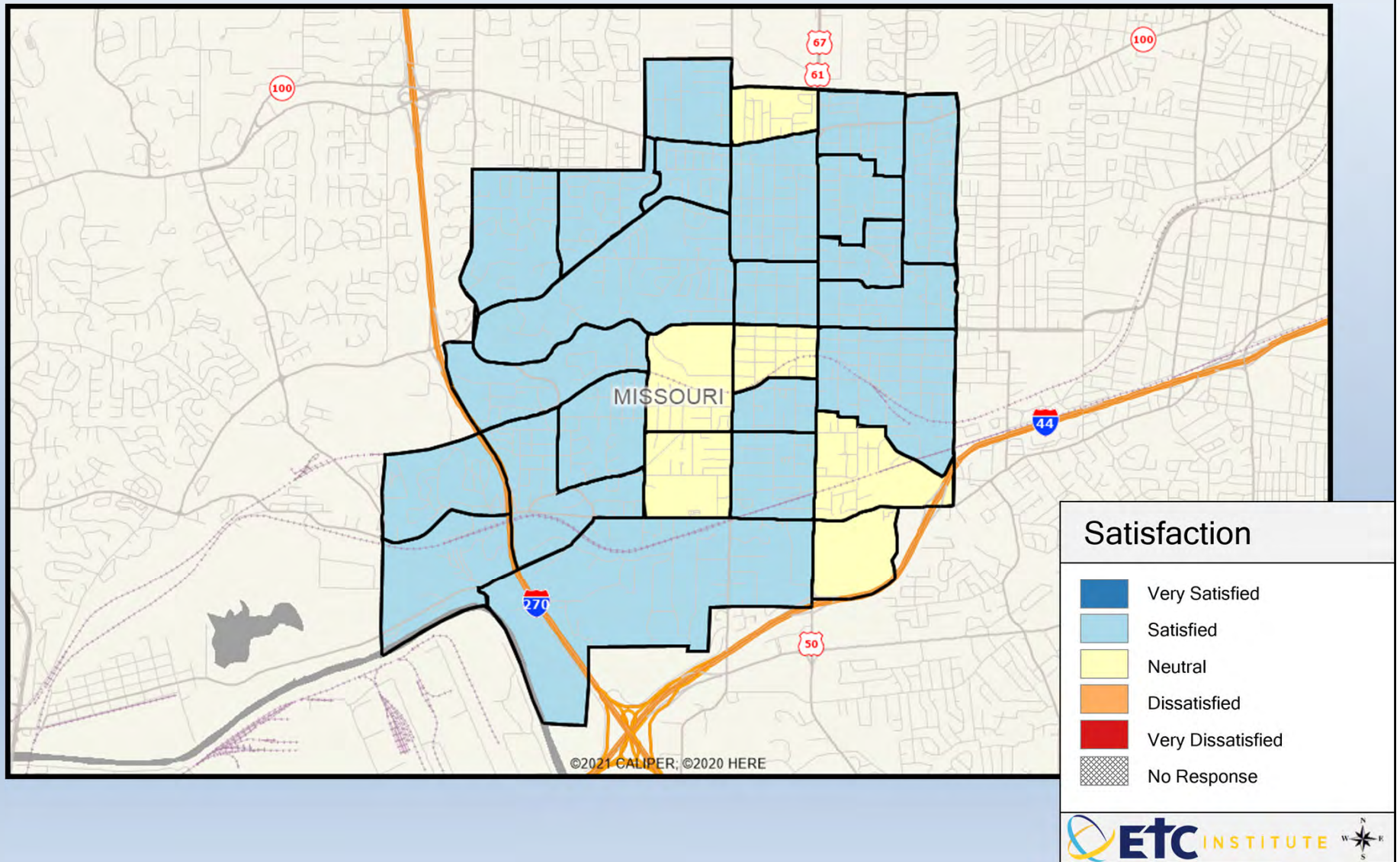
# Q11-3. Enforcing the removal of dead trees on private property



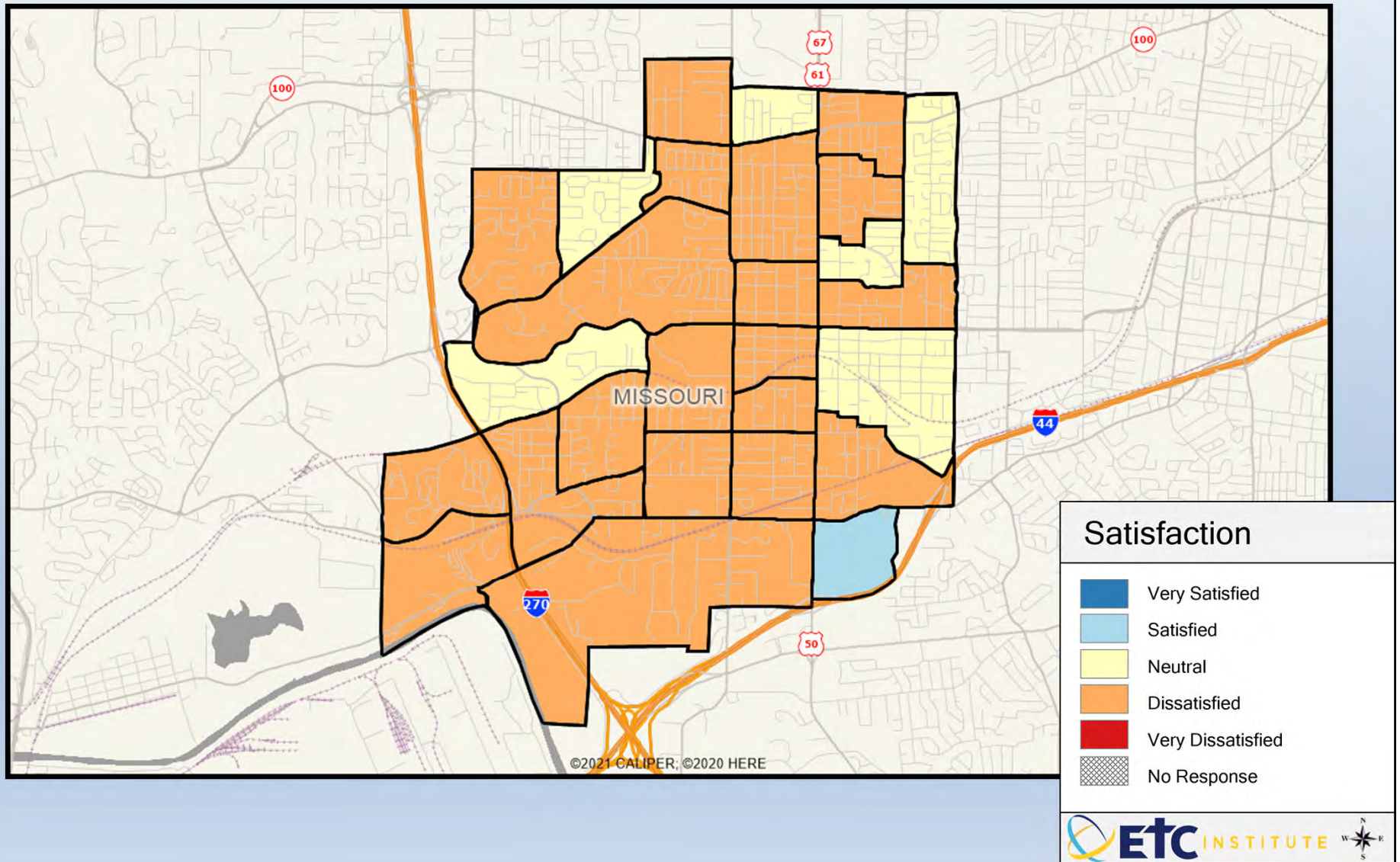
# Q11-4. Maintenance of business property



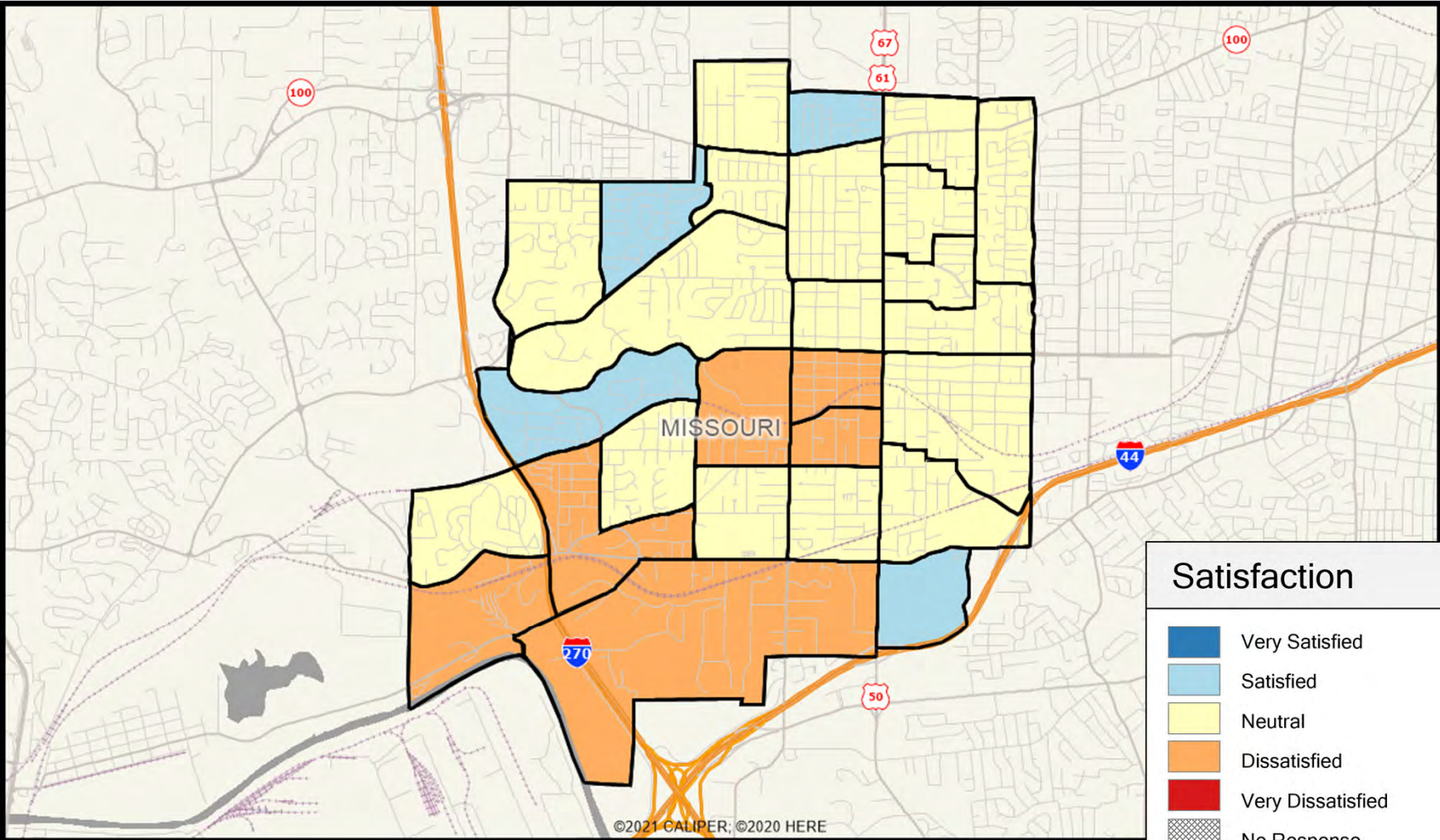
# Q11-5. Enforcing codes designed to protect public health and safety



# Q14-1. The overall condition of streets in Kirkwood



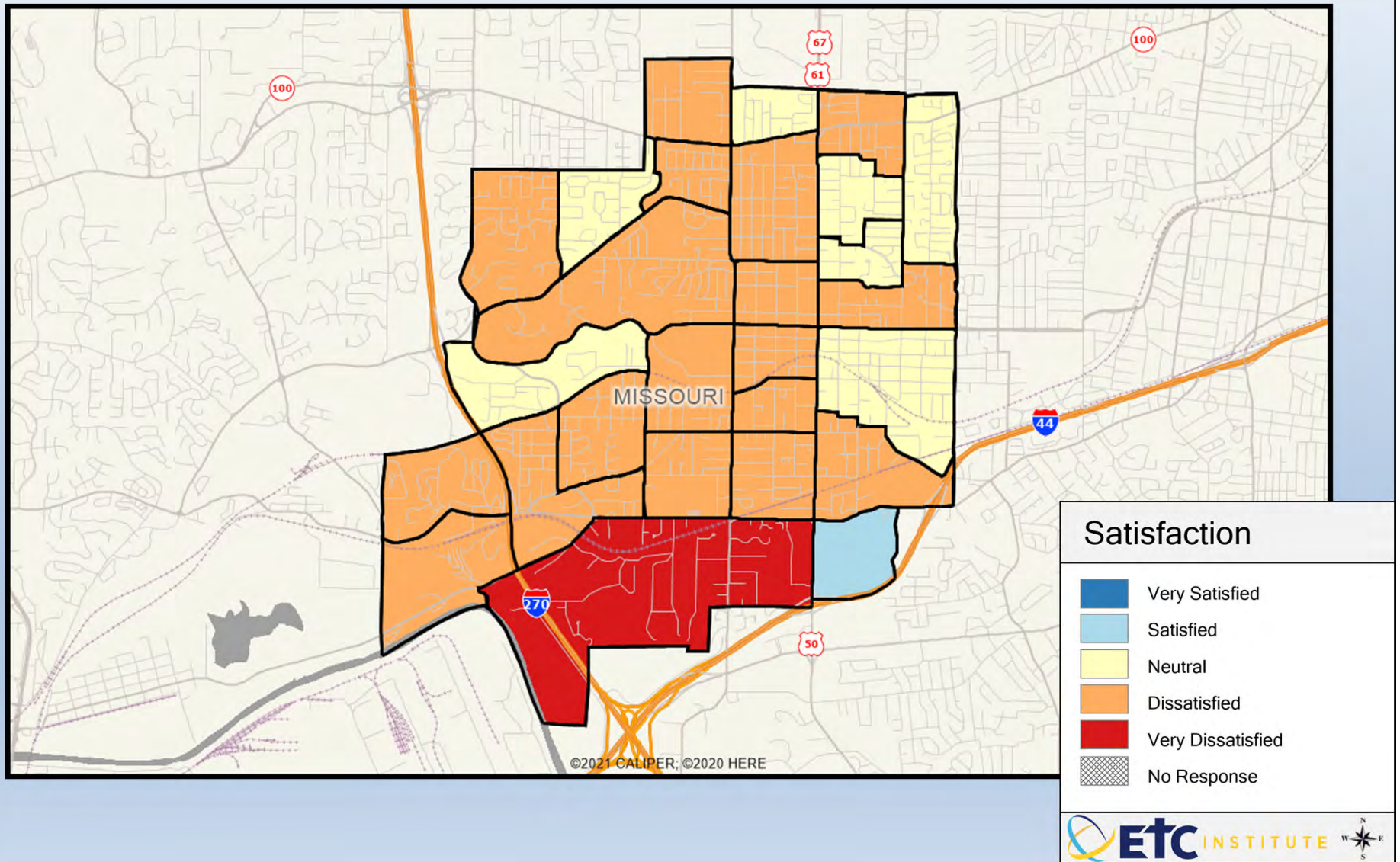
# Q14-2. The condition of streets in your neighborhood



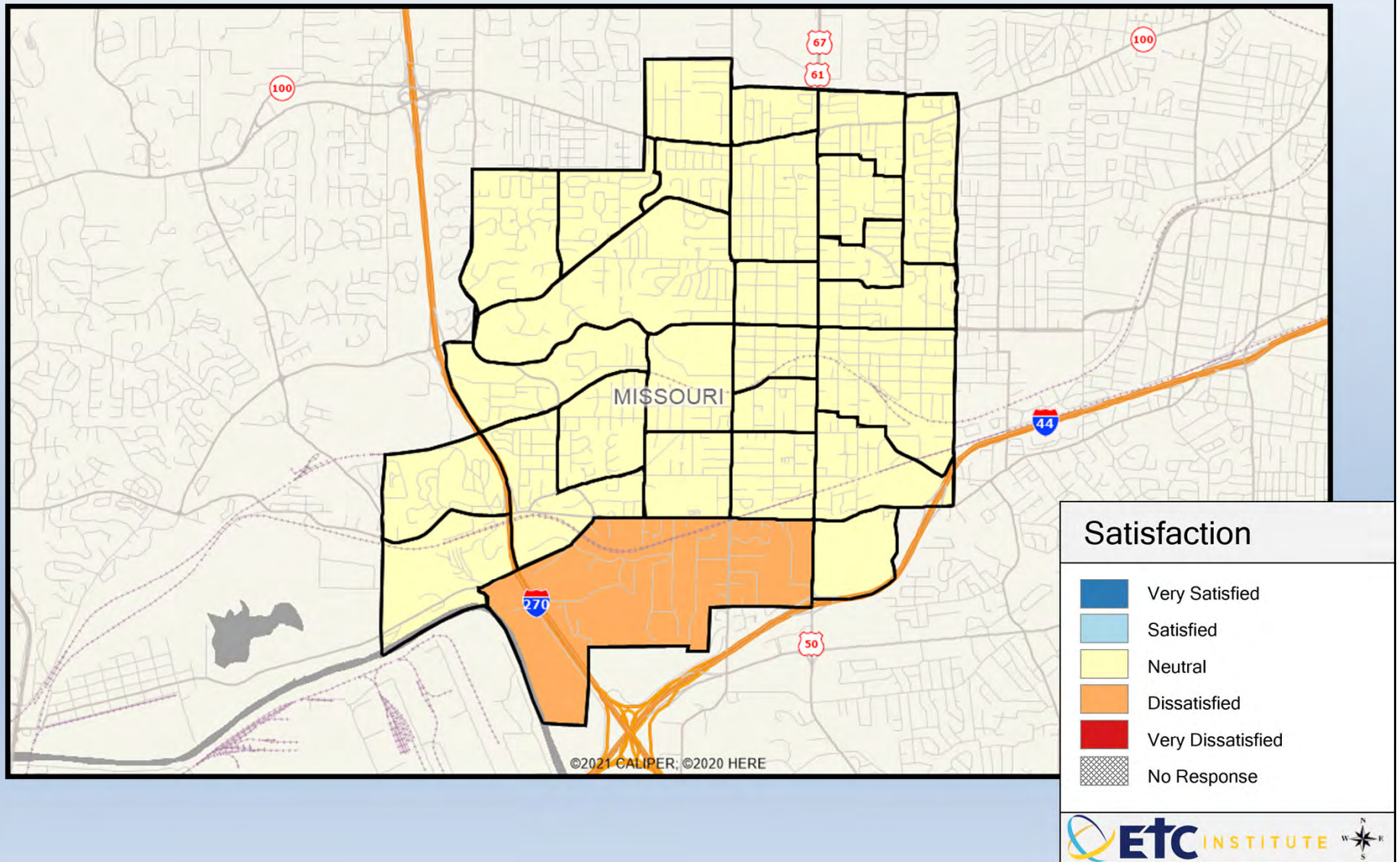
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

# Q14-3. The rate at which streets are being resurfaced

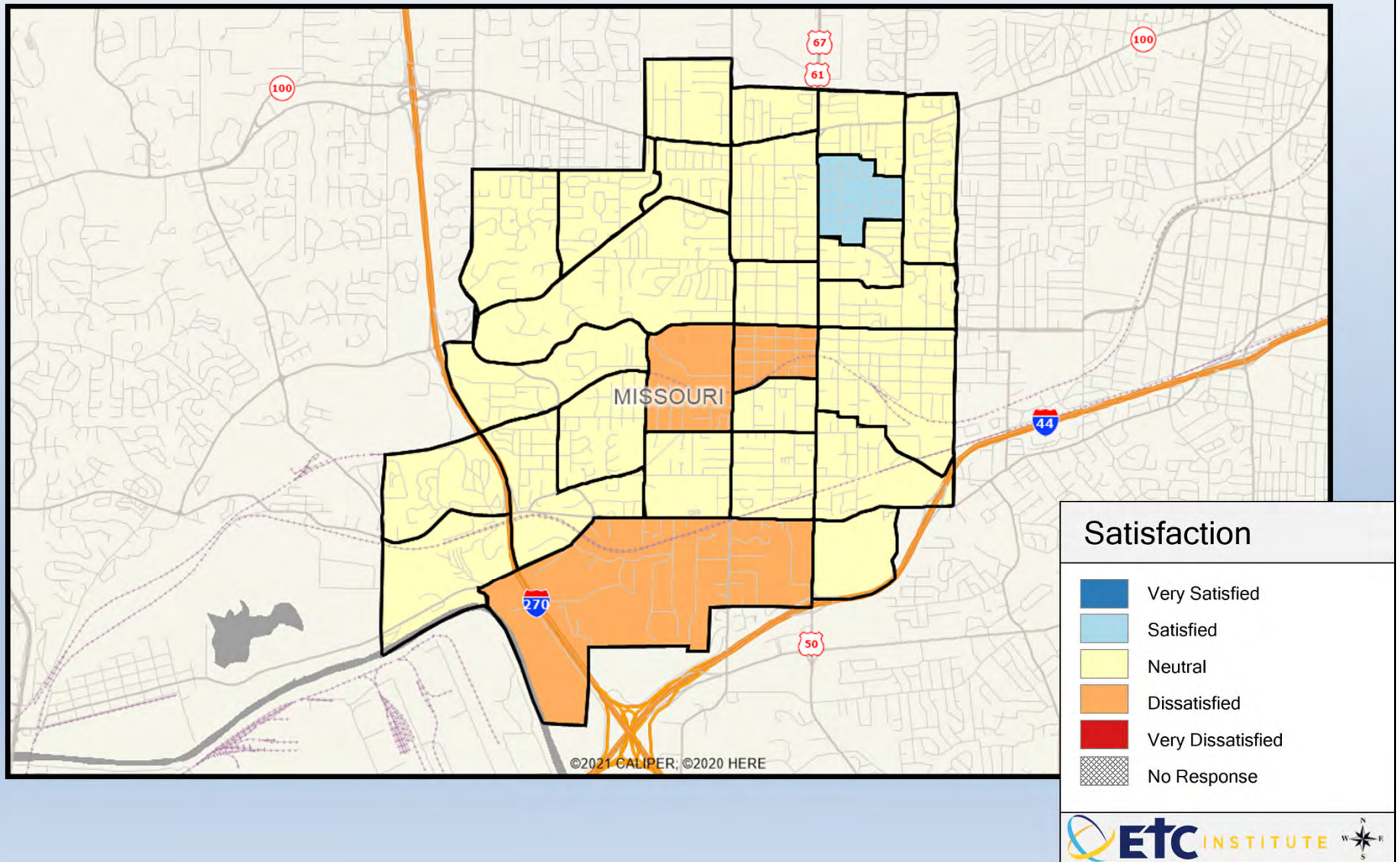


# Q14-4. Safety measures taken on Kirkwood streets for pedestrians and vehicles

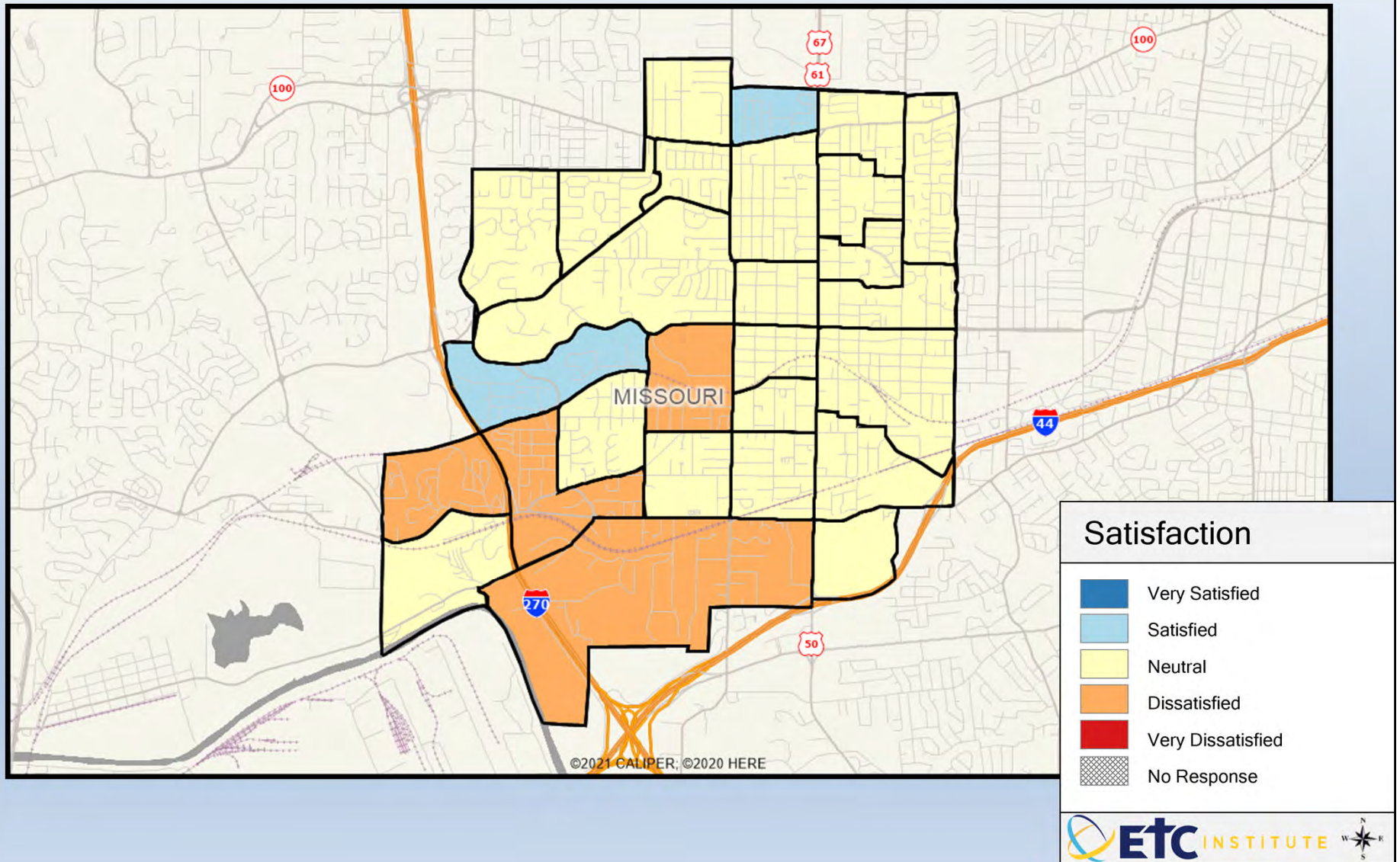




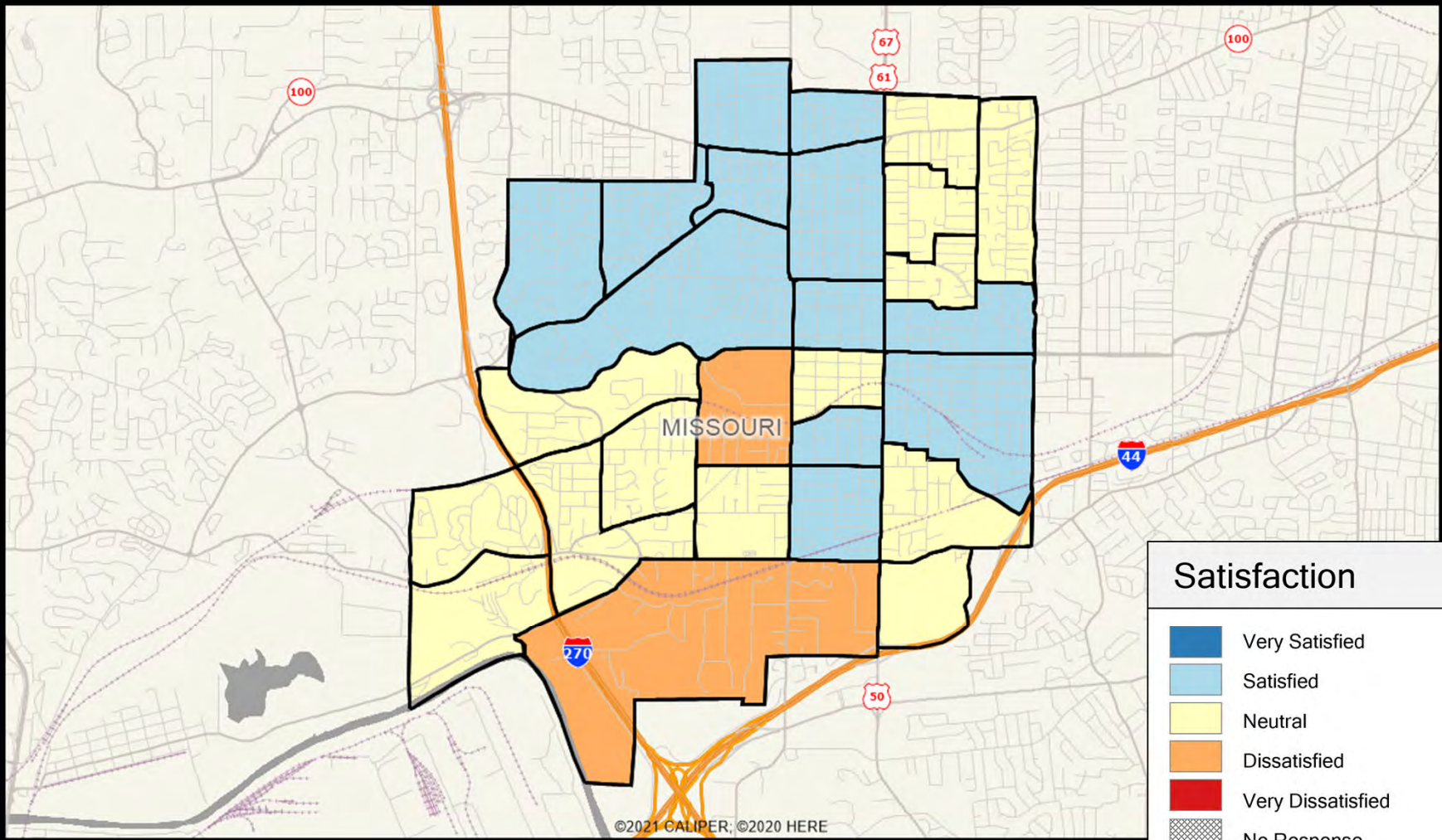
# Q15-1. The condition of sidewalks in your area



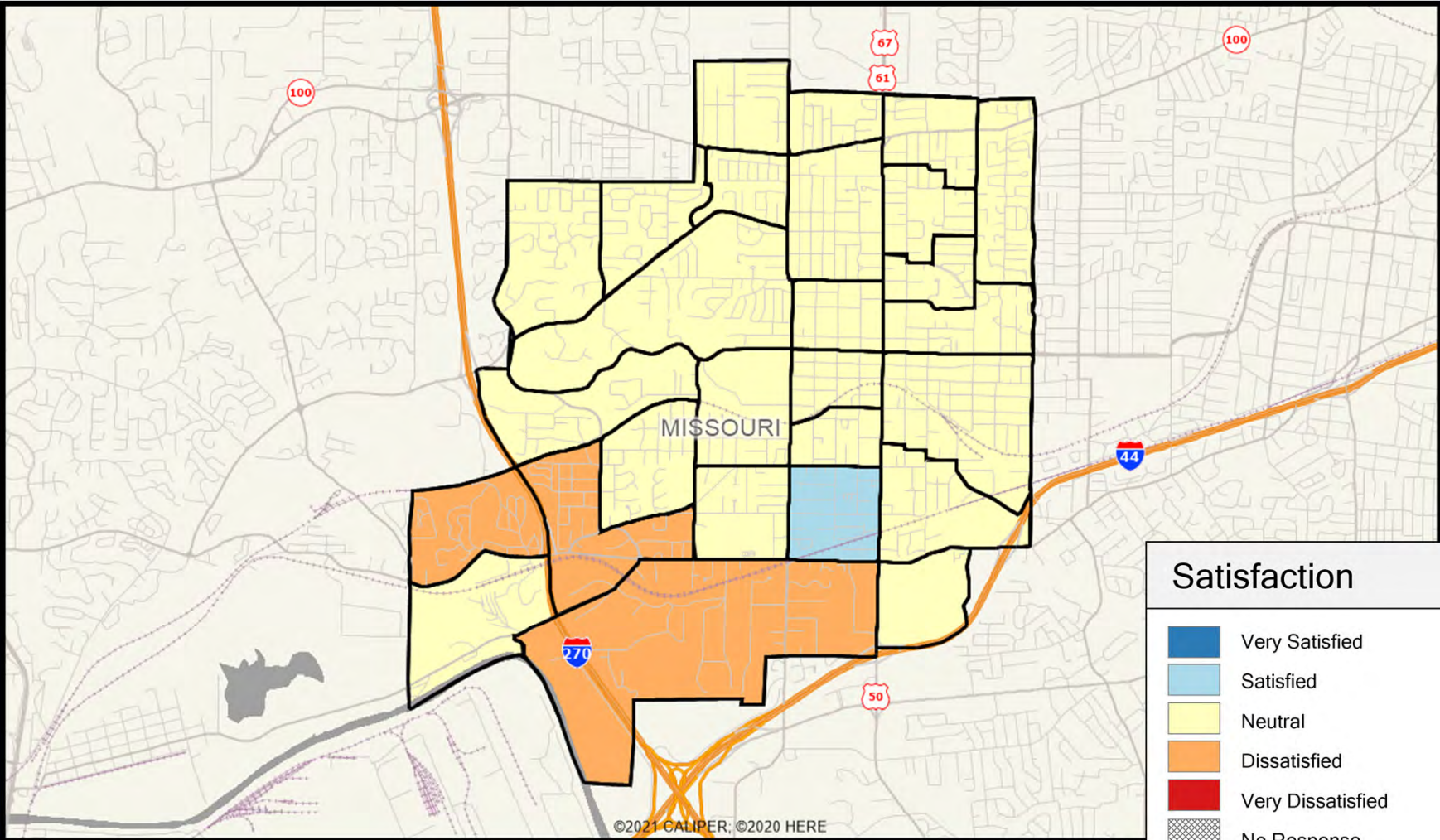
# Q15-2. The ease with which a wheelchair or stroller can access the sidewalk



# Q15-3. The distance of the sidewalk from the roadway and moving vehicles



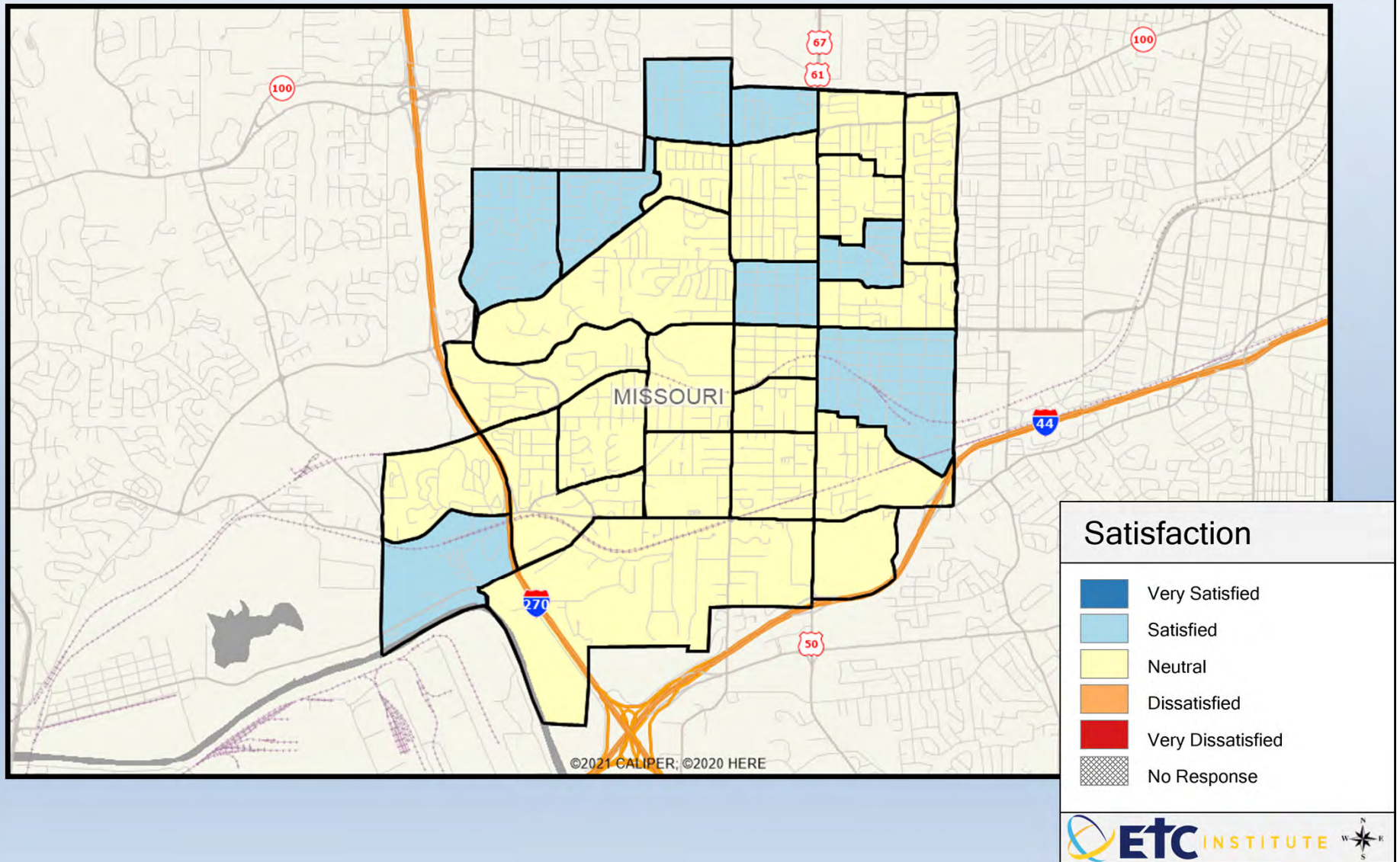
# Q15-4. The connectivity of the sidewalk in your area



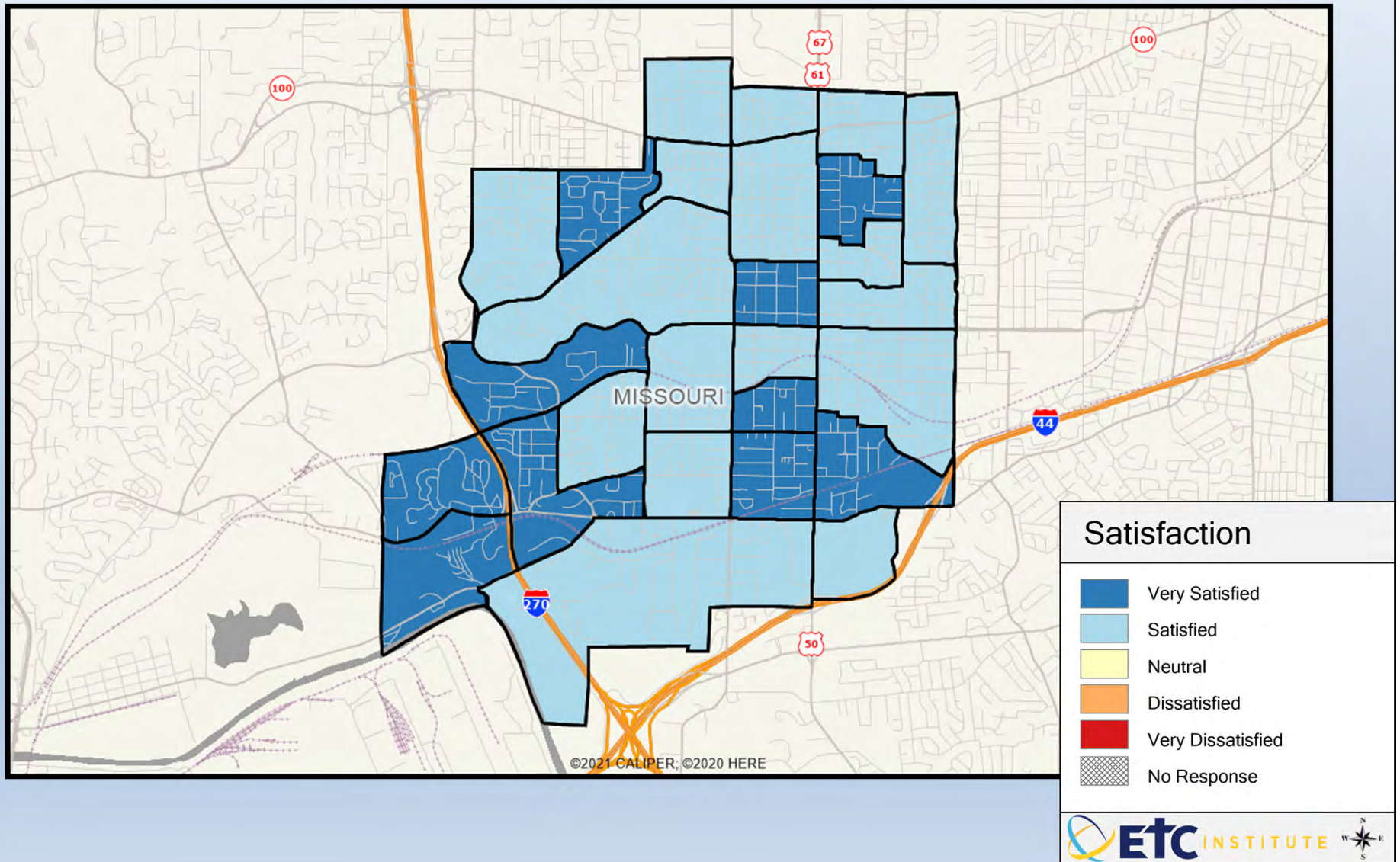
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

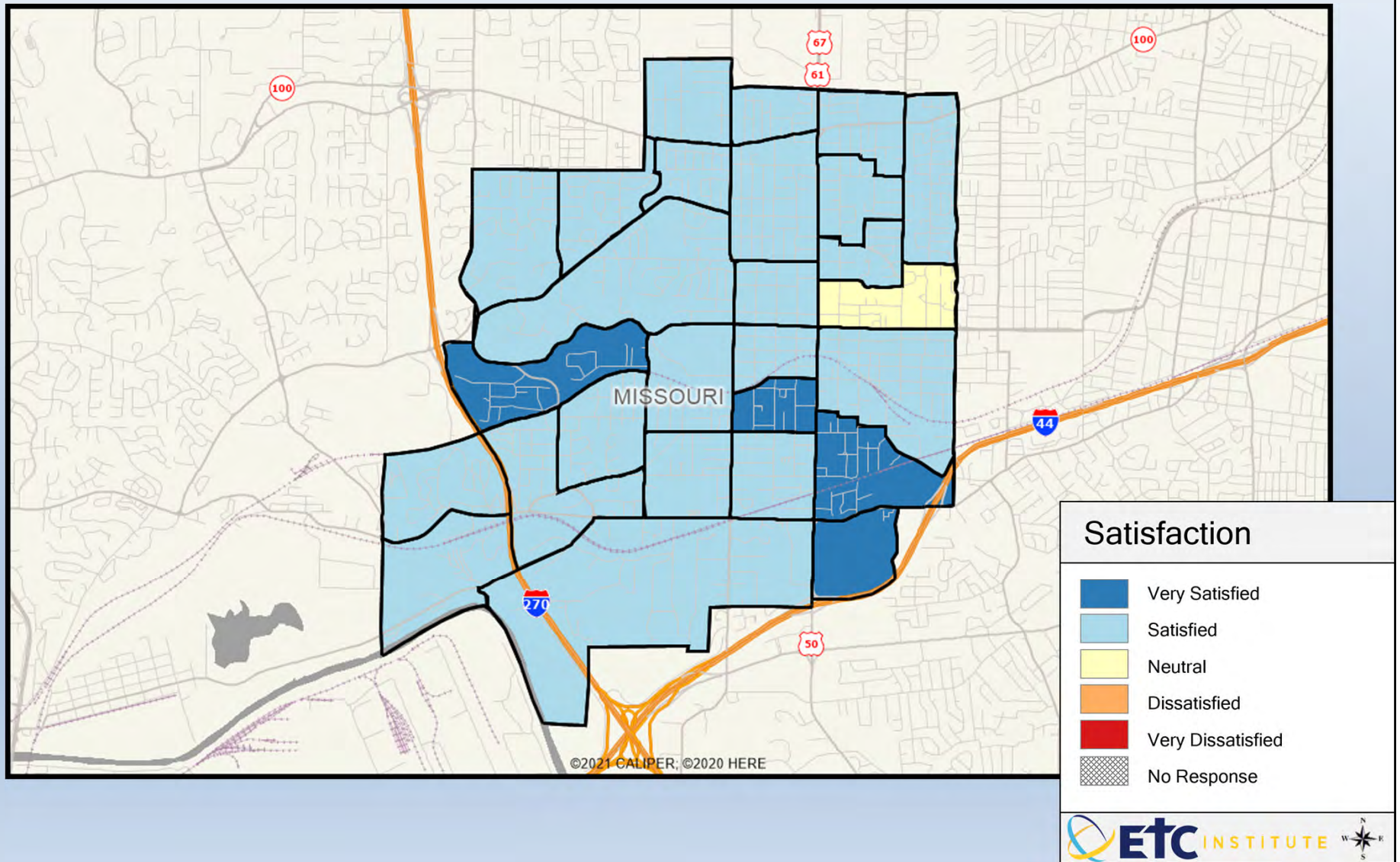
# Q15-5. The extent the sidewalks are clear of weeds, brush, and overhanging limbs



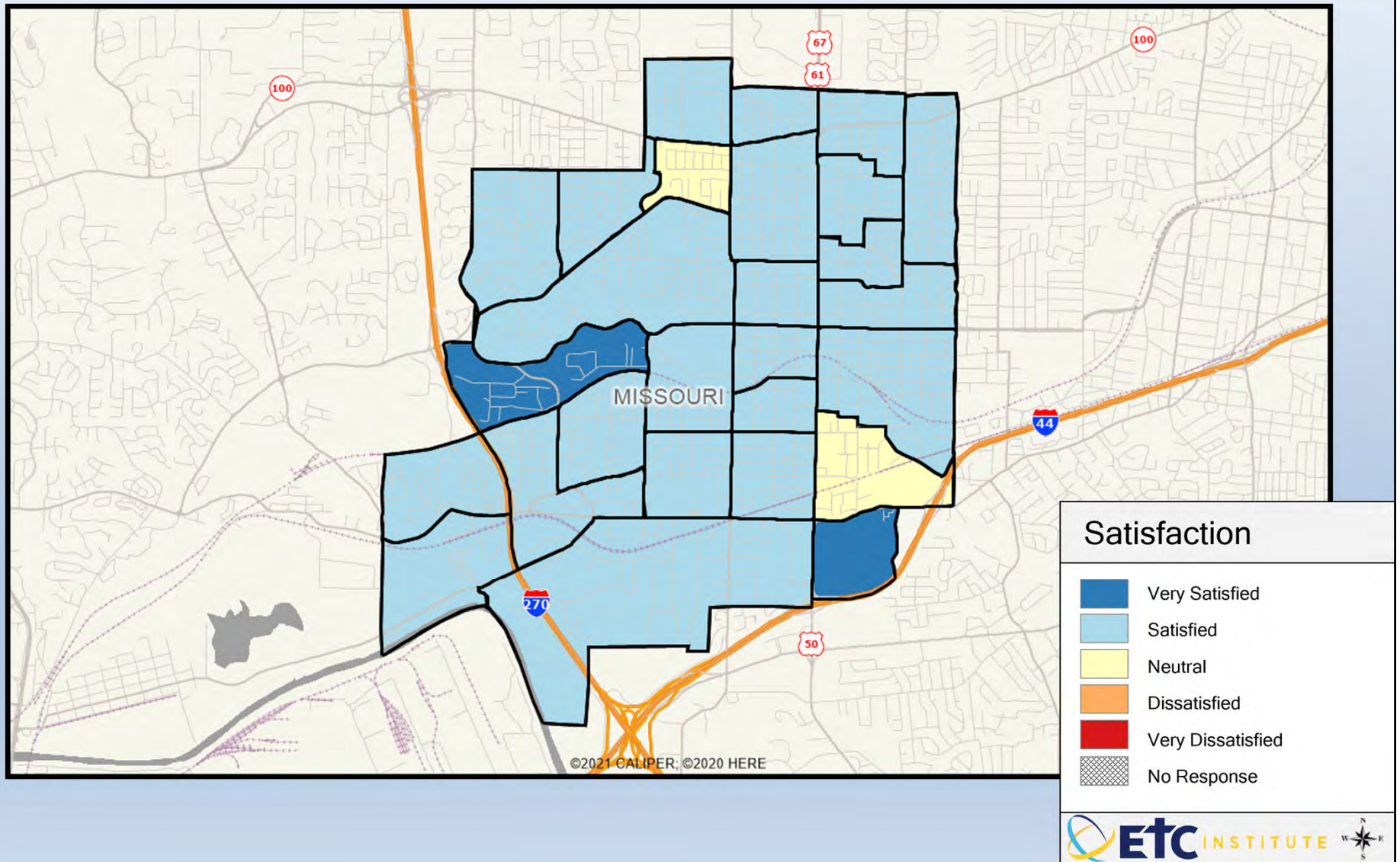
# Q18-1. Maintenance of City parks



# Q18-2. Quality of outdoor athletic fields

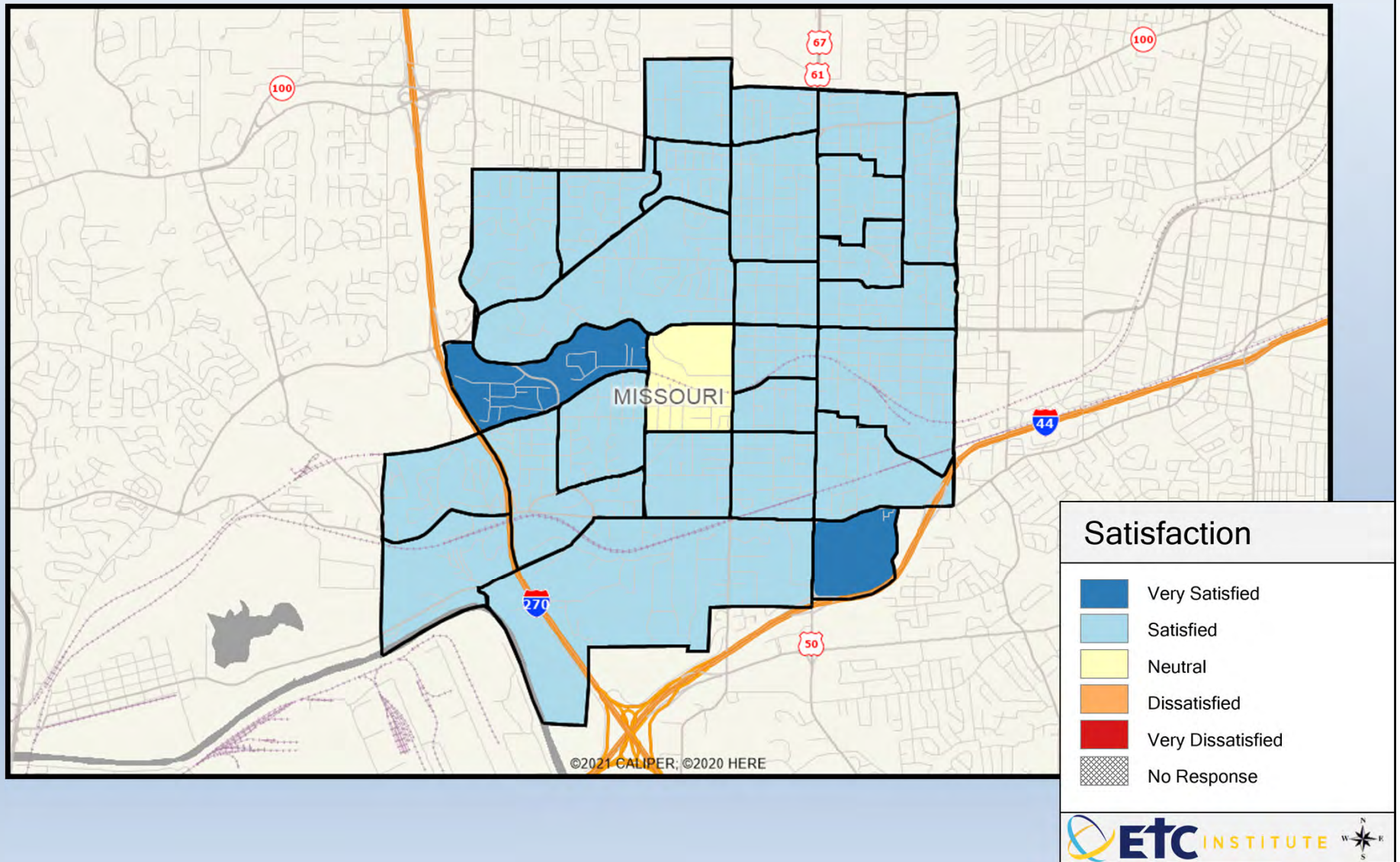


# Q18-3. Quality of the City's outdoor aquatic center

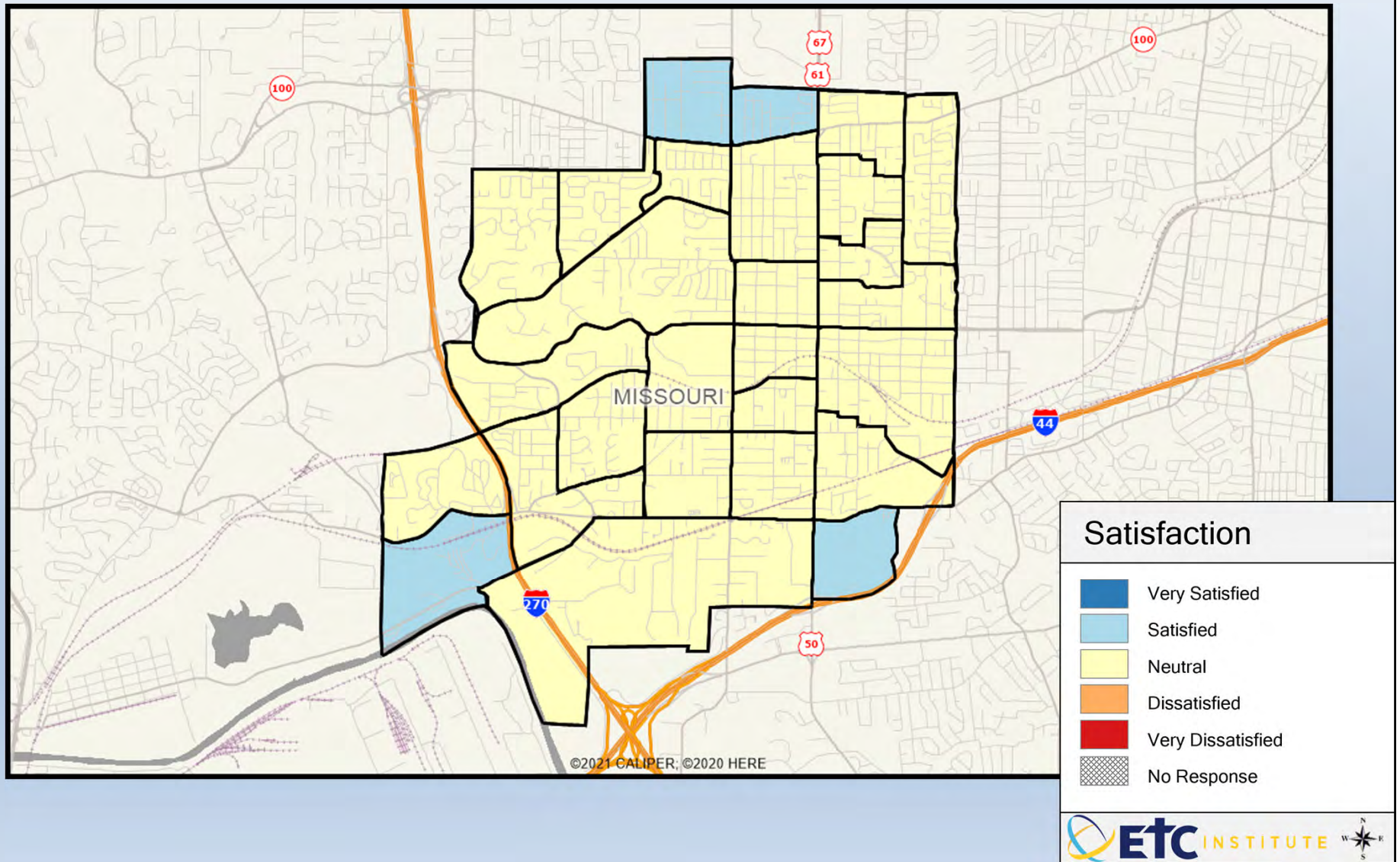




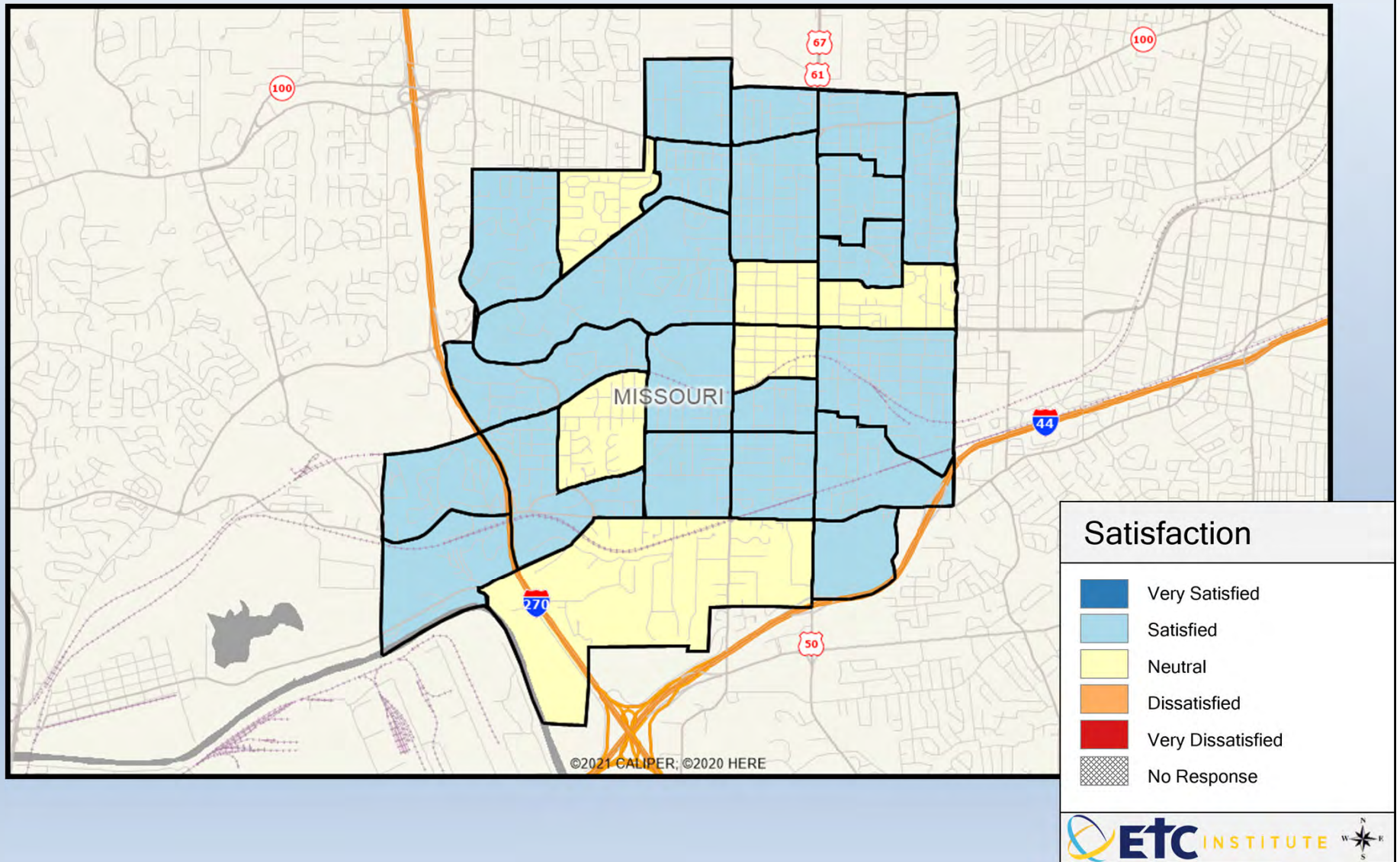
# Q18-4. Quality of the City's indoor ice rink



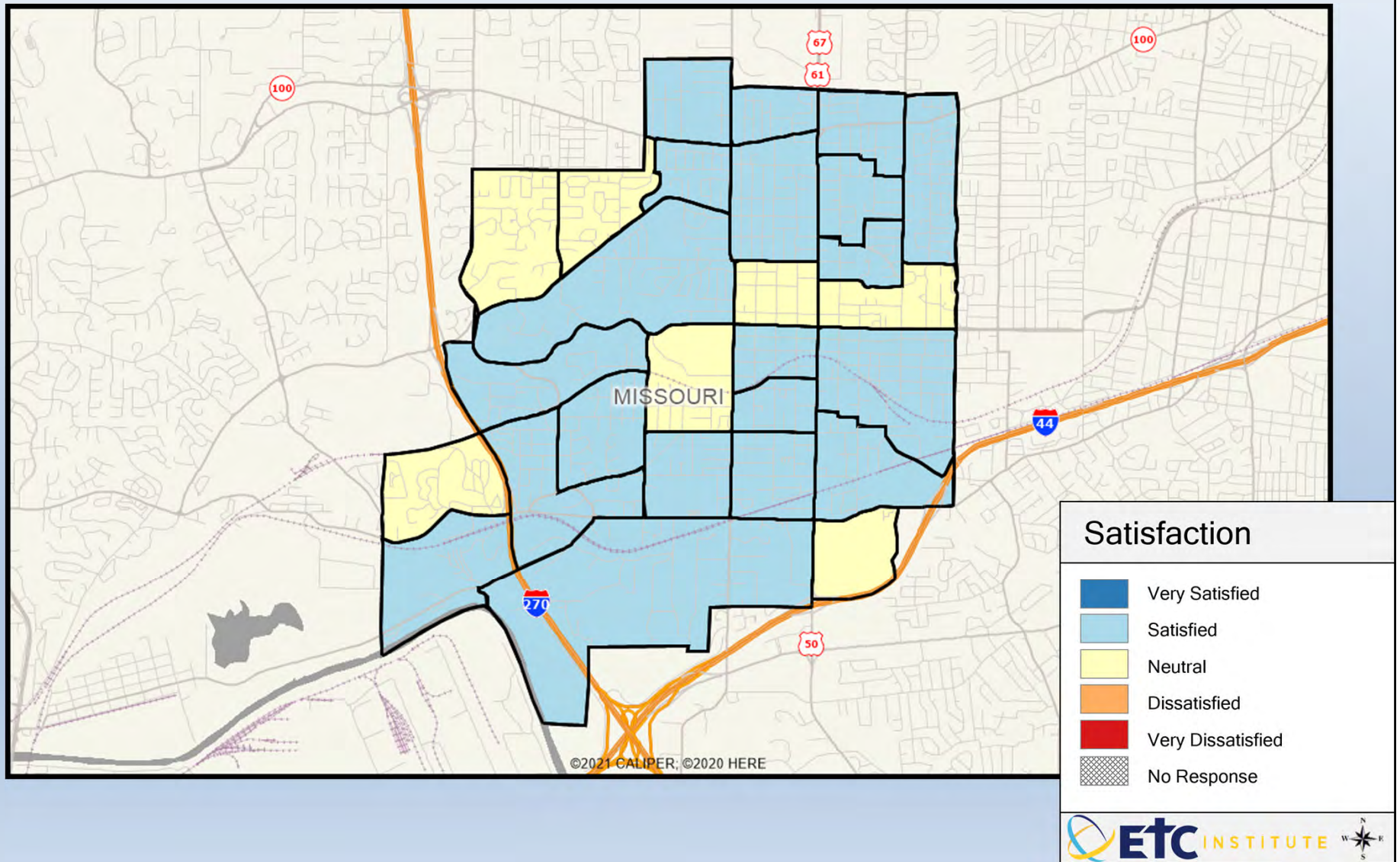
# Q18-5. Quality and condition of community center facilities



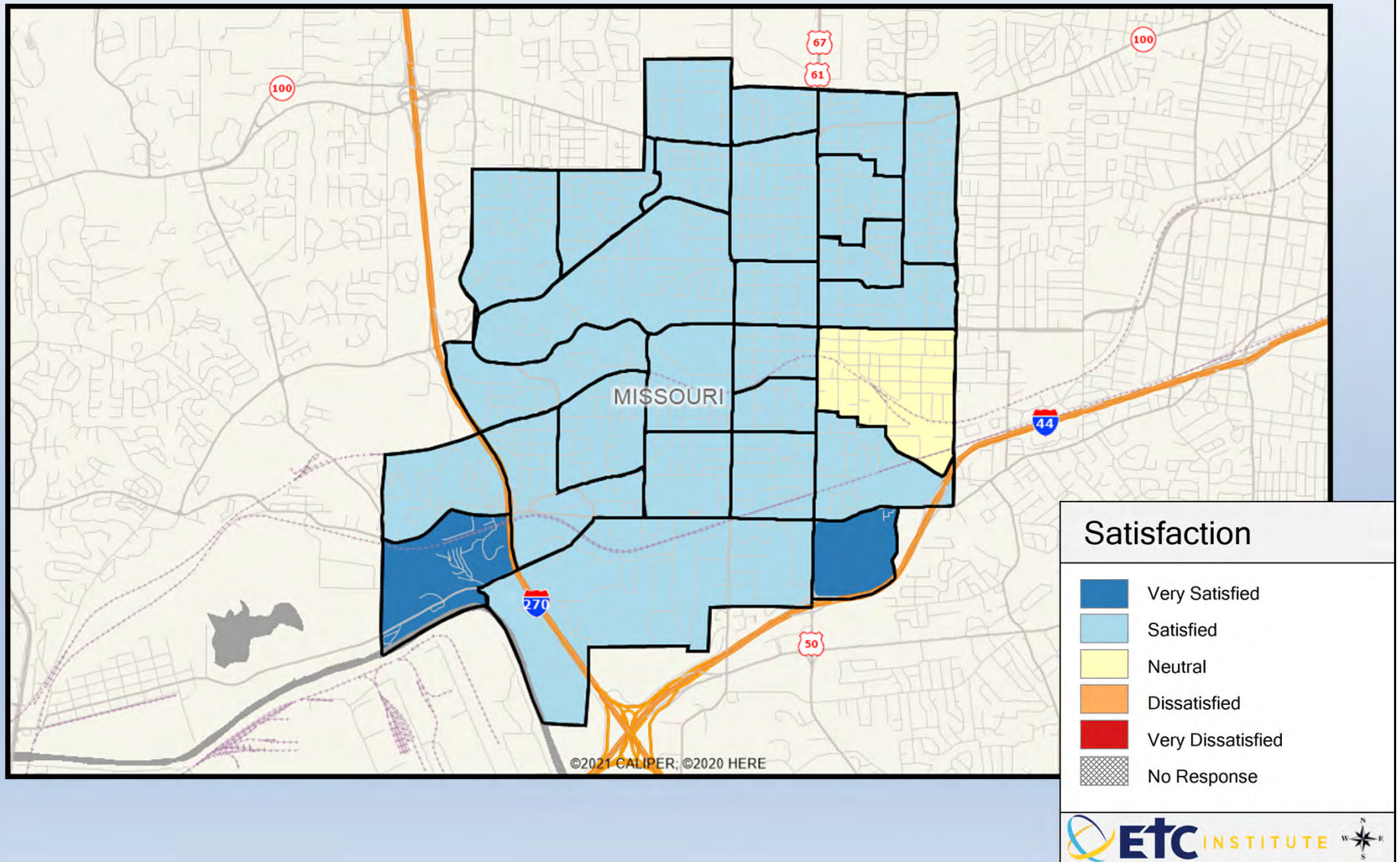
# Q18-6. City recreation programs such as classes, senior activities, athletic leagues and day camps



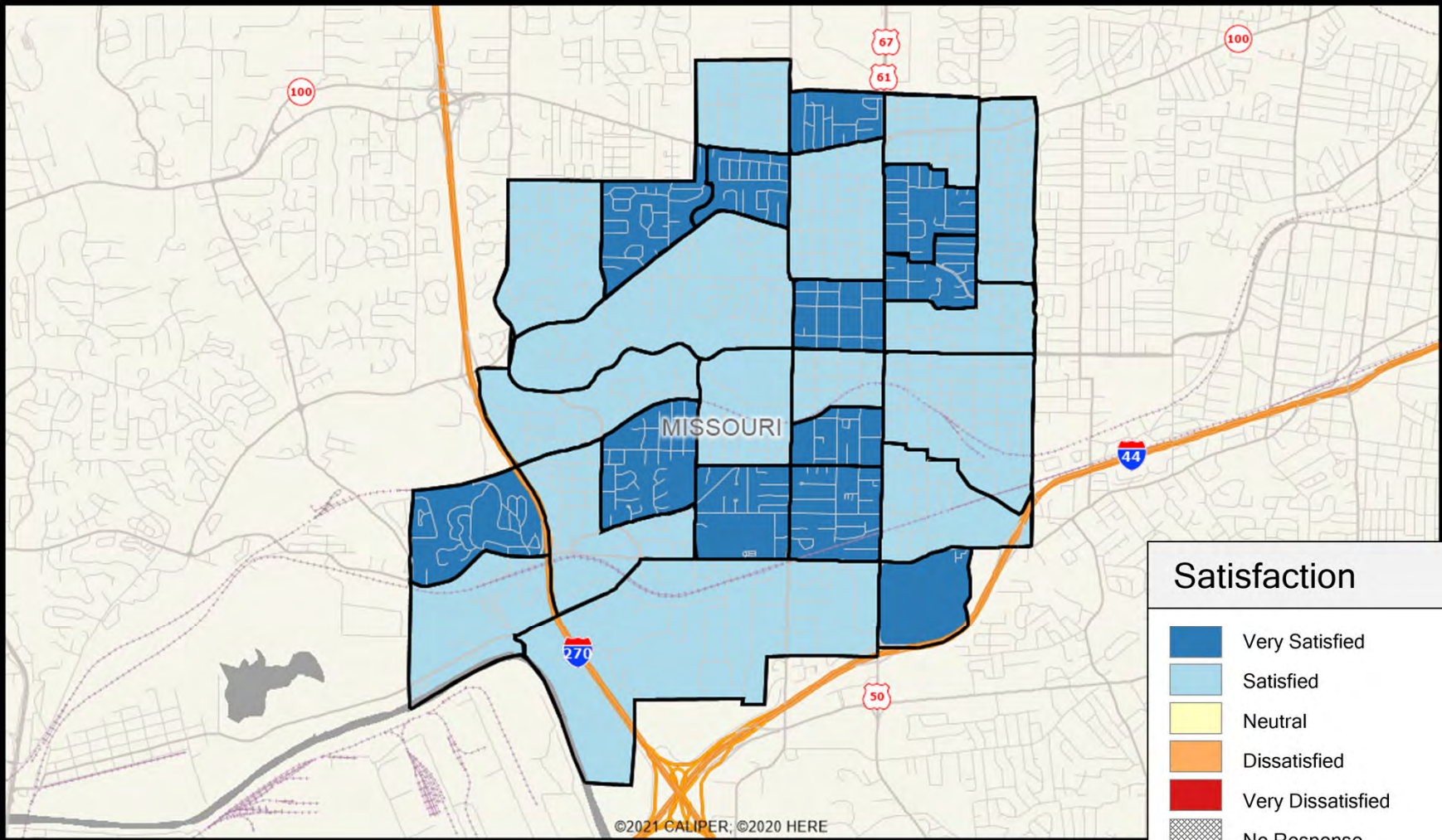
# Q18-7. Fees charged for recreation services



# Q18-8. Ease of registering for programs



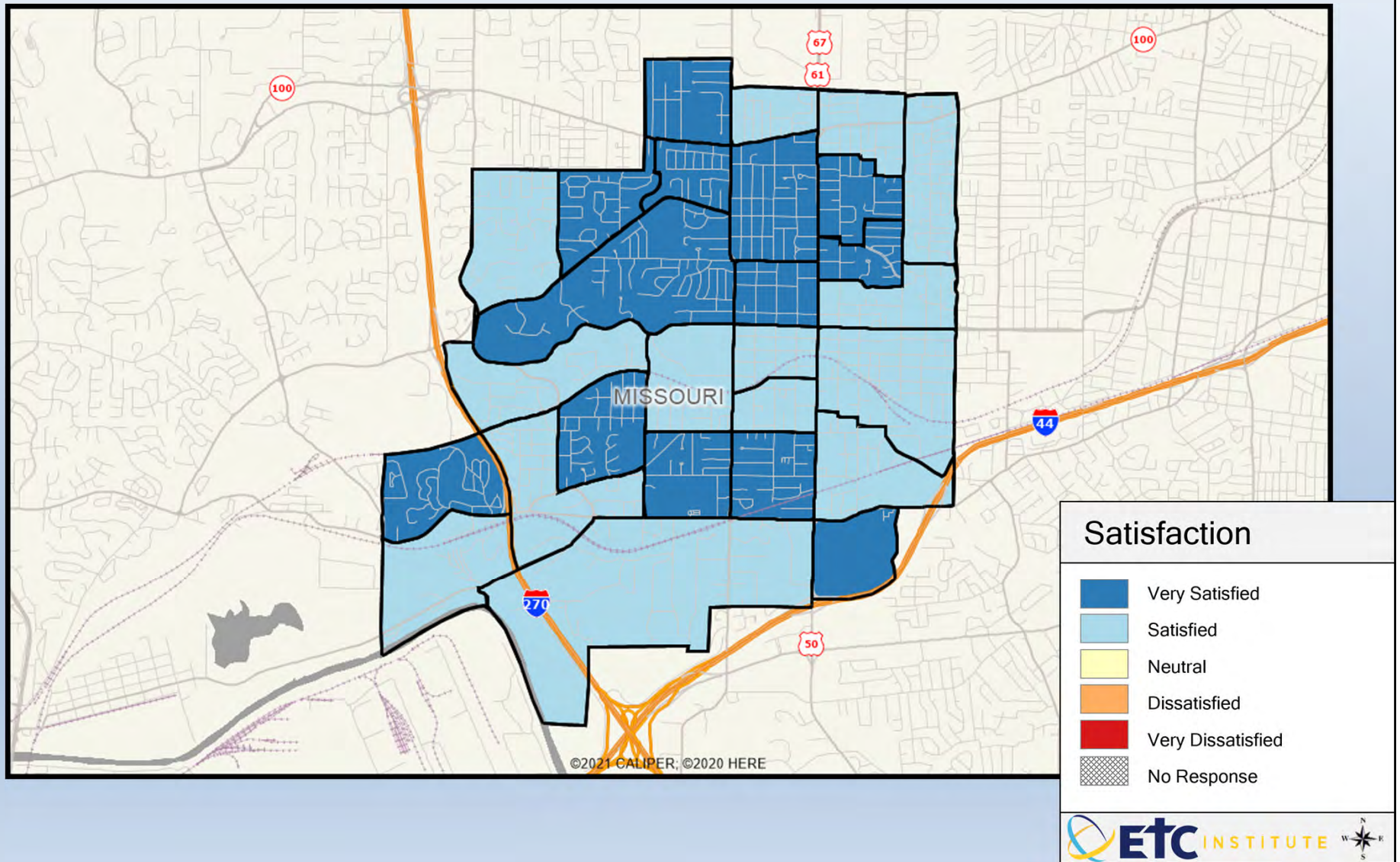
# Q20-1. How easy your bill is to understand



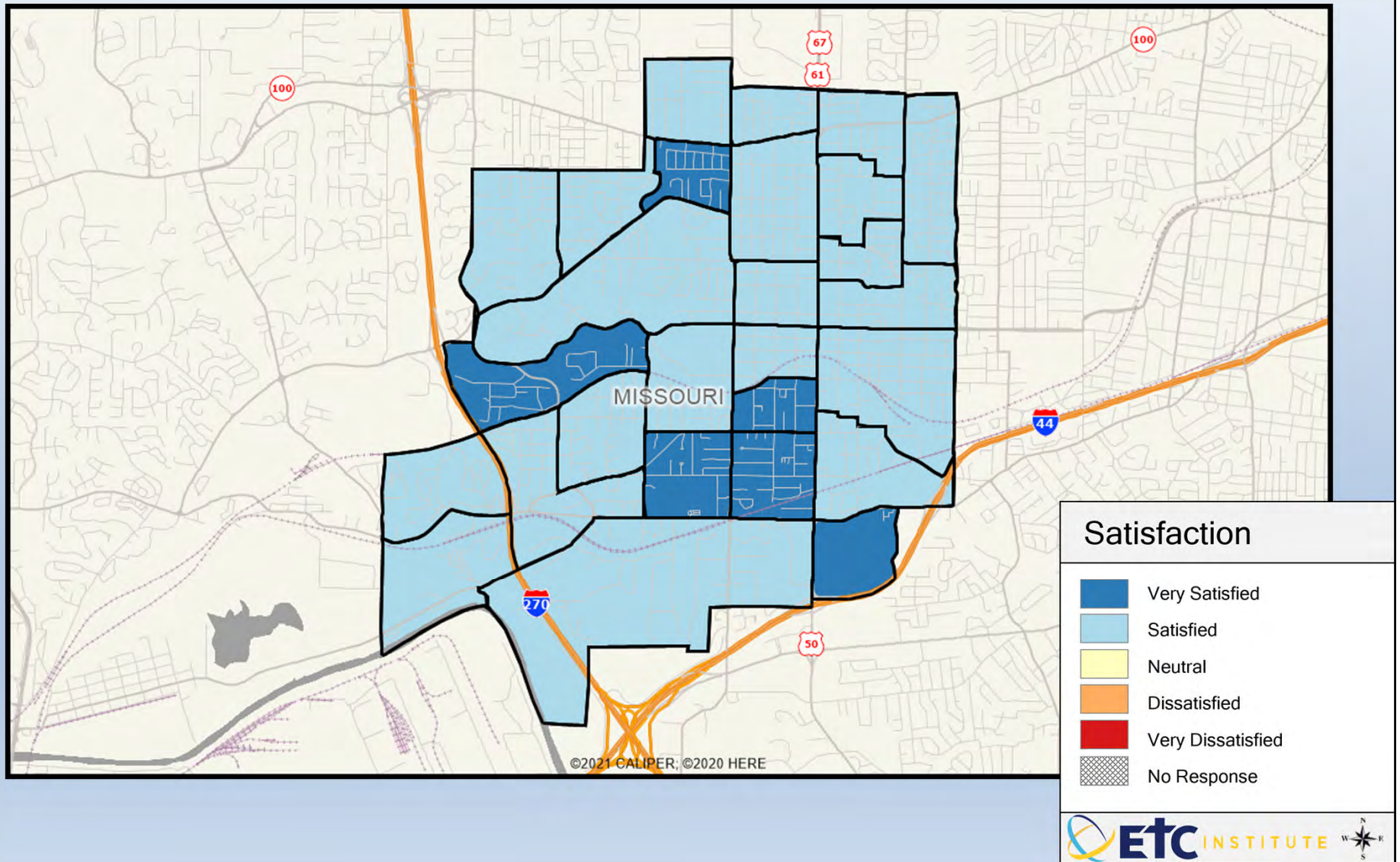
**Satisfaction**

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

# Q20-2. The accuracy of your bill

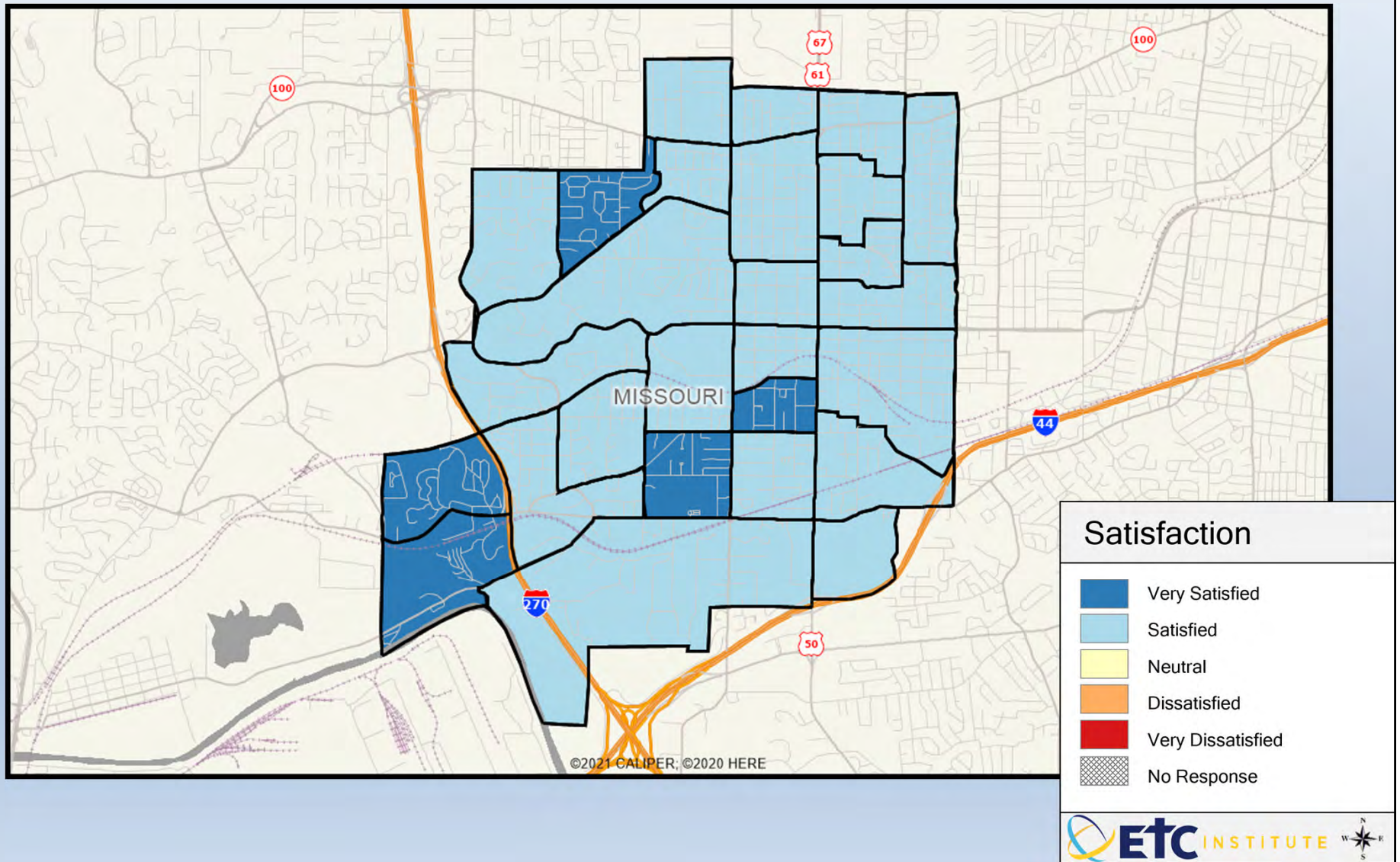


# Q20-3. How easy it is to resolve billing problems

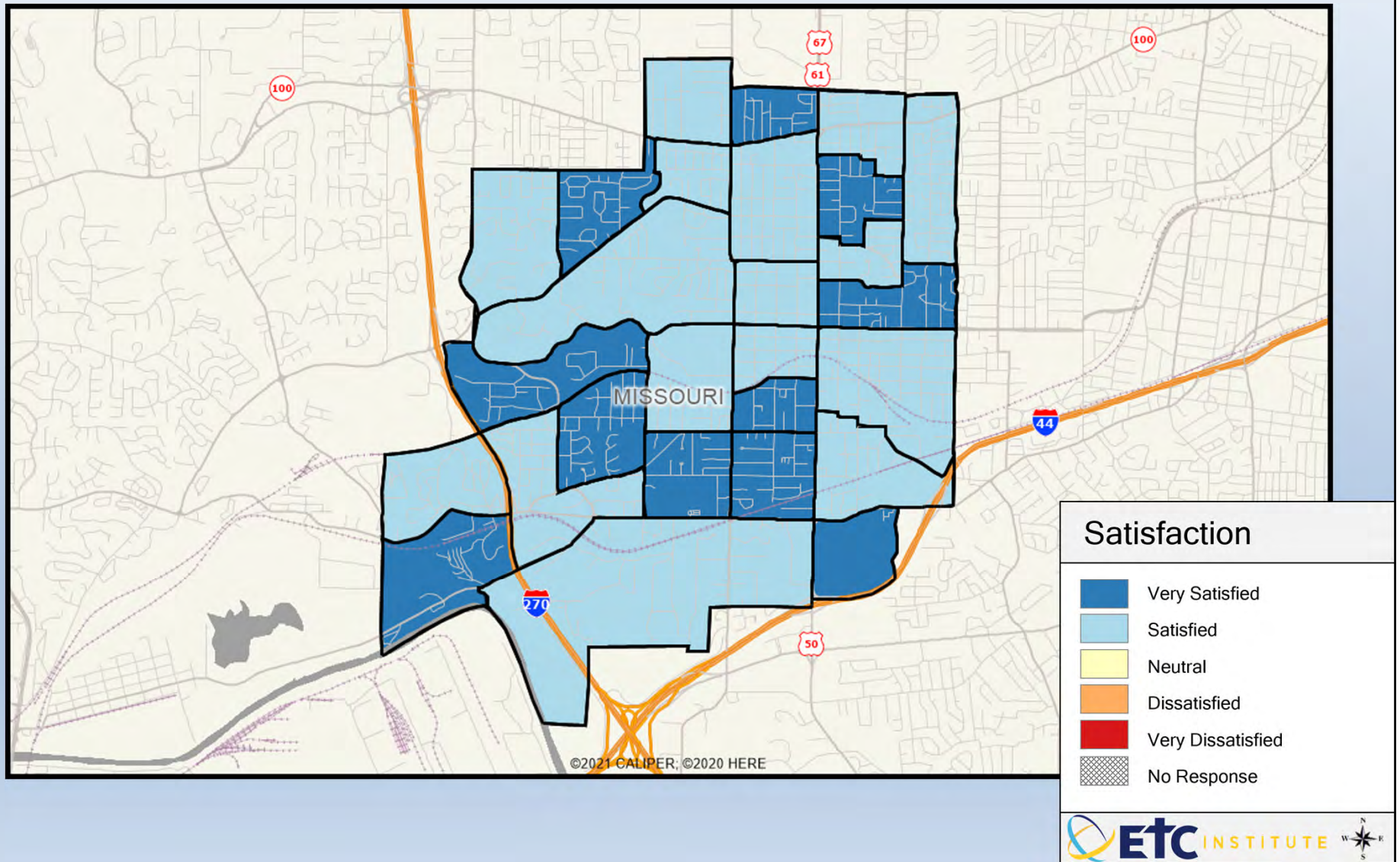




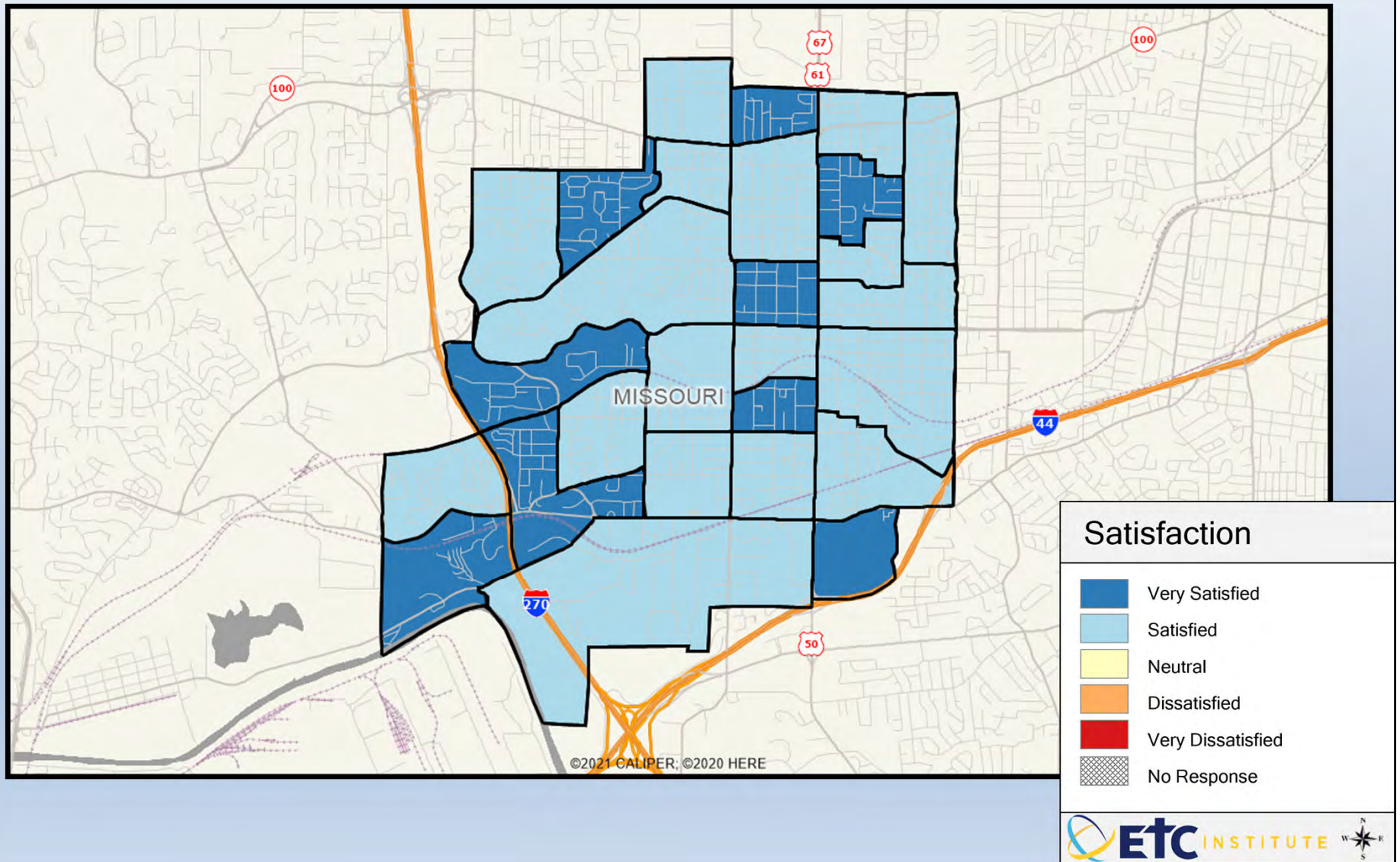
# Q20-4. Hours that customer service is available



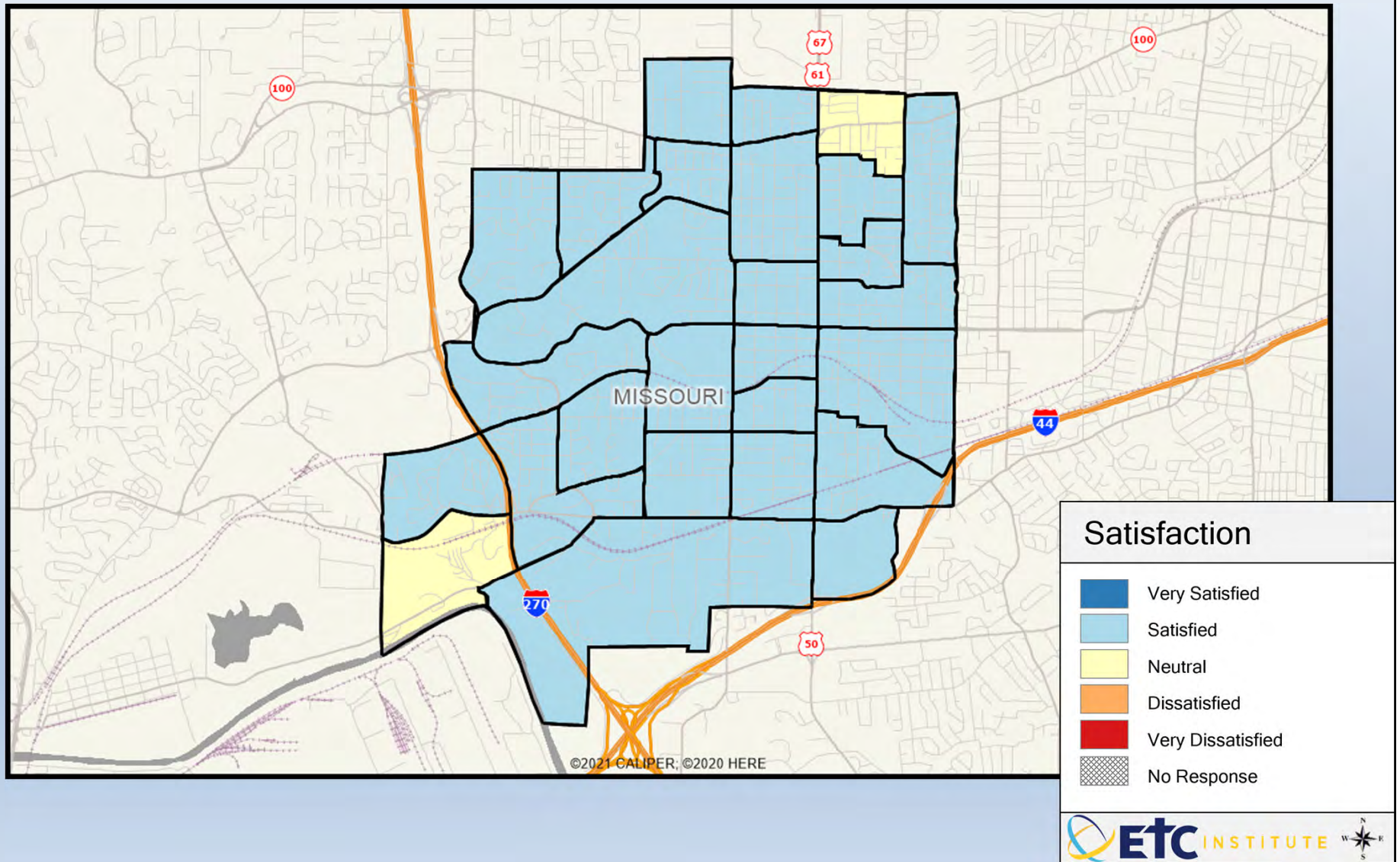
# Q20-5. Ease of online payment



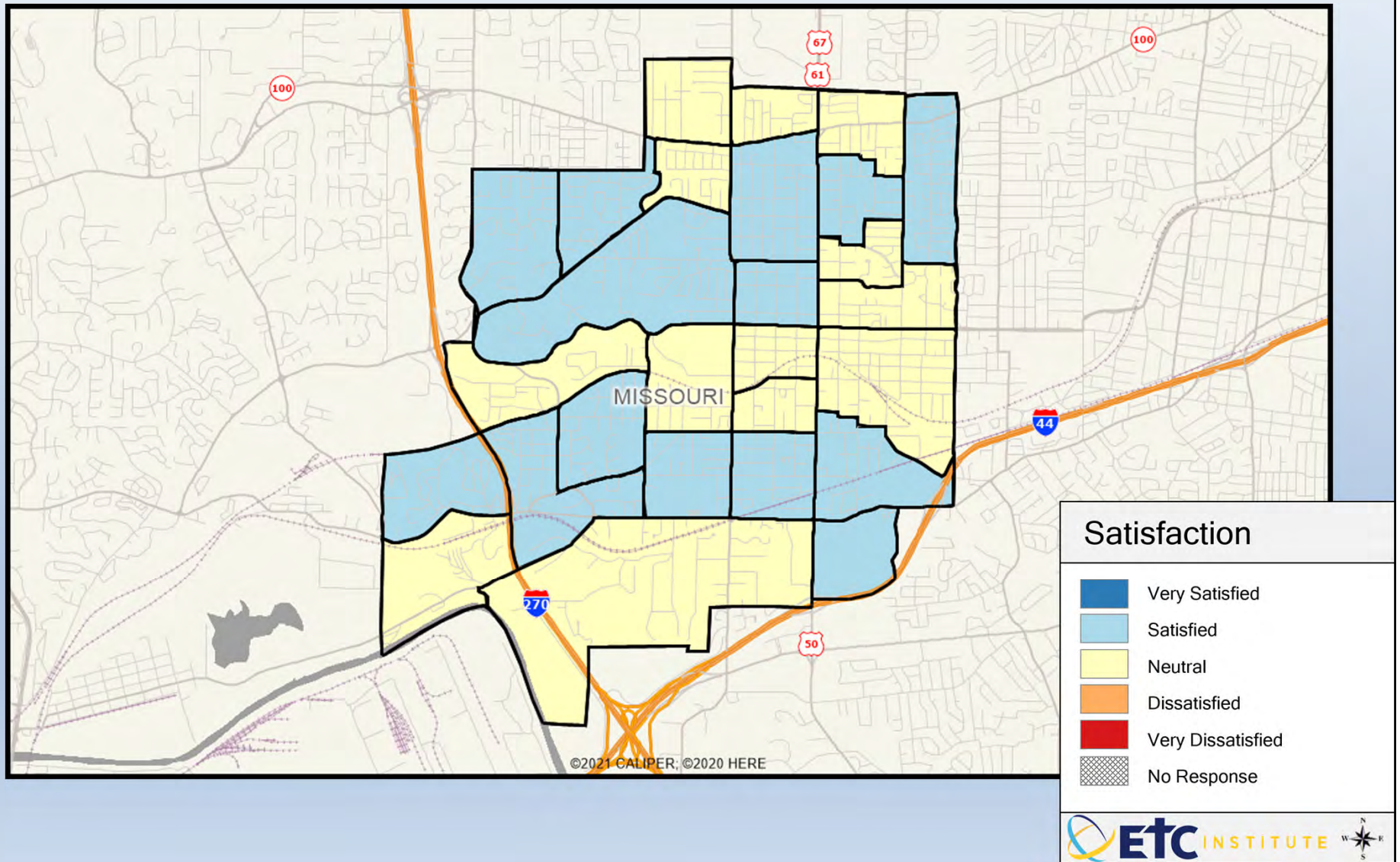
# Q20-6. Overall quality of the City's billing customer service



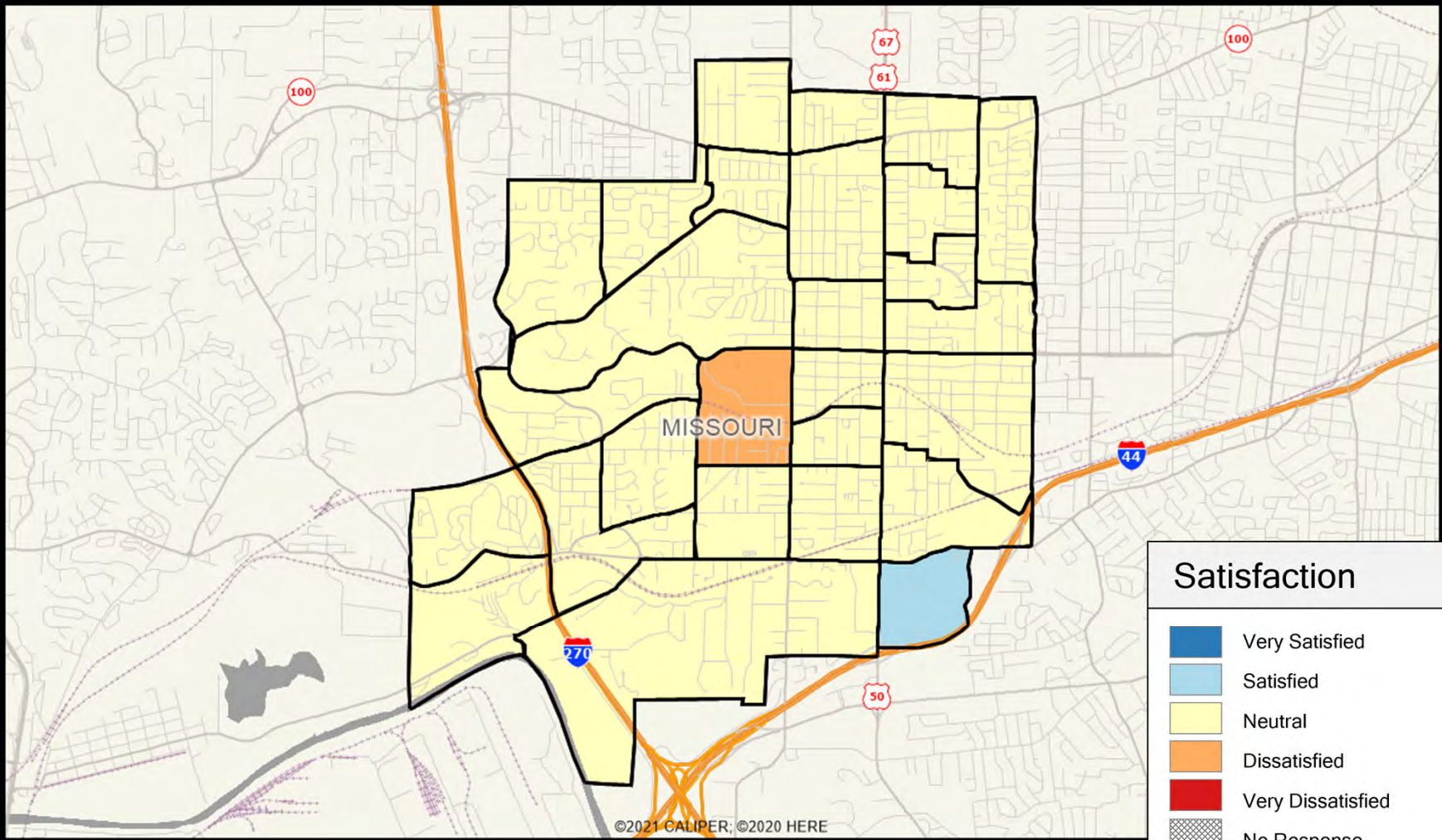
# Q22-1. The availability of information about City programs and services



# Q22-2. City efforts to keep you informed about local issues

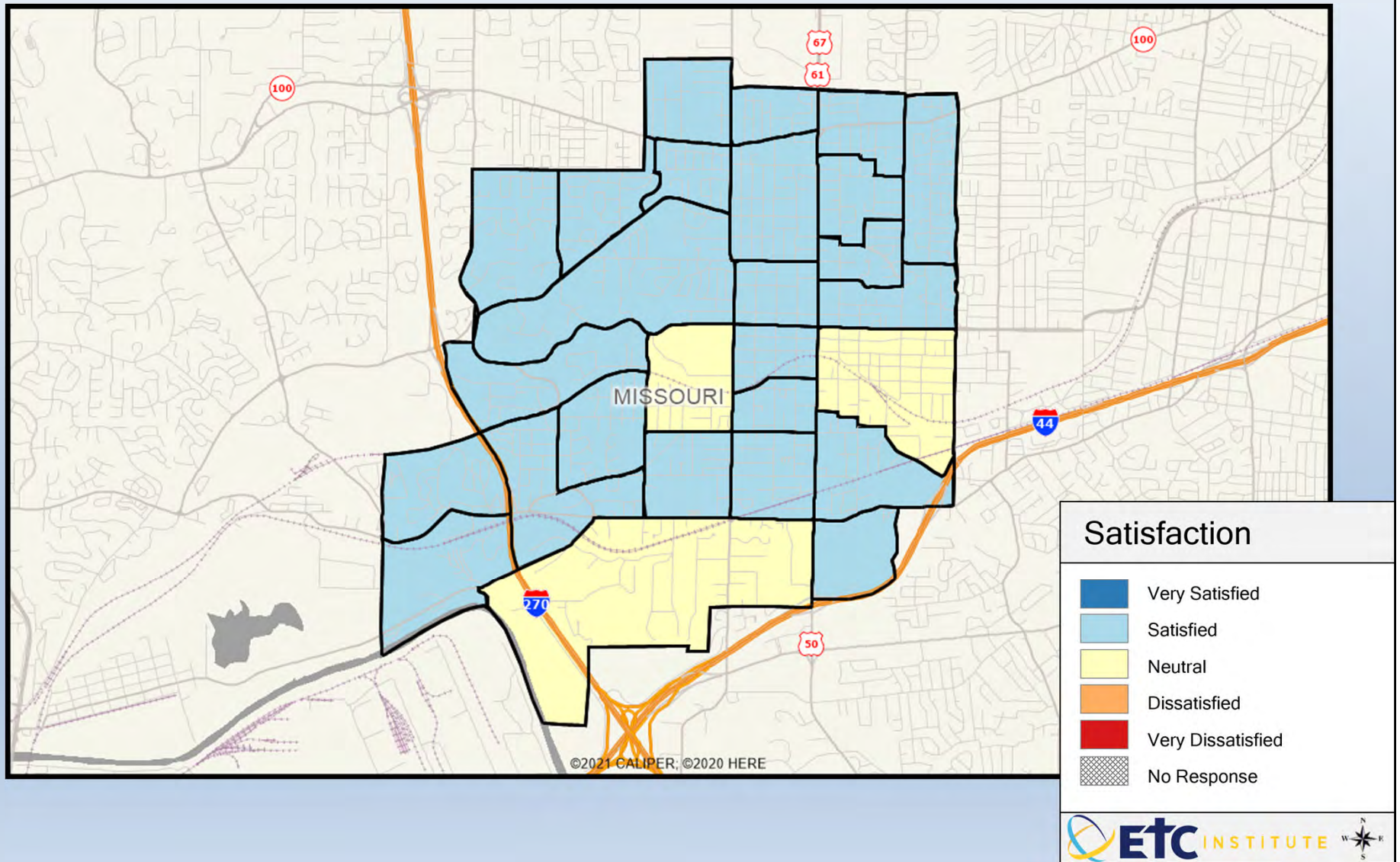


# Q22-3. The level of public involvement in local decision making

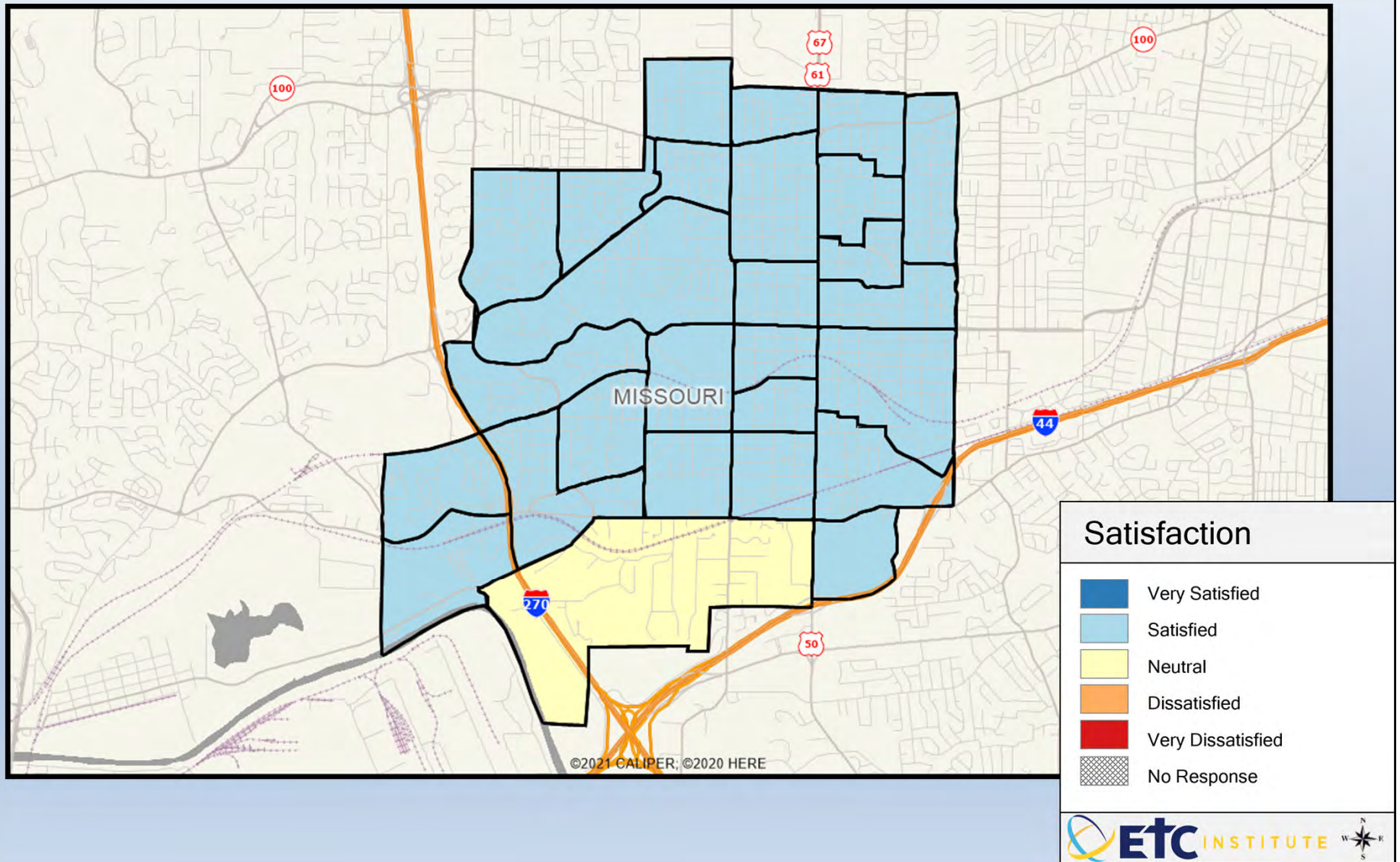


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# Q22-4. The quality of the City's website

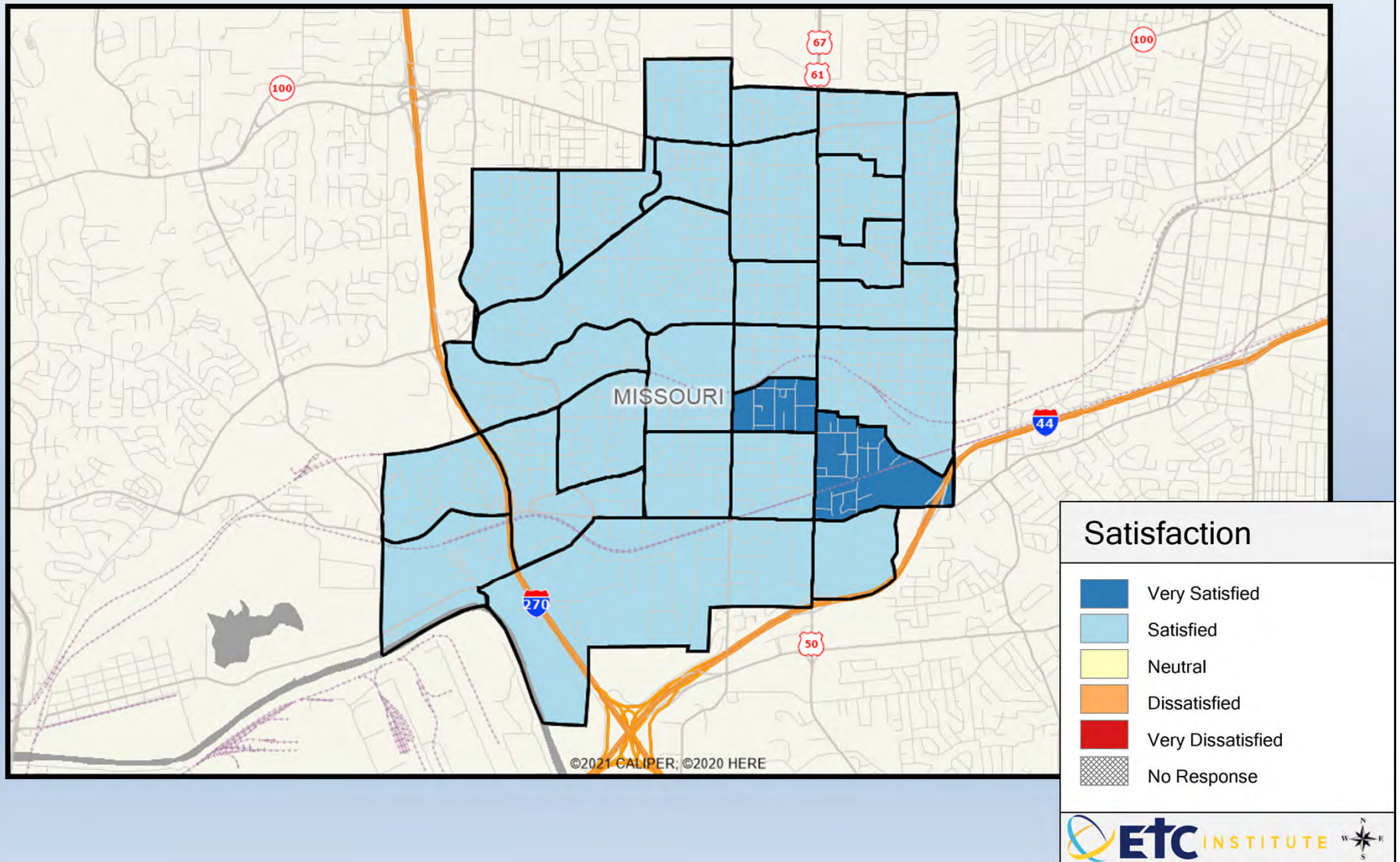


# Q22-5. The quality of the City's citizen newsletter, "Eye on Kirkwood"

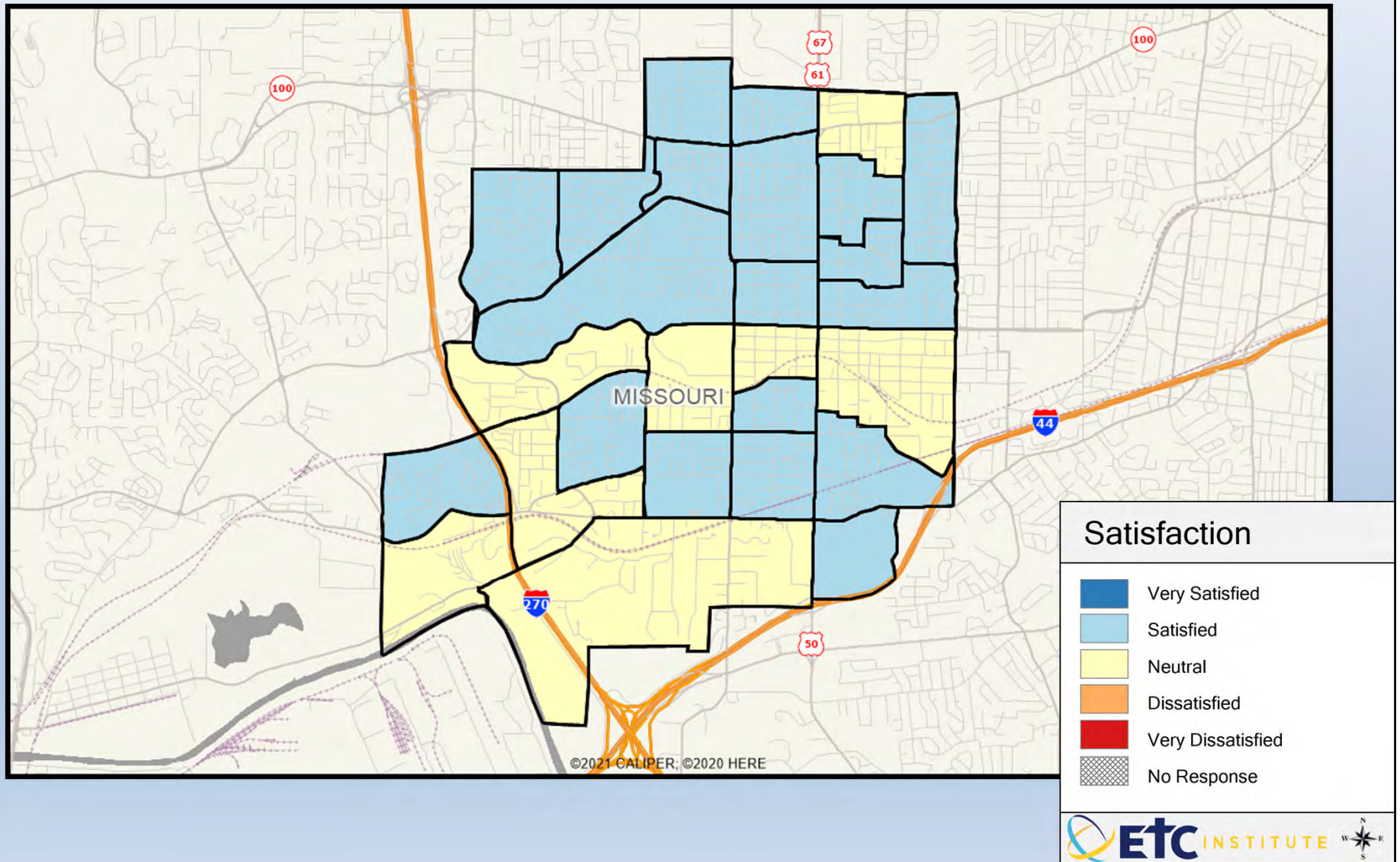




# Q22-6. The quality of the City's Parks and Recreation program guide



# Q22-7. How well the City's communications meet your needs





CITY OF

**Kirkwood**  
MISSOURI

**MEMORANDUM**

**TO:** Russell Hawes, City Administrator  
**CC:** Kyle Henke, Director of Parks & Recreation  
**FROM:** David Bradley, Navigate Building Solutions  
**DATE:** August 15, 2024  
**SUBJECT:** Kirkwood Community Center Renovations

---

**UPDATE:**

Construction has been underway on the Phase 1 renovations at the Kirkwood Community Center since March 2024. Areas under construction currently include the Ice Rink Lobby, Main Building Lobby, West Gym, New Exterior Pavilion and Site Work. Additionally, roofing repairs and HVAC Roof Top Unit replacements are ongoing as updates to major existing infrastructure.

Previously, the City Council has authorized all major project contracts, including contingencies for the major scopes of work:

- General Contractor – United Construction
- Roofing - DBS
- Abatement - Environmental Operations
- Materials Testing - Intertek-PSI
- 3<sup>rd</sup> Party Commissioning – Faith Group
- Emergency Responder Radio System – Zaggarri Engineering
- Furniture – POE

The renovation project has uncovered years of repairs and fixes, code deficiencies, and hidden conditions that could not be determined at the time of design. The approved contingencies and allowances have been used to fund these unforeseen conditions and for scope coordination of trades, which meets the intended use of these set asides.

In total, the City Council has authorized expenditures in the amount of \$10,825,000. The Total Program Budget for the project overall was established at \$11,100,000 in March 2024, meaning there is \$275,000 available in the budget that has not been allocated to current contracts.

Phase 1 Construction activities are targeted for completion by beginning of October 2024. At this time, abatement activities and demolition for the Phase 2 scope of work will begin. Phase 2 renovations include the 2<sup>nd</sup> and 3<sup>rd</sup> floor Community Rooms, the first floor public restrooms, East Gymnasium, and Elevator. Construction completion of all work is anticipated by Summer 2025.

**RECOMMENDATION:**

With additional demolition and abatement work quickly approaching, City Staff and NAVIGATE are requesting the City Council's approval of the project balance in the amount of \$275,000 to be made available for use under the contracts for United Construction and Environmental Operations. As noted, this contingency is currently approved in the project budget and would not require an appropriation. The approval of this request would provide City Staff the ability to allocate these funds for unforeseen conditions and scope coordination of trades for the remaining project scope of work as we approach the next phase of demolition and abatement.



# Kirkwood Community Center Renovations Project

**Project Update**

***August 15, 2024***

## Agenda

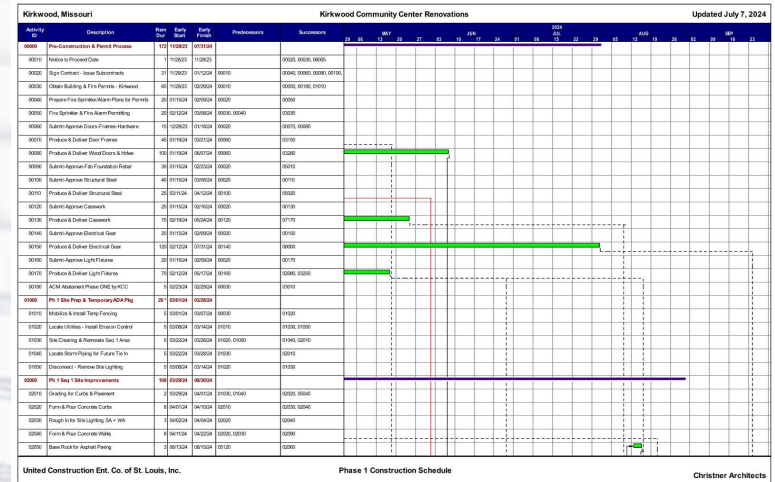
- Project Update
  - Construction Progress – Phase 1
  - Progress Photo
  - Monthly Dashboard
  - Scope Coordination & Unforeseen Conditions
- Financial Updates
  - Total Program Budget
  - Approved Contracts & Contingency
  - Request for Remaining Contingency Approval
- Looking Ahead
  - Schedule
  - Risks
- Q&A

## Progress Updates

- In November 2023, contracts were awarded to:
  - United Construction – General Contractor
  - DBS (Garland) – Roofing
  - Environmental Operations – Abatement
  - Intertek-PSI – Materials Testing
- Project coordination & long lead item procurement was ongoing December 2023 - March 2024.
- Additionally, contracts have been awarded to:
  - Faith Group – 3<sup>rd</sup> Party Commissioning Agent (Mechanical Systems)
  - Zagari Engineering – Emergency Responder Radio System
  - POE - Furniture

# Progress Updates

- Phase 1 Construction began in March 2024.
  - Ice Rink Lobby
  - Main Building Lobby
  - West Gym
  - Sitework & Pavilion
  - Roofing Repairs & Replacements
  - Roof Top Unit Replacements
  
- Selective demolition activities have been completed (however, uncovered unforeseen building conditions).
  
- Phase 1 Construction anticipated to be ongoing through September 2024.
  - + 1 month from original schedule









## MONTHLY PROJECT DASHBOARD

### Targeted Schedule Milestones

- Notice to Proceed
- Ph.1 Substantial Completion
- Ph.2 Substantial Completion
- Final Completion

### 4 Week Look-Ahead

#### Remaining Roofing Scope

### GC Contract Financial Summary

United Construction Ent. Co.

Approved Changes this Period

### Construction Contingency

Construction Contingency  
Remaining:

### Potential Change Orders

Approved Change Order Requests

Recommended CORs:

Open/Pending CORs:

### GC Invoicing Incl. Pay App #7

- Invoiced to Date
- Current Payment Due
- % Complete

### Owner Hot List / Risks

- Schedule Risks
- Budget Risks

### Outstanding Submittals & Requests for Information

Submittals:

RFI's:

# Scope Coordination & Unforeseen Conditions

- Contract Allowances
  - Misc Additional Demo – CMU & Steel
  - Water Line Under Footing
  - Replace Electrical Panel
  - Wall Ratings at Existing Walls
  - MEP Unforeseen Issues
- Approved Contingency
  - ERCES DAS Integration
- Owner Scope Changes
  - Replace Exterior Aluminum Entrance Doors
  - Add Bottle Filler
  - Replace Ceiling Tile at Ice Rink Dining
  - Front Desk Adjustments

# Financial Updates

- Total Program Budget – Established Post Bidding
  - \$11,100,000
    - Construction
    - Soft Costs
    - Contingency
- Council Approvals to Date
  - \$10,825,000
    - Contracts
    - Change Orders
    - Contingency & Allowances
- Remaining Project Contingency – Requesting Approval
  - \$275,000

Item/Description	Post VE #03024	Cost			Variance	Notes
		Commitments to Date	Future Projections	Final Cost		
		(\$)	(\$)	(\$) - (\$)		
<b>A. Construction Contracts</b>						
1. Community Center Renovations & Canopy (United)	\$ 8,032,239	\$ 8,032,239	\$ -	\$ 8,032,239	\$ -	Includes \$80,000 in Allowances.
GC - Contingency (not in contract)	\$ -	\$ -	\$ 50,000	\$ -	\$ (50,000)	
Alt 1 Exterior Pavilion	w/ Unk'd	\$ -	\$ -	\$ -	\$ -	
Alt 2 Cast Access at Level 1	w/ Unk'd	\$ -	\$ -	\$ -	\$ -	
Alt 3 RTU on Theater	w/ Unk'd	\$ -	\$ -	\$ -	\$ -	
Alt 4 Window Replacement (Omit Provide Heaters)	\$ -	\$ -	\$ -	\$ -	\$ -	
Alt 5 Fire Protection in West Gym	w/ Unk'd	\$ -	\$ -	\$ -	\$ -	
Alt 6 Replace Bleachers	w/ Unk'd	\$ -	\$ -	\$ -	\$ -	
1a. MEP / HVAC Contingency	\$ -	\$ -	\$ -	\$ -	\$ -	
1b. Elevator Replacement with GC	w/ Unk'd	\$ -	\$ -	\$ -	\$ -	
1A. General Conditions	w/ Unk'd	\$ -	\$ -	\$ -	\$ -	
1B. Insurance	w/ Unk'd	\$ -	\$ -	\$ -	\$ -	
1C. Overhead and Profit	w/ Unk'd	\$ -	\$ -	\$ -	\$ -	
1D. Performance and Payment Bond	w/ Unk'd	\$ -	\$ -	\$ -	\$ -	
1E. Construction Contingency	\$ -	\$ -	\$ -	\$ -	\$ -	
1F. Escalation	\$ -	\$ -	\$ -	\$ -	\$ -	
2a. Roof Replacements & Upgrades (Garland/DBS)	\$ 1,119,702	\$ 1,119,702	\$ -	\$ 1,119,702	\$ -	
2b. Roof Replacement - Contingency	\$ -	\$ 3,800	\$ 46,200	\$ 50,000	\$ (50,000)	Council Approved Appropriation; CO#2 Curtainwall
3. Elevator Replacement	w/ Unk'd	\$ -	\$ -	\$ -	\$ -	
4. Construction Contingency	\$ 458,212	\$ -	\$ -	\$ -	\$ 458,212	See Contingency Log
5a. Approved GC Change Orders to Date	\$ -	\$ 43,193	\$ -	\$ 43,193	\$ (43,193)	See Contingency Log
5b. Recommended GC Change Orders to Date	\$ -	\$ -	\$ 5,219	\$ 5,219	\$ (5,219)	See Contingency Log
5c. Proposed GC Change Orders to Date	\$ -	\$ -	\$ 70,159	\$ 70,159	\$ (70,159)	See Contingency Log
5d. Anticipated GC Change Orders to Date	\$ -	\$ -	\$ 25,100	\$ 25,100	\$ (25,100)	See Contingency Log
6. Escalation	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>Sub-Total</b>	<b>\$ 9,610,183</b>			<b>\$ 9,395,612</b>	<b>\$ 214,571</b>	
<b>B. Special Construction</b>						
1a. HAZMAT Abatement (EOI)	\$ 75,000	\$ 56,400	\$ 18,600	\$ 75,000	\$ -	Includes \$15,000 Contingency (Proposal was \$41,400)
2. Fire Permit	\$ -	\$ -	\$ -	\$ -	\$ -	
3. OIR Permit	\$ -	\$ -	\$ -	\$ -	\$ -	
4. Builder's Risk Insurance	w/ Unk'd	\$ -	\$ -	\$ -	\$ -	
5. Exterior Signage/Special Signage	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>Sub-Total</b>	<b>\$ 75,000</b>			<b>\$ 75,000</b>	<b>\$ -</b>	
<b>C. Furniture &amp; Fixtures</b>						
1. Furniture (POE)	\$ 125,000	\$ 156,425	\$ -	\$ 156,425	\$ (31,425)	
2. Physical Fitness Equipment	\$ -	\$ -	\$ -	\$ -	\$ -	
3. Non-Permanent Appliances	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>Sub-Total</b>	<b>\$ 125,000</b>			<b>\$ 156,425</b>	<b>\$ (31,425)</b>	
<b>D. Professional Services</b>						
1. Site Analysis (Phase I, Phase II, etc.)	\$ 7,000	\$ 7,000	\$ -	\$ 7,000	\$ -	WID 2 Environ. Consult.
2. Environmental Consultants (Terracon)	\$ 1,400	\$ 1,400	\$ -	\$ 1,400	\$ -	Airzone Testing
3. Plumbing Camera Lines (Tlope)	\$ -	\$ -	\$ -	\$ -	\$ -	Topo executed proposal.
4. Geotechnical	\$ -	\$ -	\$ -	\$ -	\$ -	
5. Civil Engineering	\$ 4,000	\$ 4,000	\$ -	\$ 4,000	\$ -	
6. Programming	\$ -	\$ -	\$ -	\$ -	\$ -	
7. Project Manager / Owner Rep (Navigate)	\$ 456,300	\$ 456,300	\$ -	\$ 456,300	\$ -	Navigate (TO2, TC4, TO11)
8a. Architectural Design Fees (Cherwell)	\$ 748,690	\$ 752,365	\$ -	\$ 752,365	\$ (3,700)	Cherwell (plus ASR 1, ASR 2, ASR 3)
8b. Reimbursables	\$ 10,000	\$ 10,000	\$ -	\$ 10,000	\$ -	ASR #4 7/6/24 for Site Improvements
9. Materials Testing (Intertek-PSI)	\$ 15,000	\$ 15,000	\$ -	\$ 15,000	\$ -	Includes \$2,274 Contingency (Proposal was \$12,726)
10. Elevator Design Consultant	\$ 8,800	\$ 8,800	\$ -	\$ 8,800	\$ -	
11. Commissioning (Mechanical Systems) (Faith Group)	\$ 25,000	\$ 56,200	\$ -	\$ 56,200	\$ (31,200)	
<b>Sub-Total</b>	<b>\$ 1,276,390</b>			<b>\$ 1,311,295</b>	<b>\$ (34,905)</b>	
<b>E. Technology</b>						
1. Phone/Hardware/Service	\$ -	\$ -	\$ -	\$ -	\$ -	
2. Computer	\$ -	\$ -	\$ -	\$ -	\$ -	
3. Fiber Optics	\$ 25,000	\$ -	\$ 25,000	\$ 25,000	\$ -	New Charter Data Service - Wireless Access System
4. Data Systems / Communication Wiring	\$ -	\$ -	\$ -	\$ -	\$ -	
5. Security Cameras	\$ -	\$ -	\$ -	\$ -	\$ -	
6. Paramter Entry	\$ -	\$ -	\$ -	\$ -	\$ -	
7. Alert System	\$ -	\$ -	\$ -	\$ -	\$ -	
8. Audio Visual	\$ -	\$ -	\$ -	\$ -	\$ -	
9. Radio / Dispatch	\$ -	\$ -	\$ -	\$ -	\$ -	
10. Remote Data Communication Links	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>Sub-Total</b>	<b>\$ 25,000</b>			<b>\$ 25,000</b>	<b>\$ -</b>	
<b>F. Land Acquisition</b>						
1. Primary Building Site Acquisition	\$ -	\$ -	\$ -	\$ -	\$ -	
2. Secondary Site Acquisition	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>Sub-Total</b>	<b>\$ -</b>			<b>\$ -</b>	<b>\$ -</b>	
<b>G. Financing</b>						
1. Bond Council Issuance Costs	\$ -	\$ -	\$ -	\$ -	\$ -	
2. Legal Council	\$ -	\$ -	\$ -	\$ -	\$ -	
3. Bond Sale/Advertisement	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>Sub-Total</b>	<b>\$ -</b>			<b>\$ -</b>	<b>\$ -</b>	
<b>H. Miscellaneous Costs</b>						
1. Bid Document Advertisement	\$ -	\$ -	\$ -	\$ -	\$ -	
2. Construction Document Printing	\$ -	\$ -	\$ -	\$ -	\$ -	
3. Moving expense	\$ -	\$ -	\$ -	\$ -	\$ -	
4. Misc.	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>Sub-Total</b>	<b>\$ -</b>			<b>\$ -</b>	<b>\$ -</b>	
<b>Sub-Total of A - H</b>	<b>\$ 11,111,543</b>			<b>\$ 10,963,332</b>	<b>\$ 148,211</b>	
<b>OWNER'S PROGRAM BUDGET</b>	<b>\$ 11,111,543</b>			<b>\$ 10,963,332</b>	<b>\$ 148,211</b>	(Over) / Under
						(Over) / Under Budget Goal of \$10,400,000
						Established on 2/24/2023; REV 8/31/2020
						*Interior Wall Graphics Allowance Remaining \$30,000 See Construction Allowance Log
						*Scope Coordination Allowance Remaining \$28,925 See Construction Allowance Log

## Looking Ahead – Schedule & Risks

- Phase 1 Construction – Completing September 2024
  - Open Change Order Requests
- Phase 2 Abatement – Beginning September 2024
  - Hidden Conditions
- Phase 2 Construction – Beginning October 2024
  - 2<sup>nd</sup> and 3<sup>rd</sup> Floors – Full Gut / Demolition
  - Area Well Roof Repairs & Equipment Installation
  - Ongoing Infrastructure Replacement – Electrical Gear
- Construction Completion – Summer 2025
- Reimbursement of Parks Grant
  - \$575,000 Reimbursement to City of Kirkwood Post Completion



**Questions and Answers**

# Memo

To: Kirkwood City Council  
 From: Kyle Henke, Brenton Ward  
 CC: Russ Hawes, David Weidler, Mary Sprung  
 Date: 8/13/2024  
 Re: Kirkwood Ice Rink Facility Fee Change

Recreation staff has been reviewing fees associated with use of the Ice Rink. These fees are represented in the City’s Fee Schedule under Parks and Recreation Facilities. This memo serves as a recommendation to update the Ice Rink fees for private rink rentals and skate rentals. It has always been the goal of the City of Kirkwood to stay competitive with other local municipal rinks, while offering fair market value. Attached is a list of the current fees charged by other local municipal rinks as compared to current Kirkwood rates.

The recreation staff is proposing an increased fee as well as a new dynamic pricing structure that will allow fees to be adjusted according to demand for certain times and days between a minimum and maximum. Currently, staff utilizes prime and non-prime rates, but there is a request to enhance flexibility in pricing. This flexibility will help to maximize utilization and revenue, ensuring the ice rink remains competitively priced and well maintained, while also supporting adequate staffing.

The previous fee increase was in 2022. The lowest amount currently charged is \$180/hr for non-prime while the highest currently charges is for prime time is \$240/hr. This request will help offset the increases due to electric and other utility increases, equipment costs, facility maintenance, and minimum wage increases. Based on FY-2024 usage, the anticipated rate changes will increase revenue by an estimated \$50,000.00 Rink fee increases would go into effect beginning September 6, 2024. This increase was planned for and is included in the FY24 Operating Revenue Budget.

**User Fees for Parks and Recreational Facilities**

After thorough consideration staff is proposing two changes to the fees. The first fee increase is associated with hourly rental rates for the facility with a proposed minimum fee of \$200/hr and a maximum fee of \$270/hr and with the ability to adjust the fee lower based on time and day. The second change is to increase skate rental rates from \$2.00 to \$3.00. The following identified fees shall be assessed for the use of the described facilities under the jurisdiction of the department of Parks and Recreation:

	<i>Resident</i>	<i>Nonresident</i>
(c) <i>Ice Rink Fees:</i>		
Single Session Youth (7-14).....	5.00	6.00



Single Session Adult (18-64) .....	5.00		6.00
Single Session Senior Citizen (65+).....	4.50		5.50
Skate Rental .....	<del>2.00</del>	3.00	<del>2.00</del> 3.00
Rink Rental Rate Minimum* .....	<del>2400.00</del>	200.00	<del>240.00</del> 200.00
Rental Rate Maximum* .....	<del>2400.00</del>	270.00	<del>240.00</del> 270.00

\*Rink Manager has the authority to adjust Rink Rental Rate fees within this range.

	Kirkwood Proposed	Brentwood	Creve Coeur	Webster	Queeny	Kennedy	PR Lumber	McKendree	Maryville	FSI Shark Tank	Afton	Centene
<b>Rink Rental</b>												
Prime Time	\$270.00	\$260.00	\$270.00	\$255.00	\$275.00	\$255.00	\$315.00	\$325.00	\$300.00	\$325.00	\$325.00	\$340.00
Non-Prime Time	\$200.00	\$190.00	\$180.00	\$240.00				\$275.00	\$250.00			
<b>Public Skating</b>												
Resident	\$5.00	\$4.00	\$4.00	\$4.50	\$6.00 Youth	\$6.00 Youth	\$8.00	\$10.00 Youth	\$10.00	N/A	N/A	\$5.00
Non-Resident	\$6.00	\$6.00	\$6.00	\$6.00	\$8.00 Adult	\$8.00 Adult	\$10.00	\$15.00 Adult	\$10.00	N/A	N/A	\$12.00
Resident Senior	\$4.50	\$3.00	\$3.50	\$3.00	\$6.00					N/A	N/A	
Non-Resident Senior	\$5.50	\$4.00	\$4.00	\$4.00	\$6.00					N/A	N/A	
Skate Rental	\$3.00	\$2.00	\$3.00	\$2.00	\$3.00	\$3.00	\$3.00	\$5.00	\$2.00	N/A	N/A	\$5.00
<b>Freestyle</b>												
Resident	\$6.00/hour	\$6.00/hour	\$10.00/hour	\$11.00/hour	\$7.00/hour	\$7.00/hour	\$12.00	Member only	\$10.00/hour	N/A	N/A	\$12.00/hour
Non-Resident	\$7.00/hour	\$7.00/hour	\$10.00/hour	\$11.00/hour	\$7.00/hour	\$7.00/hour	\$14.00	Member only	\$10.00/hour	N/A	N/A	\$12.00/hour
<b>Stick and Puck</b>												
Resident	\$6.00/hour	\$6.00/hour	\$7.00/1.5 hours	\$5.50/session	\$7.00/hour	\$7.00/hour	\$10.00/hour	Member only	\$10.00/hour	\$10.00/hour	N/A	\$15.00/hour
Non-Resident	\$7.00/hour	\$7.00/hour	\$7.00/1.5 hours	\$8.00/session	\$7.00/hour	\$7.00/hour	\$11.00/hour	Member only	\$10.00/hour	\$10.00/hour	N/A	\$15.00/hour
<b>Party Room Rental</b>												
Resident	\$150.00/25	\$150.00/18	N/A	\$25.00-\$35.00	\$96.00/hour							
Non-Resident	\$170.00/25	\$150.00/18	N/A	\$25.00-\$35.00	\$96.00/hour							
<b>Group Skating Lessons (per week)</b>												
Resident	\$9.00	\$9.00	\$12.00	\$10.00	\$12.50							
Non-Resident	\$10.00	\$10.00	\$14.00	\$10.00	\$12.50							